



UiO : **Institute of Health and Society**  
University of Oslo

# eHLF / eHLQ

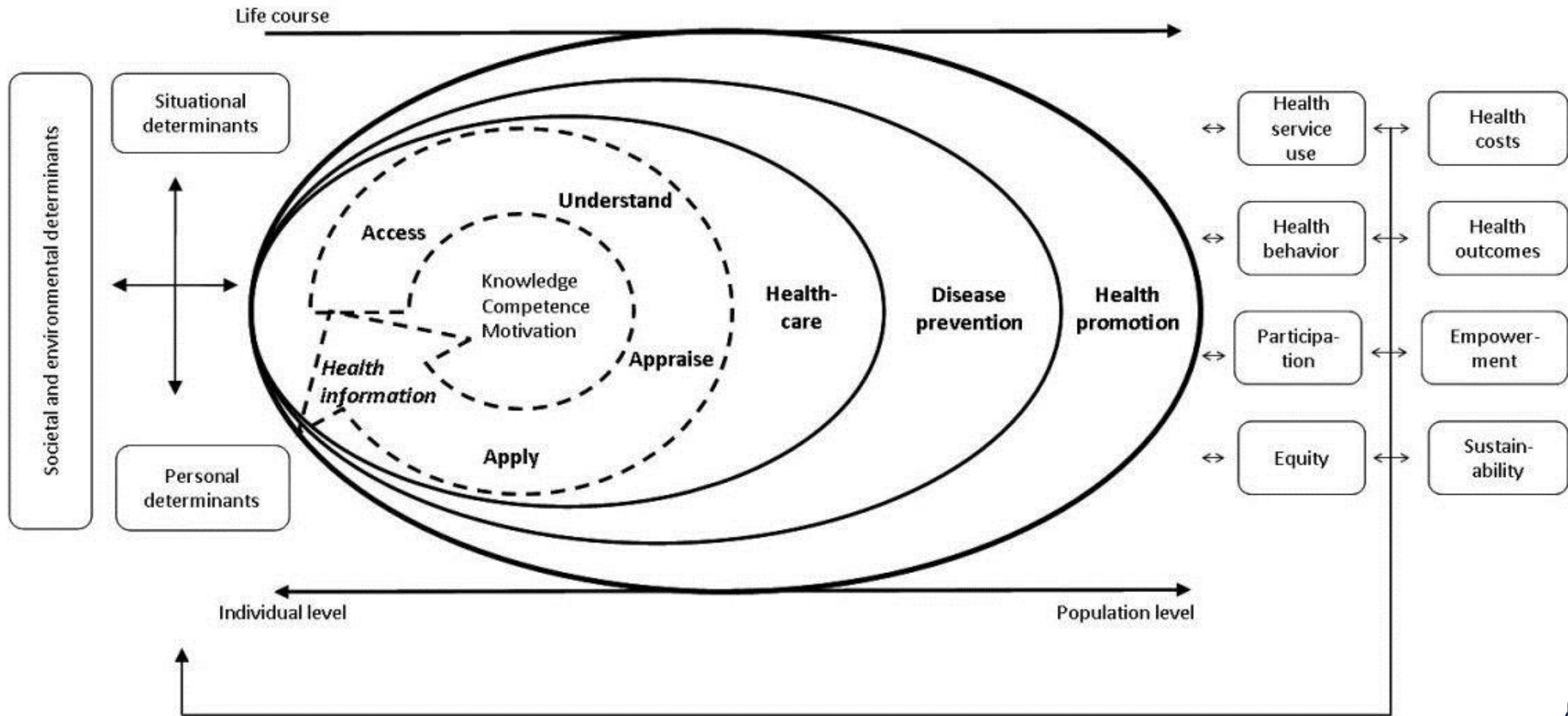
eHealth literacy framework/ eHealth literacy questionnaire

UiO : **Global Health**





# Health literacy



# Digital health literacy / eHealth literacy

“the ability to seek, find, understand, and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem”

