

Digital Health Literacy and Technology Use in Patient Discharge

A Dual Perspective from Patients and Healthcare Professionals

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BACKGROUND

The transition from hospital to home is a critical period where up to 1 in 5 patients experience adverse events. Digital tools present a key opportunity to bridge knowledge gaps and improve post-discharge support, reducing avoidable readmissions in pre-registration nurse education in the UK.

AIMS

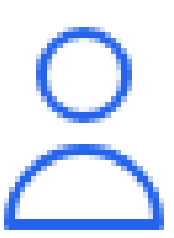
- Explore patient Digital Health Literacy
- Investigate staff acceptance of new technology
- Assess readiness for tool like video recorded discharge

METHODS

- A descriptive, cross-sectional survey design.
- Six patients and 13 healthcare professionals completed the survey between May 2024 - August 2025.
- Patient literacy was assessed via the WHO HLS19 tool, while staff acceptance was measured using the Technology Acceptance Model.

RESULTS : A Dual Perspective

- Patients were confident using digital devices (e.g., smartphones) but engaged less with digital health apps and video consultations due to usability challenges.
- They struggled to assess the reliability of online health information and access healthcare professionals.
- Staff valued technology and demonstrated a moderate level of digital readiness but had concerns about the practicality of video-recorded discharge.
- Confidence in digital tools varied, with younger staff and those in secondary care reporting higher confidence.

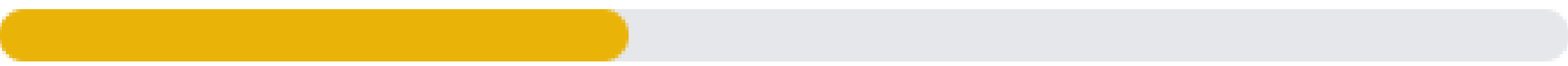


Patient Perspective

Device Confidence



Health App Engagement



Struggled to assess reliability of online health info and access professionals digitally.

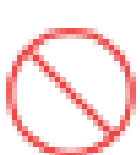


Healthcare Professional Perspective

Value of Technology



Digital Readiness



Key barriers: Practicality concerns, limited managerial support, and system compatibility issues.

CONCLUSION & IMPLICATIONS FOR PRACTICE

While both groups see the value in digital tools, significant gaps in engagement, confidence, and usability must be addressed for successful implementation.



Assess Readiness

Conduct digital literacy assessments for patients and staff before rolling out new technologies.



Provide Training & Support

Offer targeted training and strengthen organisational support to build confidence and overcome barriers.



Improve Systems

Focus on improving system integration and addressing usability issues to create user-friendly tools.

