Health My Way

Digital Health Mentor Handbook

Good Things Foundation

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Introduction

Good Things Foundation's vision is **a world where everyone benefits from digital.** We work with partners in thousands of communities across Australia.

We know that community organisations offer support to people in a range of different areas and ways. This can include supporting community members to manage their health and wellbeing.

We want to help you explore ways that digital can enhance this support, and also help people to feel more independent and knowledgeable in regards to their health. Supporting them to find reliable health-related information and use quality online tools can help improve their quality of life and compliment the support they receive from their healthcare professionals.

This guide is filled with ideas and tips on how to create and manage digital health literacy programs for Digital Health Mentors working in community organisations.

Supporting learners through their digital health journey

We've broken down a Digital Health Literacy program into four sections. The information in this handbook is dedicated to helping you achieve each objective. The aim being that by the end of your support, the confidence and knowledge of your learners around managing their health online will have increased.

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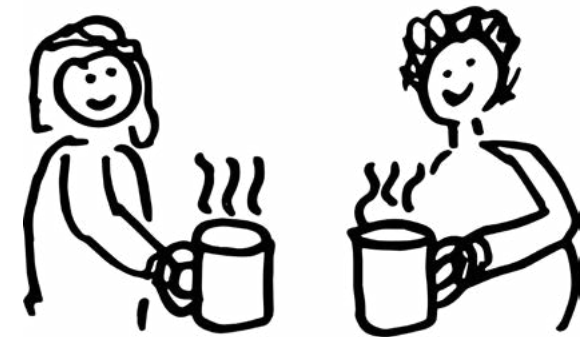Resources that are available to support you in helping your community

Tailoring support to learners' needs

Understanding your role as a Digital Health Mentor and the types of people you are likely to encounter in your digital health literacy programs will help you feel more confident when talking to people about using the internet to improve their health and wellbeing.

As a Digital Health Mentor, you're not expected to be an expert on health and wellbeing tools. You're not a replacement for a healthcare practitioner. You are there to support people to learn how the internet can help them learn more about their health and wellbeing.

The below attributes are all that is needed to start supporting people to improve their health and wellbeing through digital:

1 Positive

2 Patient

3 Supportive

4 Awareness of online health and welbeing services

5 Good listener

6 Adaptive

7 Basic digital skills

Digital health mentoring

Being aware of what is within your role as a Digital Health Mentor and what sits outside is very important when managing the expectations of learners. Below is a list highlighting what is appropriate to do in your role, and when you might have to refer learners to other services or encourage them to find more appropriate people to meet their needs.

Do:

- Create a digital health literacy program tailored to your community's needs
- Have meaningful conversations with people
- Motivate them to give digital a go
- Research and be aware of reliable health and wellbeing resources people can access
- Show learners relevant digital health tools and help them learn how to use them
- Maintain confidentiality and people's privacy
- Follow your organisation's policies and procedures
- Have a current police check in place

Don't:

- Replace a doctor or healthcare professional
- Fill in people's forms for them
- Be a health expert or provide advice you are not qualified to give
- Make appointments for people
- Manage people's health records and information
- Fix people's devices

Types of learners

As a Digital Health Mentor, you will need to tailor your program to meet the needs of your community and learners.

Just like with more general digital literacy programs, people will come to you with varying skill levels and interests and will require different types of support. From research we've conducted, we've broken learners into five distinct categories:

TIP:

If you need a hand figuring out what stage a learner is at, try using **our digital skills questionnaire.**

UNAWARE
Someone who doesn't know the internet is a thing. Has never even contemplated using it.

INTERESTED
Has heard of 'digital' or the internet and feels like they might want to know more.

FIRST TIMER
Someone using anything digital for the first time. Eg. they want to start walking so would like to use a fitness app, but they don't quite know where to start.

REGULAR
Uses digital things as often as is needed for them. Gets on with things in their own way.

