

Development of health literate organization in lifestyle modification clinic

: Health outcomes in diabetic and hypertension patients

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Background: The Hypertension and diabetes tend to rise rapidly. This is a public health concern in many parts of the world. Including Thailand. Health literacy has been positively associated with HbA1c and blood pressure levels in patients with diabetes and hypertension. The Department of Health, Ministry of Public Health (Roma, 2018) suggested that promoting Health literacy among people should drive health services in the form of health literate organization because there is a greater chance of sustainability.

Objective: The objectives of this action research were 1) to explain the development of a health literate organization in lifestyle modification clinic 2) to study the changes from the development.

Method: The study was conducted between October 2019 - September 30, 2021. The sample consisted of a research team, research participants were professional nurses in lifestyle modification clinic, pharmacists, diabetic and hypertension patients. . The tools used in the research were records of care results. focus group discussion, practice guideline, quantitative data analysis using frequency and percentage statistics, The qualitative data section is used for content analysis.

Results: The research results were as follows: 1. The development of a health literate organization of lifestyle modification clinic consisted of 5 steps: 1.1 Policy formulation and Health literacy standards 1.2 Environmental management conducive to becoming a health literate organization 1.3 Development of curriculum and training of health personnel 1.4 Creating health literacy friendly media 1.5 Assessment of development outcomes 2. Results Changes from the development are as follows: 2.1 Health outcomes of diabetic patients and hypertension patients. The accumulation of glucose in control (HbA1C less than or equal to 7 mg%) increased from 42% to 84% and blood pressure in patients with good control blood pressure (< 140 and < 90 mmHg) increased from 49.20% to 52.38% 2.2 Model of activities to promote health literacy consisted of 1) motivation interviewing and assess the stage of change 2) Practice searching - sifting - examining health

information3) enhance learning skills 4) enhance questioning skills 5) enhance decision-making skills 6) enhance self-reminder and self-management skills.

Conclusion: research recommendations health service establishments with similar contexts can apply the research results to develop a health literate organization to provide public health literacy services for non-communicable diseases.

Keywords: Diabetes, Hypertension, Health literate organization development, lifestyle modification clinic