Norman and Skinner, 2006



# eHealth literacy comprises of six subtypes of literacy

	eHealth literacy
Traditional literacy and numeracy	- the ability to understand text and number
Health literacy	- the ability to process and understand health information
Computer literacy	- the ability to use computer hardware and software
Science literacy	- the ability to understand scientific texts, facts, and correlations
Media literacy	- the ability to process media content and assess its quality
Information literacy	- the ability to process information, to know how knowledge is organized, and to know how to use the gained information



# Updated definition of eHealth literacy

“eHealth literacy includes a dynamic and context-specific set of individual and social factors, as well as consideration of technological constraints in the use of digital technologies to search, acquire, comprehend, appraise, communicate, apply and create health information in all contexts of healthcare with the goal of maintaining or improving the quality of life throughout the lifespan”

Griebel et al., 2017





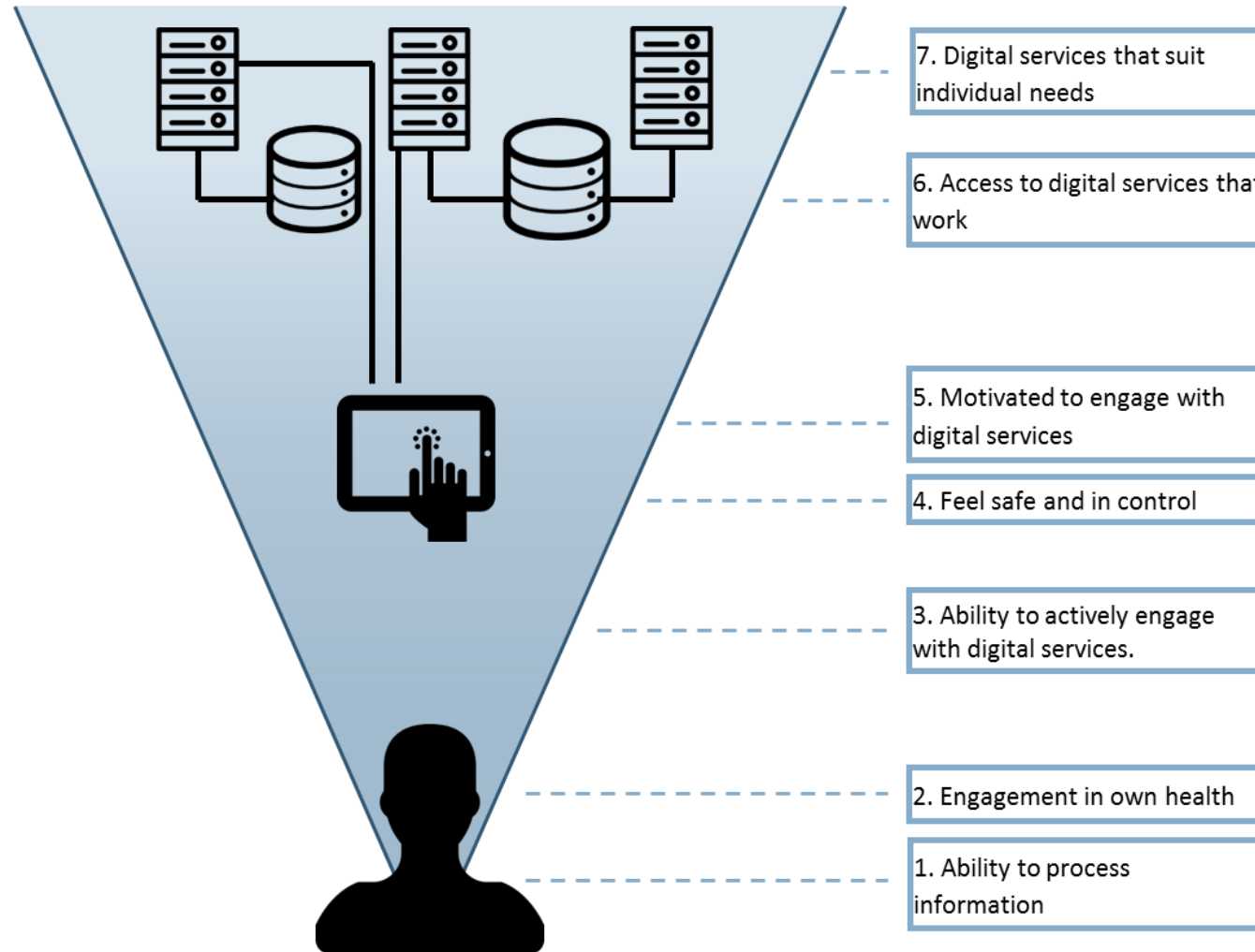
# Why measure eHealth literacy

- To understand the users in their interaction with services and technologies
- To serve as a design input, e.g. be used as a model or be used to understand user's performance in usability tests
- To evaluate the effect of interventions directed at either the users competence or at the service design