PASSIONATE
Loves digital things and wants to show the world how it might be able to help people.

Types of learners

When you're planning your digital health sessions, bear these types of learners in mind.

Not everyone will be a good fit for every session. You're goal is for learners to leave feeling confident and motivated, not confused by what you've shown them. See below for suggestions on how best to support the different types of learners:

"Unaware" learners:

People who are completely unaware of the internet and internet-connected technology. These people will need time spent educating them on what the internet is, the benefits of using it and how to access it before they become 'interested'. Talking to these people about their hobbies and interests will help get them motivated about getting online for the first time. A cup of tea and a chat would be best to get these learners started.

"Interested" learners:

Now that learners are interested in learning about digital, these learners will require some more intensive support before they are ready to use the internet to manage their health and wellbeing online. They will require assistance with getting to know their device and learning about what it can do. Letting learners know about what health and wellbeing resources are out there could be a good way to get them motivated.

TIP:

Learners that aren't ready to learn about managing their health and wellbeing online just yet can start learning the basics through the Be Connected program and progress onto health topics when they're feeling more confident!

Types of learners

"First time" learners:

These learners will be using technology for the first time and you can introduce health and wellbeing whilst they're using their new skills. Basic tasks such as using the internet to search for health information or using a health app can be used as examples when learners are practising their new skills.

"Regular" learners:

Health and wellbeing will be an addition to the skillset of these learners. They are already confidently using the internet for everyday tasks and will be quick to learn the tools you show them, but will need some motivation in order to find out about digital health and how it can benefit them.

"Passionate" learners:

Learners that are always wanting to know more. They are knowledgeable and confident with accessing the internet and the various ways you can use it. These learners will need minimal support; they are wanting help from you to reinforce what they may already know but aren't fully confident at doing yet. Getting them to support you with 'first time' and 'regular' learners can be a great way to boost their confidence to start trying new things on their own.

TIP:

Our Health My Way session plans have a 'prior knowledge' section. This makes it easier for you to decide whether a learner is ready for that topic or if alternative support is required.

Engaging people

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Community engagement events

Letting people in your community know that you're starting to support them with digital health is important. If people don't know what you're doing, they won't know that they can come to you for support.

Holding a community engagement event to publicise your centre and inviting members of the community along is a great way to spread the word and get people excited about learning to manage their health and wellbeing online.

At the event you will have the opportunity to:

- Raise awareness of the various tools and websites people can use to improve their health and wellbeing

- Let people have a go and see whether the time is right for them to start learning

- Publicise your sessions to people that might not have otherwise heard about them

- Make connections with other local service providers that might not have heard of you or what you do before

- Provide information in an informal and friendly social environment

Planning your event

Below are some of the things you need to consider when planning a digital heath community engagement event to make sure both your organisation and the community are going to get the most out of it:

- Who would you like to come to your event? Is it your existing members, new people or both?

- What time and day of the week would the people you would like to reach most likely be able to attend?

- Where will you hold it that works for your community? Do you need to hire a space or can you use what you already have?

- How can I make a digital health event fun and interesting for people attending?

- Is your event idea something you think your community need or would like to come to? You could run your idea past a few people who you would like to come to the event and see if they are interested in it.

- Who needs to be involved to organise and run the event? Do you need extra volunteer support or need to get your management team involved?

- What equipment or event materials do I need to organise or purchase in advance?

- Will local healthcare providers be interested in attending?

TIP:

For more tips on hosting a digital skills event, Be Connected has a guide on hosting a successful community engagement event.

