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**LHD PROCEDURE COVER SHEET

LHD Logo

NAME OF DOCUMENT	Development, Approval and Publishing of Consumer Information Resources
TYPE OF DOCUMENT	Procedure
DOCUMENT NUMBER	
RISK RATING	Low
REVIEW DATE	
FORMER REFERENCE(S)	
EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	
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KEY TERMS	• Consumer Information Resources • Health Literacy
SUMMARY	To provide ISLHD staff with standard procedures for the development, approval and publishing of plain English consumer information that is useful and of quality.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ***

LHD LOGO

Development, Approval and Publishing of Consumer Information Resources

1. POLICY STATEMENT

Partnering with consumers to promote patient centred care and ensure safety and quality in health service delivery is a high priority for the **LHD. As many as 60 per cent of health service consumers have difficulty with the literacy tasks of everyday life, such as reading and understanding the dosage instructions on a medicine label. The **LHD recognises that information is central to the overall safety and quality of each consumer's experience of the ***Local Health District.

This procedure ensures that the information provided to **LHD consumers:

- Is clear, concise, relevant, accurate and written in everyday language as per the **
- Follows the guides and templates in the **
- Complies with National Safety and Quality Health Service Standards - Standard 2: 'Partnering with Consumers', which aims to implement systems to support partnering with patients, carers and other consumers, improving the safety and quality of care.

All plain English consumer information that is developed by the **LHD is to be contained within the *** Register

This procedure deals with information for consumers who access and use **LHD services. The procedure covers information about conditions, treatments, procedures, examination, surgery and services – not personal information. This procedure offers guidance on how to write, present, produce and evaluate the effectiveness of consumer information, not guidance on content.

Information for consumers can take the form of, but is not limited to;

- Fact Sheet
- Pamphlet
- Poster
- Patient / client letters
- Video and audio scripts
- Intranet and Internet web content

2. RESPONSIBILITIES

The **LHD will ensure:

- Compliance with National Safety and Quality Service Standards - Standard 2 – Partnering with Consumers, ensuring the implementation of systems to support partnering with patients, carers and other consumers, improving the safety and quality of care.
- Health literacy integration within organisational systems (policies, procedures and practices)

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- Divisional and Service Managers will support staff involvement in the health literacy program.
- The Clinical Governance Unit will oversee and coordinate the governance of the **LHD health literacy program, including the management of the online Patient Information and Health Literacy Ambassador Program.
- Information provided to consumers is clear, concise, relevant, accurate and written in everyday language as per the **LHD Plain English Guidelines.
- All employees of the **LHD will comply with requirements for the development, review and approval of consumer information resources as set out in this procedure.
- All plain English consumer information that is developed by the **LHD is contained within the Patient Information Register.
- Support for the **LHD Health Literacy Ambassador program.
- An annual random audit of ten completed consumer information resources to ensure compliance with this procedure (Audit Tool under development).

Health Literacy Ambassadors will:

- Be familiar with the purpose and contents of the Patient Information Portal (PIP)
- Support staff at their respective site or service to produce patient information that is in plain English and easy to use.
- Supported in this role by their respective manager and the Patient Information Coordinator at the Clinical Governance Unit and by the online Patient Information which contain tools and resources to search and /or develop plain English information.

3. PROCEDURE

See Appendix 1 – Flowchart for Developing, Approval and Publishing of Consumer Information Resources provides a quick reference guide that authors should refer to throughout the process of developing consumer information resources.

3.1 Request to develop a patient information resource

The Author of a consumer information resource will:

- Inform the Executive Sponsor (Manager) of the need for the new or revised resource.
- Register document creation / revision with the **LHD Patient Information Co-ordinator who will allocate a document number. Once the document is **registered**, it will be published on the “Under Development” page on the Policy and Procedure page on the intranet.

3.2 Development of Consumer Information Resource

Authors, as part of the development process are to:

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- Ensure the appropriate writing guides, templates and tools contained within the **LHD Patient Information web page are used and followed.
- Liaise with their Health Literacy Ambassador. Involve staff with the expertise and knowledge of the consumer information resource being developed.
- Engage consumers in the development of the information resource where appropriate
- Draft or revise the relevant document ensuring adequate consultation with key stakeholders and consumers has occurred.
- Ensure the document is submitted on the correct and current template.
- Forward the final draft to the Patient Information Co-ordinator for publishing on "Draft for Comment" page on intranet (min 2 weeks)
- Test the document with other staff and consumers and collate the comments received and prepare a Final Draft "Document" for approval.
- Be aware of changes to NSW Health policy directives / guidelines and legislation.
- Divisional and Service managers will support their staff with the development / revision of documents as appropriate / necessary.

3.3 Consultation Process

The Patient Information Coordinator will arrange for draft consumer information resources to be circulated widely to the relevant stakeholders for comment with a closing date.
Authors will:

- forward draft consumer information resources to the Patient Information Co-ordinator who will place the documents on the "Draft for Comment" page on the ISLHD Patient Information web site. (The Patient Information Coordinator will send all written comments to the Author by the closing date.)
- engage consumers likely to use the resource in testing the information – see Appendix 2.
- compile all comments received in the Feedback Log. All comments are to be considered by the Author and development team – see Appendix 3
- Make any necessary changes as a result of feedback received.
- forward the final draft, Feedback Log Form and original resource (where applicable) to Patient Information Co-ordinator
- retain a copy of all comments received and changes made to the draft document.