# eHealth literacy framework

Nordgaard et al. 2015



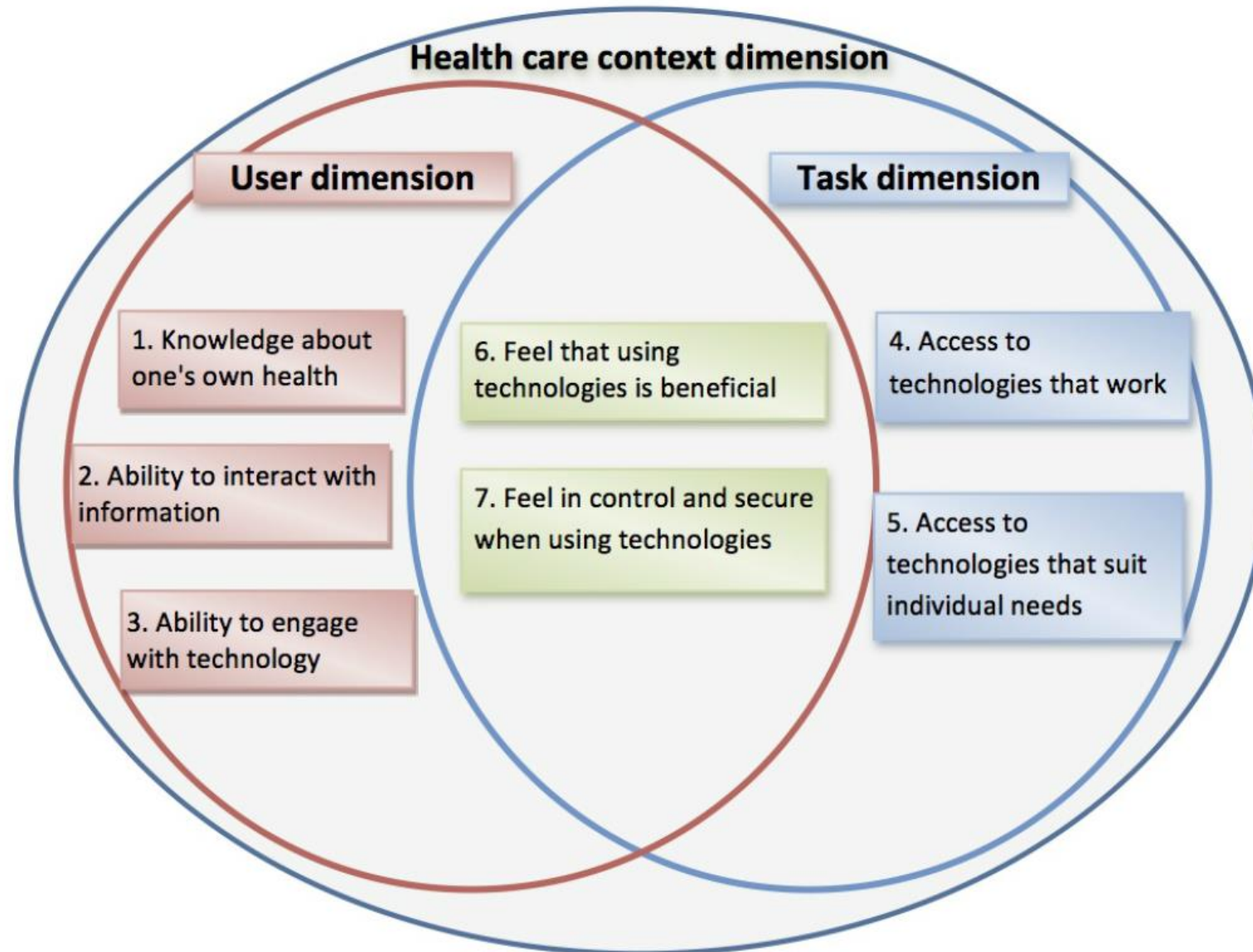


# eHLF / eHLQ

- Seven dimensions. In total: 35 items
  - Understanding of health concepts and language
  - Uses of e-health technologies
  - Ability to actively engage with digital services
  - Feel safe and in control
  - Motivated to engage with digital services
  - Access to digital services that work
  - Digital services that suit individual needs