Engaging through events

Here are a few pointers when planning to engage your community through events:

Do:

- Continue to have informal natural conversations with people

- Put effort into planning your event to make it run smoother and less stressful in the long run

- Know that some people will prefer to talk to you about other topics first before talking about their health

- Think of out of the box ways to engage your community

- Where possible, have your sessions planned in advance and sign people up to them on the day

- Gather contact details so you can call them in future

- Record how many attendees you have at your events for your grant aquittal

Don't:

- Assume that everyone attending will have the same level of knowledge on digital or health

- Make the event too formal - it should be a relaxing environment where people feel comfortable asking questions and giving things a go

- Forget to take pictures! Sharing stories from your events on social media is a great way to promote your Health My Way sessions

- Photograph people if they haven't given their consent

- Ask people questions that require them to give out confidential information
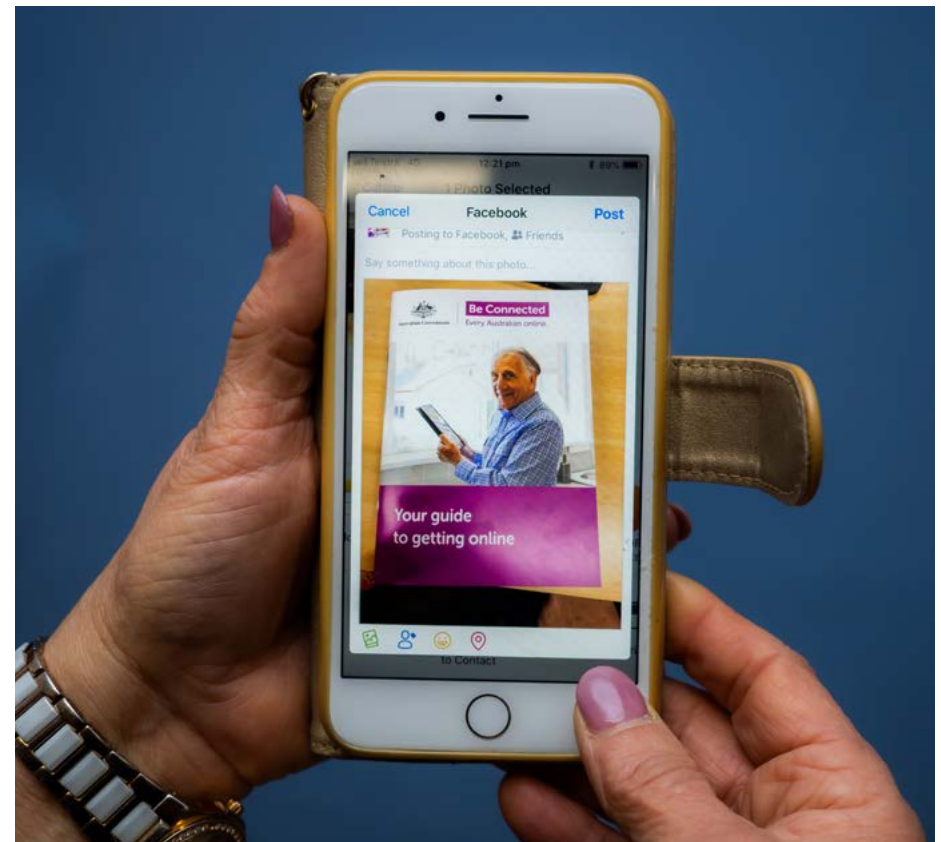
Other ways to promote Health My Way

A community engagement event is a great way of announcing what you're doing to lots of people at the same time, however there are several other ways that you can engage your community and promote your new program:

Promoting your sessions on social media

Whilst this may seem counterproductive as some of the people you're looking to support won't know about social media, it can actually be a great way of getting people to your sessions. Friends and family may see the post and mention it to potential learners, and other organisations may share your posts to their followers to broaden the reach of your message.

Word of mouth

Even with all the promotional avenues that are available today, word of mouth is still one of the best ways to market a community program. Letting people know what you're doing by mentioning it whilst they're visiting your centre for other support can lead to lots of new learners for your Health My Way program.

