



Adult education on digital, health and data literacy for citizen empowerment

## Introduction



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## ABOUT THIS PUBLICATION

This report summarises the results of the research activities carried out in Portugal, The Netherlands, Spain, Romania and Germany within the Erasmus+ project **TRIO: Adult education on digital, health and data literacy for citizen empowerment** (cooperation partnerships in adult education programme under grant agreement no. KA220-ADU-000033817.). More information is available at <https://trioproject.eu/>.

## PARTNERS AND CONTACTS



**INESC TEC - INSTITUTO  
DE ENGENHARIA DE SISTEMAS  
E COMPUTADORES,  
TECNOLOGIA E CIÊNCIA**  
PORTUGAL  
European Coordinator

 [inesctec.pt](https://inesctec.pt)



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on age-friendly  
environments  
in Europe BV**  
NETHERLANDS

 [afedemy.eu](https://afedemy.eu)



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del Mueble y la Madera  
de la Región de Murcia**  
SPAIN

 [cetem.eu](https://cetem.eu)



**ISIS - Institut für Soziale  
Infrastruktur gGmbH**  
GERMANY

 [isis-sozialforschung.de](https://isis-sozialforschung.de)

## AUTHORS

### AFEDEMY – Academy on age-friendly environments in Europe BV

 [www.afedemy.eu](https://www.afedemy.eu)

#### Dieuwertje van Boekel

 [dieuwertje@afedemy.eu](mailto:dieuwertje@afedemy.eu)

#### Jonas Bernitt

 [jonas@afedemy.eu](mailto:jonas@afedemy.eu)

#### Patricia Lucha

 [patricia@afedemy.eu](mailto:patricia@afedemy.eu)

#### Willeke van Staalduinen

 [willeke@afedemy.eu](mailto:willeke@afedemy.eu)

#### Javier Ganzarain

 [javier@afedemy.eu](mailto:javier@afedemy.eu)



**CONTRIBUTING PARTNERS****Carina Dantas**

SHINE

✉ carinadantas@shine2.eu

**Natália Machado**

SHINE

✉ nataliamachado@shine2.eu

**Camelia Ungureanu**

BOKTech

✉ ungureanu@bok.gr

**Otilia Kocsis**

BOKTech

✉ okocsis@bok.gr

**Vasileios Kladis**

BOKTech

✉ kladis@bok.gr

**Francisco Melero Muñoz**

CETEM

✉ fj.melero@cetem.es

**Maria van Zeller**

INESCTEC

✉ maria.v.zeller@inesctec.pt

**Marcel Neumann**

ISIS

✉ neumann@isis-sozialforschung.de

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## 1. Introduction

### 1.1 Aim of the manual

In many European countries more and more health services are being digitalised. This is done to improve data exchange and services, to empower patients, and to alleviate the overcrowded healthcare system. The COVID-19 pandemic has accelerated this digital growth significantly. In order to keep up with the advancements, we now need to possess a certain level of digital, health and data literacy skills, like knowing how to find reliable health information online, how to operate health applications, and how to compare healthcare insurance offers, as well as data privacy regulations.

For many of us, these kinds of skills are not straightforward and are sometimes difficult to learn. **“TRIO – Adult education on digital, health and data literacy for citizen empowerment”** is an Erasmus+ project that aims to improve the digital, health and data skill levels of adults of all ages by developing a manual and an online learning platform, a toolkit for adult educators, and a Green Paper for policy makers and relevant European initiatives. These deliverables will be available in six different languages: English, Dutch, German, Portuguese, Romanian, and Spanish.

This Manual for citizens, educators, and policy makers serves as a reference work to help you find your way in the labyrinth of digital health services. It contains information on how the healthcare system works, where most challenges are perceived, and what actions to take to improve your own skill levels. The manual also includes helpful website links, good practice examples, and available educational programs. With the help of these tools, you will be able to improve your digital, health, and data skills and/or help others do the same!



## 1.2 Target groups of the TRIO project

The TRIO project has three main target groups:



**Citizens** are the main target group of the TRIO manual and the online learning platform, which aim to inform and educate adults of all ages and education levels to improve their digital, health, and data skills, empowering them to navigate in the eHealth world.

Formal and informal **educators** are the main target group of the toolkit. This TRIO output will provide educators with an organised content to share with the citizens and help them improve their skill levels.



**Policy makers** are the main target group of the Green Paper, which provides recommendations on how to enhance the trio of literacies in our society. This TRIO output will support policy makers in creating improved person-centred health pathways.

### 1.3 Structure of the chapters



**Chapter** “Digital, health and data literacy” (after this introduction) provides a definition of these three literacies and a description of the current digital, health and data skill levels in the five project partner countries (Germany, the Netherlands, Portugal, Romania, and Spain) and on a European level. There is also a test included for readers to assess their own eHealth skills (for a definition, see **§Erro! A origem da referência não foi encontrada.**).



**Chapter** “The healthcare system” gives a short description of the healthcare system of each project partner country, including useful links to official websites and instructions on which steps to take when you are in need of medical care.



**Chapters** “Improving digital, health and data skills” part 1 and 2 are aimed to improve digital, health, and data skills on four different topics: internet navigation, health promotion / disease prevention, tele-health, and health records. Here you can find information on how to find reliable medical websites, nutrition and lifestyle choices, how to use a medical portal, and how to tele-consult your doctor. Each topic includes useful links to official websites and available courses or programs in your country.



**Chapter** “Information for formal and informal educators and policy makers” discusses the results of the desk research and workshops, including the identified gaps, needs, and demands, as well as a list of good practices, education offers, and initiatives of each partner country.



On the TRIO website you can find **a complete list of references with links to all websites mentioned in the manual** to enable fast access, and other interesting sites and further reading related to the topics of digital, health and data literacy.

Click the link here: [\[link\]](#)

Or scan the QR-code with the camera function on your mobile phone:



## Bibliography

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