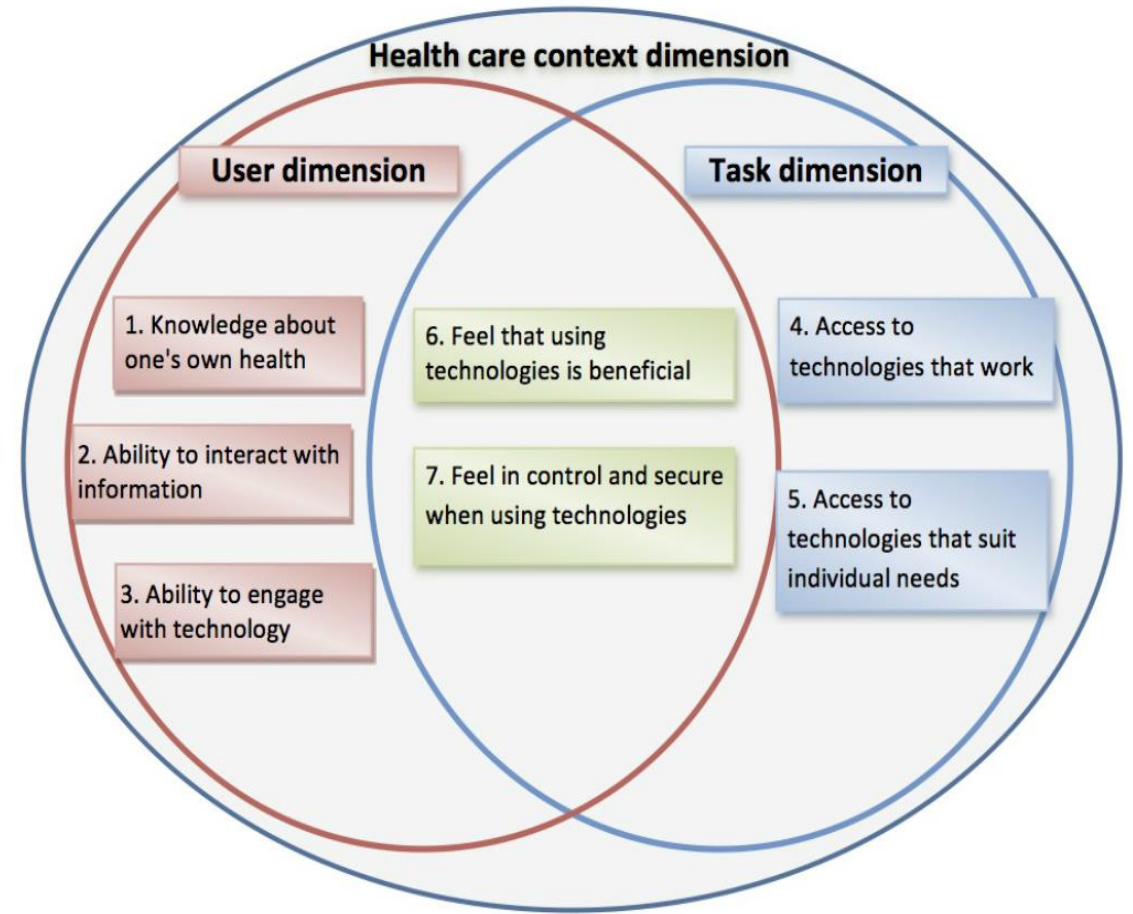




Kayser et al. 2015

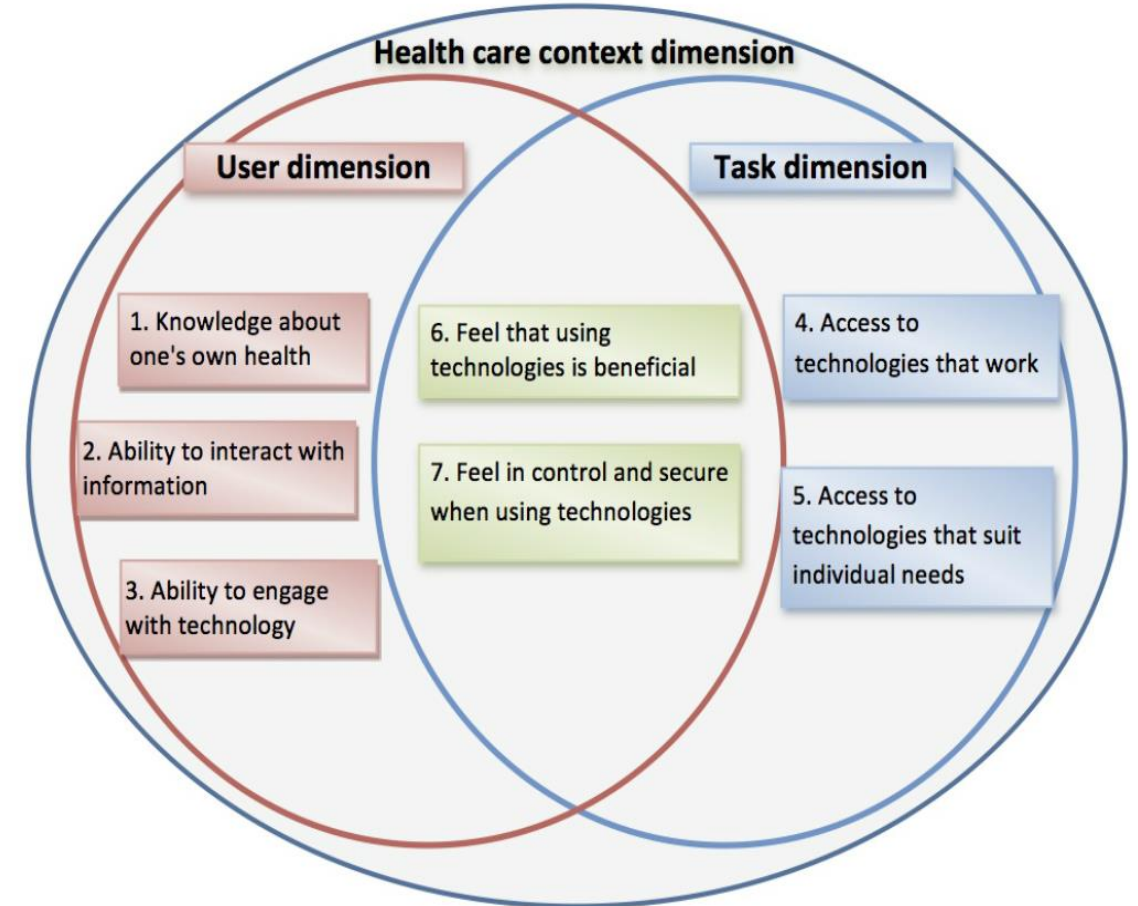
# Example of “User dimension” questions

- How do you get most of your information about health?
- What kinds of technologies do you use? Internet? Mobile phone?