Other ways to promote Health My Way

Introducing yourself to healthcare practitioners in the area

Making your organisation known to places like GP surgeries and pharmacies can help increase the number of people coming to your sessions. Explaining what you're planning to do during your sessions will build healthcare providers' confidence in your organisation to deliver health-related information. They may be happy to put posters up or start referring their patients into your sessions if it would be beneficial for them.

> *"We made contacts with healthcare professionals, and as a result we expanded our network of partners within the healthcare system."*
>
> – Digital Health Literacy pilot parter

Keeping people engaged after your event

Where possible, try to have your Health My Way sessions arranged prior to your community engagement event. This way, when you're talking to people about the program and what they can learn, you can get them booked in to a session there and then. Writing the details of the session down and giving it to them can serve as a great reminder for people, especially if they have busy schedules.

Gathering attendees' contact details is also a great way to keep the conversation going after your event. It creates a pool of people already interested in what you're doing, so you can give them a call and invite them to your sessions if you haven't got them planned by the time your event takes place.

Session planning and preparation

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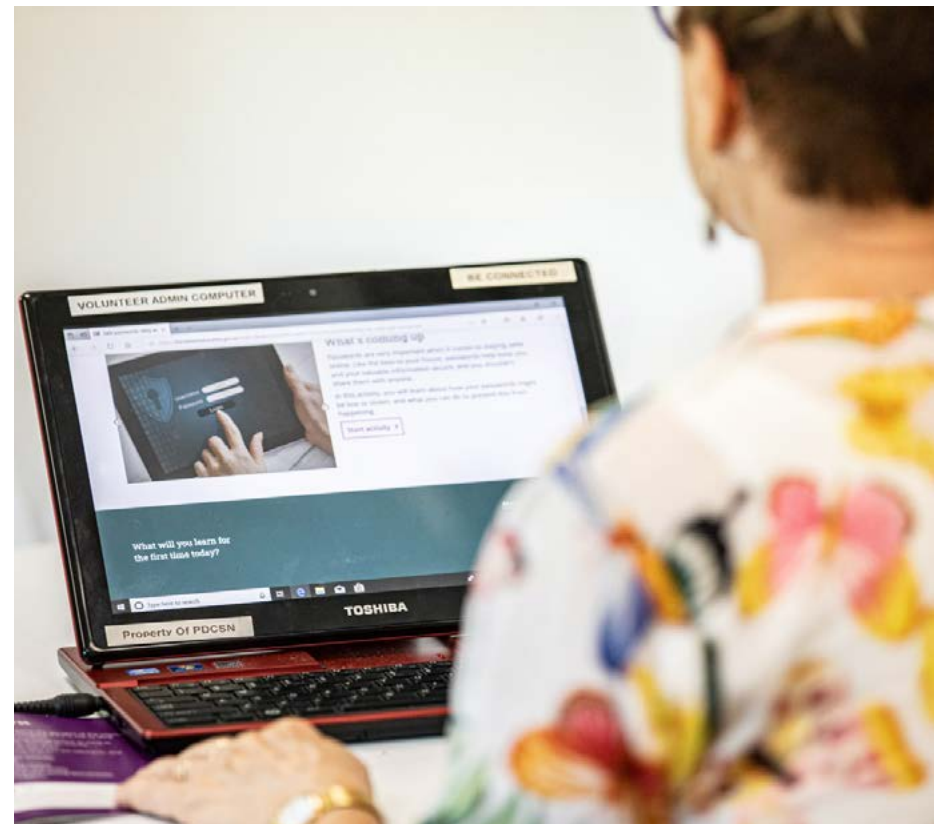Resources that are available to support you in helping your community

Session planning and preparation

Now you have an engaged audience of people that have booked in to your sessions, it's time to start thinking about what you need to do to prepare for your session and make sure your learners are getting the best possible learning experience.

The first thing to do is decide on a topic for your session. We have created some session plans to help you prepare for your sessions. These can be used in their entirety, or you could use them as inspiration to create your own. For more information on these, go to page 24 of this handbook.

