Universal access to reliable healthcare information: A global consultation for the World Health Organization

**INTRODUCTION**

More than 20,000 people die every day due to poor quality health care

Failure to access and apply reliable healthcare information is a major contributing factor, especially in LMICs

Reliable healthcare information saves lives

**THE CHALLENGE**

The HIFA vision: A world where every person has access to the healthcare information they need to protect their own health and the health of others

HIFA works in official relations with WHO to accelerate progress

The first step: a global consultation of all stakeholders in the global evidence ecosystem

**RESPONDENTS**

2,410 respondents from 135 countries

Representing all parts of the global evidence ecosystem

**FINDINGS** Respondents agreed/strongly agreed:

- Access to reliable healthcare information is (or should be) a human right: 96%
- Improving access would lead to substantial improvements in quality of care: 95%
- Universal health coverage cannot be achieved without universal healthcare information: 87%
- More support is needed for health literacy: 97%
- Protect people from misinformation: 92%
- Promote higher standards of good practice and ethics: 89%
- Support research on the availability and use of information: 88%
- Urge governments to provide more support for WHO: 81%
- Ensure health workers have access to reliable healthcare information: 95%

**What should be done to improve the availability and use of reliable healthcare information?**

- Support initiatives to improve access: 94%
- Promote access in languages other than English: 89%
- Urge governments to recognise their obligation: 93%

**What can WHO do?**

1. “Convene stakeholders to develop a global strategy”
2. “Promote access in languages other than English”
3. “Make a public commitment to universal access”

**What can HIFA do?**

1. “Convene stakeholders to develop a global strategy”
2. “Harness the expertise of stakeholders”
3. “Promote access in languages other than English”

The survey’s central message is for WHO to explicitly champion the goal of universal access to reliable healthcare information and for WHO and HIFA to convene stakeholders to develop a global strategy.

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