

BUILDING AND
IMPROVING HEALTH
LITERACY IN THE 'NEW
NORMAL' OF HEALTH
CARE

European Health Management in Transition

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BUILDING AND IMPROVING HEALTH LITERACY IN THE 'NEW NORMAL' OF HEALTH CARE

Frameworks and Actions

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INVESTOR IN PEOPLE

This book is dedicated to all the passionate and dedicated health workers and health managers that make our lives safer and better.

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ABBREVIATIONS

AI	Artificial Intelligence
AT	Austria
BG	Bulgaria
CVD	Cardiovascular Disease
CY	Republic of Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EBM	Evidence-Based Medicine
EE	Estonia
EHL	eHealth Literacy/Electronic Health Literacy
EL	Greece
ES	Spain
EU	European Union
FI	Finland
FR	France
HL	Health Literacy
HR	Croatia
HU	Hungary
IE	Ireland
IT	Italy
LE	Life Expectancy
LT	Lithuania
LU	Luxembourg
LV	Latvia
MOOC	Massive Open Online Course
MT	Malta
NCD	Non-Communicable Disease
NL	The Netherlands
OHC	Online Health Community
PCL	Patient-Centred Medication Labelling
PL	Poland

PP	Patient Portal
PSG	Patient Support Group
PT	Portugal
REALM	Rapid Estimate of Health Literacy in Medicine
RO	Romania
SE	Sweden
SI	Slovenia
SILS	Single Item Literacy Screener
SK	Slovakia
TOFHLA	Test of Functional Health Literacy in Adults
UK	United Kingdom
US	United States
WHO	World Health Organization

ABOUT THE AUTHORS

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