TIP:

All resources for the Health My Way program can be found in the resources section of the Be Connected website.

Tailoring the content

When thinking about the topics for your sessions, it's important to take into consideration the current skill-levels of your learners and tailor the content accordingly. The last thing you'd want is your learners leaving more confused than when they came in!

Earlier in the handbook we talked about the different types of learners that might want to enrol in Health My Way. This can help you to identify where your learners are up to and plan your activities accordingly. Managing your learners' expectations of what they can learn and how long it will take is important to keep them motivated and prevent them from getting disheartened about their progress. This tends to happen when learners attend a session that they're not ready for.

It's OK to refer learners into other programs, such as Be Connected, to learn some basic digital skills and then come back to Health My Way to learn about managing their health and wellbeing.

Practical preparation

Thinking about the practical aspects of holding a Health My Way session is important. As with any digital skills session, it's important to make sure you've thought about the answers to the following questions to ensure your learners will have the best possible experience whilst they're with you:

1. Where will your session take place? The venue needs to be accessible for anyone that wants to attend.

2. When will your session take place? Try to pick a day and time that would best suit your community. For example, if you're holding a session for parents, scheduling the session during school hours may help increase attendance.

3. If learners are bringing their own devices, do you have enough power outlets for them to plug them in? Will you need extension cables?

4. Will you need equipment like a projector screen? If so, do these have to be booked?

5. Do you have WiFi at your venue or will you need to purchase mobile data? Does the provider have good enough signal in your area?

Prior to your first session

Being as prepared as possible for your first session is important. You want your learners to feel welcomed into a positive learning environment. Below are some things to think about when arranging your space prior to the first session:

1. Set a space on some butchers paper for any jargon to be recorded by learners, so that if at any point you say something they don't understand you can explain it to them later on. Having post-its around the room can be a great way of letting learners write things down without them constantly having to get up.

2. Learners are often keen to take notes and might like take away materials as reminders. Have paper and pens available and printed copies of relevant handouts.

3. Prior to the session, check that any websites or tools you plan on using are working on the devices you plan to use during the session.

4. If possible, have some tea or coffee facilities ready for learners on their arrival to welcome them to the session.

TIP:

If you are using devices owned by your organisation, creating bookmarks to online resources and frequently visited websites before the session can save you time during the session.

Preparing for your session

Below are some do's and don'ts to think about when planning and preparing for your sessions.

Do:

- Make sure your topic is relevant to learners. Start with an introductory overview and then move on to more advanced topics for those that are ready.

- Consider the accessibility needs of learners.

- Prepare all necessary handouts and presentations before the session.

- Encourage group discussion and conversation.

- Have regular breaks for learners to get to know each other.

- Keep the tone of the session light.

- Give learners ample opportunity to ask questions during the session.

Don't:

- Assume that everyone attending will have the same level of knowledge on digital or health.

- Make things up - if you don't know the answer to a question, be honest and look up the answer together or ask someone who would know the answer.

- Make the session too rigid. Plan for things going off course or timings to change - each group of learners is different and adjustments may need to be made.

- Leave setting up until the last minute. Running a session can be stressful enough, so give yourself some time beforehand to make sure the room is set up appropriately.

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Tools to support your delivery

There are many resources available to you as a Digital Health Mentor to support your delivery and get your community motivated to manage their health and wellbeing online.

Help can come in the form of devices or apps, as well as websites and online services. This section contains information on some of these, along with resources created by Good Things Foundation.

Session plans

Good Things Foundation has created session plans to help you get started with Health My Way. They are designed to get learners excited about learning how to manage their health and wellbeing online. They include a mix of demonstrations, conversations and practical activities so all learners will be engaged during the sessions.

The session plans are only suggestions of what you can do with your learners. You can use them as is, select the parts you find useful, or create your own entirely.

