

Abstract citation ID: ckad160.1464**Organizational Health Literacy in cancer care: the patients' perspective****Celine Jeitani***C Jeitani¹, S Van den Broucke¹*¹IPSY, Catholic University of Louvain, Louvain la Neuve, Belgium
Contact: celine.jeitani@uclouvain.be**Introduction:**

While earlier views of health literacy focused on patients' skills, recent conceptualizations put the emphasis on matching individuals' functional, communicative and critical skills to the information requirements of the health system. This paradigm shift has given rise to the concept of health-literate organizations. Yet while this concept is becoming better known, the barriers and facilitators to its implementation remain understudied. This study aims at understanding patients' perspective of how their health literacy levels are being attended to by the healthcare system and enable their decision-making process.

Methods:

The study took place at the oncology-hematology departments in two sites of a Brussels-based hospital, serving two different patient populations. The perceptions of 20 patients on existing health literacy policies and procedures were evaluated through semi-structured interviews based on the Enliven Organisational Health Literacy Self-Assessment Resource, CDC's attributes of a health-literate organization, and the International Self-Assessment Tool for Organizational Health Literacy Responsiveness of Hospitals. The models underlying these tools were used for the analysis of the results alongside the WHO health literacy policy model.

Results:

Preliminary results revealed a weak understanding of the term health literacy and poor comprehension of the impact and importance of health literacy. The information given through oral or written measures was considered sufficient but poorly adapted to cultural and linguistic needs. Little or no involvement was perceived in patient-related approach strategies. Coordinating nurses were considered as the main source of information.

Conclusions:

The weak ability of patients to understand the importance of health literacy and its impact calls for a health literate organization approach that allows the patient an accessible and level-adapted environment that caters to all HL levels.

Key messages:

- Weak ability for patients to understand HL and its importance shows how perception of adapted Health Literate approaches are impacted.
- The need for health literate organizations through the creation of interventions that cater the needs of patients, health care staff and the organization.