

Navigational health literacy

Health Literacy Survey Switzerland 2019-21

(HLS₁₉₋₂₁-CH)

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Navigational health literacy refers to the ability of using the available information to navigate the healthcare system.

74% of the Swiss population has difficulty navigating the healthcare system.



5 in 100 Swiss residents have excellent navigational health literacy.

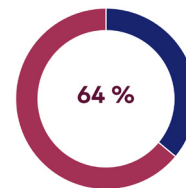
21 in 100 Swiss residents have sufficient navigational health literacy.

23 in 100 Swiss residents have problematic navigational health literacy.

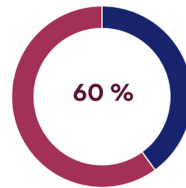
51 in 100 Swiss residents have inadequate navigational health literacy.

What causes the greatest difficulty?

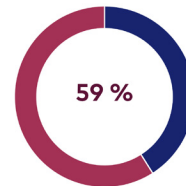
The following percentages of the surveyed Swiss residents find it (very) difficult...



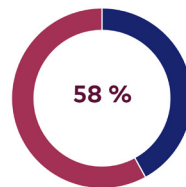
...to find out about their rights as a patient.



...to understand information on healthcare reforms.



...to judge if health services meet their own expectations.



...to find information on the quality of health services.



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Federal Department of Home Affairs FDHA
Federal Office of Public Health FOPH

Navigational health literacy (NHL) is lower in most respondents than general health literacy (HL), with **59 %** falling into a lower category for NHL than for general HL. Only **5%** have less trouble with NHL than with general HL.

Which population groups are more likely to have difficulty?

Low navigational health literacy particularly affects people...



...living in financial deprivation.



...in poor health.



...who have difficulties with the local language.



...with little social support.



...with a lower social status.

People with high navigational health literacy...

...adopt healthier behaviours.

...report a better self-perceived health.

...are less likely to suffer from chronic disease or health problems.

...have fewer difficulties in dealing with a chronic disease or health problem in case they are suffering from it.

...are less likely to consult their GP or specialists.

Source:

De Gani, S. M., Jaks, R., Bieri, U., Kocher, J. Ph. (2021). Health Literacy Survey Schweiz 2019-21. Schlussbericht im Auftrag des Bundesamtes für Gesundheit BAG. Zürich, Careum Stiftung. (*Final report commissioned by the Federal Office of Public Health FOPH. In German with an English summary*).

More information (in German):

www.careum.ch/studie-gesundheitskompetenz



Careum

Pestalozzistrasse 3, CH-8032 Zürich

T +41 43 222 50 00

info@careum.ch, careum.ch