There are session plans on the following topics:

1. Introduction to MyGov

2. Introduction to My Health Record

3. My Health Record - privacy and security

4. How to find reliable websites for health and wellbeing information

5. Finding and downloading health related apps

TIP:

If you would like to see a session plan on a topic that we don't yet have, get in touch with us and let us know!

Tip sheets for learners

We have created three printable tip sheets for the Health My Way program. They contain practical advice, so learners have a reminder of what they learnt at your session and some advice for when they're trying things on their own. The three tip sheets are:

Trustworthy apps to manage your health and wellbeing

Suggestions on tried and tested apps that learners can download to start managing their health and wellbeing.

Reliable health and wellbeing websites

A list of reliable, government-operated websites that learners can visit to learn more about various aspects their health and wellbeing.

Searching the internet for health and wellbeing information

A useful guide on finding quality and trustworthy health-related information for learners that have just started searching for their own information on the internet.

TIP:

Although the handouts have been created to give to learners after sessions, you can also use them to give away at your community engagement events. This allows people to see the potential benefits to them and motivate them to come to a session.

My Health Record

My Health Record is a service developed by the Australian Digital Health Agency to help people see their interactions with health services, along with being able to share this information with future health providers, should they wish to. My Health Record is accessed through a person's MyGov account.

My Health Record

People can see:

- Medications that they've been prescribed
- Imaging and pathology reports
- Discharge summaries
- Shared health summaries

People can add:

- Advance care information
- Allergy information
- Private notes only they can see

TIP:

My Health Record is only available to Australian residents who have access to the Medicare service.

Those not eligible for Medicare will not be able to use My Health Record, but will still be able to benefit from the resources listed later in this handbook.

Accessing My Health Record

To access My Health Record, people will need to link the My Health Record service to their MyGov account. Once linked, they can access their health records by logging in to their MyGov account.

There are lots of online resources to support you to deliver My Health Record training. The My Health Record YouTube channel has videos dedicated to each area of the service and how people can use it. This introduction video is a good way to explain the benefits of the service to people.

It's worth reminding people that they can show as little or as much of their personal information on My Health Record as they like, as everything can be hidden or deleted. They can also protect their record with a password, so that only those with the code can view the record and its contents.

If you've not yet used My Health Record and want to see how it works, there is a training platform with a sample My Health Record to try out. Go to the Australian Digital Health Agency training website to log in.

Use the following information to log in to the training platform:

Username: OnDemandTrainingUser
Password: TrainMe

Once logged in, click on "Consumer Portal ODT".

Useful and reliable websites

The following pages contain the websites and apps referenced in the tip sheets. Familiarise yourself with them so you're able to confidently navigate them if a learner comes to you with questions.

HealthDirect - www.healthdirect.gov.au

A national, government-owned, not-for-profit organisation. They have been helping Australians manage their health and wellbeing for over a decade through a range of different information and advice services.

My Hospitals - www.myhospitals.gov.au

A government-owned website that has been set up to ensure the entire Australian community has easy access to nationally consistent and comparable performance information for public and private hospitals.

Eat for Health - www.eatforhealth.gov.au

Recommendations based on the latest scientific evidence on how to eat a healthy diet which can improve the health of Australians and reduce the burden of preventable diet-related death, illness and disability.

TIP:

Programs like Be Connected can help people gain the skills and confidence they need to try using the internet to manage their health online.

Useful and reliable websites

Head to Health – headtohealth.gov.au

A directory of apps, online programs, online forums, and phone services, as well as a range of digital information resources to help manage your mental health.

Better Health Channel – www.betterhealth.vic.gov.au

Health and medical information to improve the health and wellbeing of people and the communities they live in. The information is quality-assured and reliable as it is fully funded through the Victorian government.

TIP:

You might notice that all of these websites end in .gov.au. This means they are government-managed websites so they will contain reliable, easy to understand information.

People should take care when using search engines such as Google to find health information.