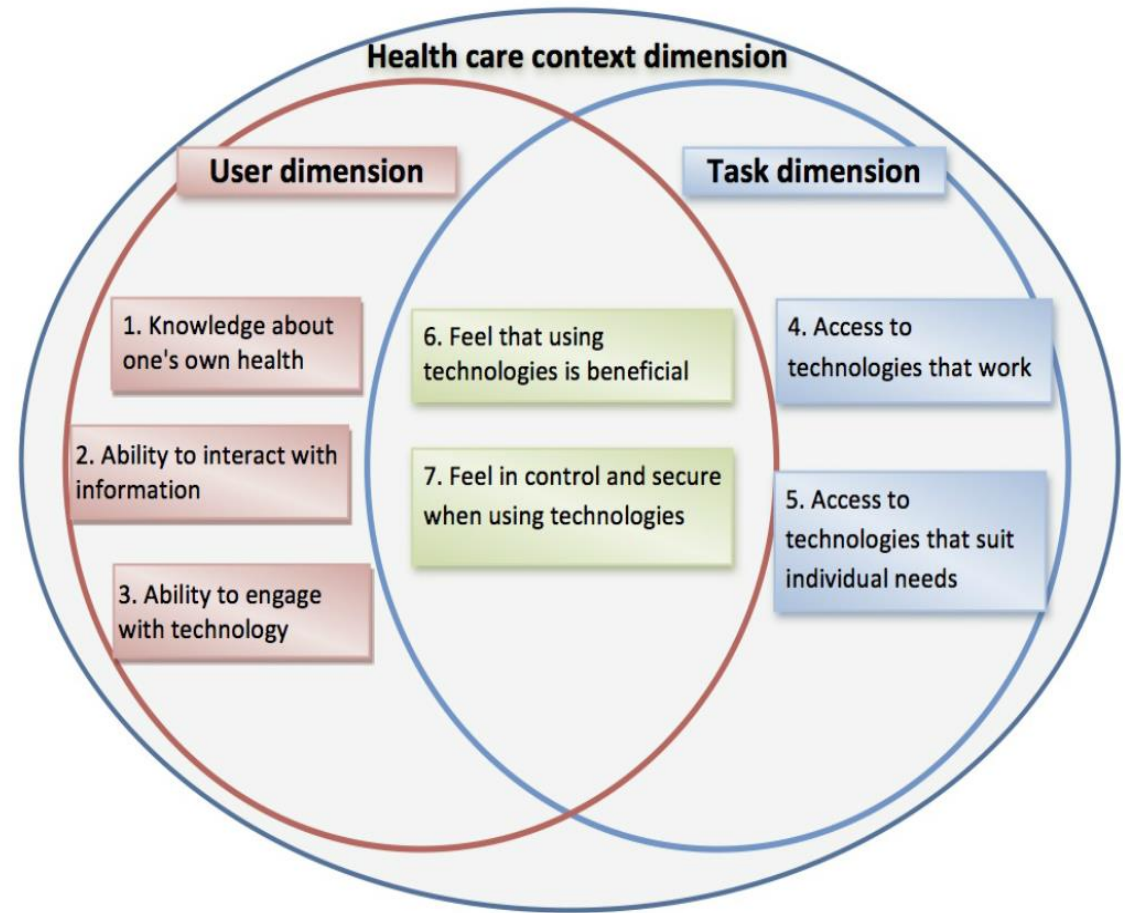
# Examples of Interface questions

- Did you think the app was beneficial?
- How do you feel when you use technology? When you used the app?



# Task dimension questions

- How did you use the app?
- What do you think about how it worked?
- Did the app meet your needs?





# eHLQ

- A value generating model with focus on person-centered health care
- Includes cross disciplinary teams and work across sectors
- Development of life skills