Apps to help you manage your health

There are lots of apps available to download to your smartphone or tablet that can help your learners to manage their health and wellbeing. Below are a couple of reputable apps for you to showcase. Please be aware that these apps are not government-developed and may contain ads - learners should be made aware of this.

Calm

Calm is an app designed to aid sleep, mindfulness and meditation. It features sleep stories designed to send you to sleep, along with guided breathing programs and stretching exercises.

MyFitnessPal

MyFitnessPal helps you track your weight, nutrition and exercise all in one place. You can set goals for yourself in terms of weight loss, getting fitter or even drinking more water to help increase your overall health.

Day One

Day One is a journaling app that enables to you log your thoughts, feelings and photos all in one place. You can protect the app with a passcode to keep your journals private.

TIP:

If your learners are new to using apps, there is a course on the Be Connected Learning Portal that will explain what apps are, where to look for them, how to download them and the different things they can do.

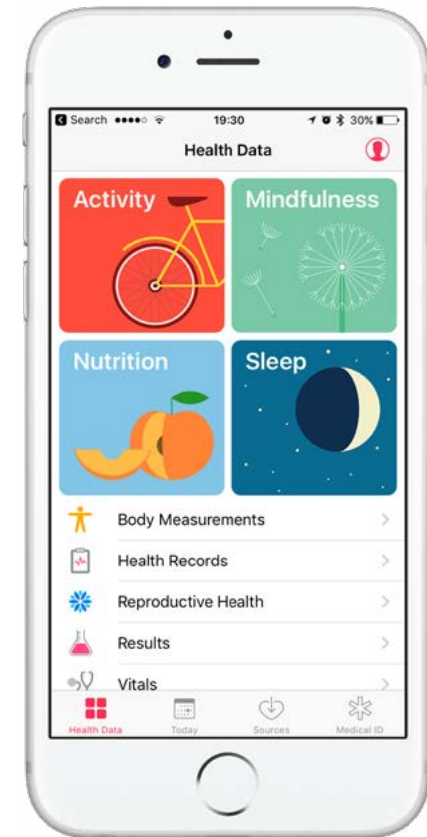# Apps to help you manage your health

Apple Health

Apple Health makes it easy to learn about your health and start reaching your goals. It consolidates health data from iPhone, Apple Watch and third-party apps you already use, so you can view all your progress in one convenient place.

Couch to 5k

Couch to 5k encourages people to get active through a combination of running and walking. At the end of the 8 week program, users should be able to run 5k without stopping.

Smoke Free

Smoke Free encourages smokers to stop smoking by showing them how much money they've saved and how long they've been smoke free. Rewards are given in the form of badges to those who abstain from smoking.

Apple Health app

Introducing resources to learners

Here are some handy do's and don'ts to consider when showing learners the resources available to manage their health and wellbeing.

Do:

- Check the qualifications or credentials of the website author before recommending to your learners
- Tell your learners to speak to their doctor or healthcare professional before buying medical products off the internet
- Be patient
- Empower people to manage their own health
- Have an awareness of local services
- Seek out support from local practitioners
- Maintain confidentiality
- Follow your organisation's policies and procedures

Don't:

- Take the place of a medical professional or provide advice you're not qualified to give e.g. if your learners have undiagnosed medical issues advise them to contact their GP
- Assume your learners can tell if a website is trustworthy
- Make any assumptions about what might help a person
- Fill in people's medical information or forms
- Do things for them - encourage learners to try things themselves

Further support

Good Things Foundation is here to support you in your role as a Digital Health Mentor in the Health My Way program. Support can come in many forms, be that through webinars, the resources we've mentioned in this document or by calling our support helpline.

As with all of our programs, we want to make sure both you and your community are benefitting from being a part of our Network. If there is anything we can do to support you and your learners further, please get in touch using the details below.

E: connect@goodthingsfoundation.org
P: (02) 9051 9292

Good Things Foundation