Divisional and Service managers will:

- support the document author regarding consultation and testing of the document and other issues as necessary
- make appropriate comments to document authors within required timeframe

3.4 Approval and Publishing Process

Patient Information Co-ordinator will:

- Assist with the development / revision of documents as appropriate / necessary.

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- Support the document author regarding consultation and testing of the document and other issues as necessary.
- Register and TRIM documents.
- Forward resource to **LHD Corporate Communications Unit for logo approval and branding check.
- Advise Author of endorsement.
- Publish resource within the Patient Information Register of Patient Information Portal site

Divisional and Service managers will endorse consumer information resources that fall within the confines of their portfolio prior to their publication.

4. DOCUMENTATION

- Consumer Information Feedback Tool
- Consumer Information Feedback Log Form

5. AUDIT

ISLHD Consumer Feedback on Publications Audit

6. REFERENCES

Australian Commission on Safety and Quality in Health Care (ACSQHC) (September 2011), National Safety and Quality Health Service Standards, ACSQHC, Sydney

http://www.nhsidentity.nhs.uk/tools-and-resources/patient-information

(Accessed 19/3/2013)

http://www.readabilityformulas.com/free-readability-formula-tests.php

(Accessed 19/3/2013)

**LHD Tool Box

**LHD Plain English Guidelines

PowerPoint Presentation “Health literacy, Making health information meaningful”.

7. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval

Appendix 1: Flowchart for Development, Approval and Publishing of Consumer Information Resources

CONSUMER INFORMATION
Patient Pamphlet, Booklet, Fact Sheet or Poster

Author

REQUEST TO DEVELOP A PATIENT INFORMATION RESOURCE AND REGISTER ONLINE

- Obtain approval to develop/revise your consumer resource from your Manager.
- Register your resource online via the Patient Information web page

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CGU

PLACE 'UNDER DEVELOPMENT'

The Patient Information Coordinator at the CGU will:

- Register your resource in the web page and list it as '**under development'** on the Policies and Procedures page of the intranet.
- Notify the appropriate Health Literacy Ambassador from your site and / or service

↓

Author

DEVELOPMENT OF CONSUMER INFORMATION RESOURCE USING PLAIN ENGLISH GUIDELINES

- Develop or revise your resource in line with the *'Step-by-Step Writing Guide for Developing Plain English Consumer Information'* available here on the website
- *Use the* Readability Calculator which you can find on the PIP website under Tool kit
- Test your resource with consumers using the Consumer Feedback Tool and Consumer Feedback Log
- Provide your manager with a final draft for approval
- Send your approved final draft copy to the Patient Information Coordinator

↓

CGU

DRAFT FOR COMMENT

The Patient Information Coordinator will:

- Place your resource under '**Draft for Comment'** on the Policies and Procedures page of the intranet for 2 weeks.
- Send you any feedback received for consideration to be included in your resource.

↓

Author

GET FINAL ENDORSEMENT FROM YOUR MANAGER

- Send the final copy of your resource back to your manager for endorsement.
- Once endorsed send your final resource, and original version (where applicable) together with your completed Consumer Feedback Tool and Consumer Feedback Log to the Patient Information Coordinator.

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CGU & Communications

LOGO AND FORMATTING

The Patient Information Coordinator sends the final draft of your resource to Communications for logo and formatting check (in line with the **LHD Style Guide)

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DOCUMENT PUBLISHED

The Patient Information Coordinator publishes your resource on the Patient Information Portal with a review date and notifies you that your resource is published.

Please contact the PIP Coordinator via: ✉ ******* for more information

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Appendix 2: CONSUMER INFORMATION FEEDBACK LOG

(To print, go to the *Patient Information Web Toolkit* or go to ***LHD forms and templates >> Clinical Governance >> Patient / Consumer Information*)

PiP
ISLHD Patient Information Portal

CONSUMER INFORMATION FEEDBACK TOOL

NSW GOVERNMENT Health
Illawarra Shoalhaven Local Health District

Thank you for taking the time to help us create consumer information that is of high quality and easy to read and understand. Your comments about this resource are appreciated.

Name of Publication:	
Date and Venue of Review:	Interpreter present for consumer feedback: Yes / No / NA If Yes please list language(s):

		Yes	Not Sure	No
1	Is the publication easy to read?			
2	Is the print large enough to be read?			
3	Is the publication easy to understand?			
4	Did you find the information helpful?			
5	Does the publication contain words that you don't understand? (eg: medical language)			
6	Did you find the publication interesting to look at e.g. pictures, use of colour etc?			
7	Is it clear what the publication is about?			
8	This publication is about:			
9	What is the information that stands out the most for you?			
10	Is there other information you would like to see included in this publication?			

Other comments:

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Appendix 3: **LHD CONSUMER FEEDBACK ON PUBLICATIONS

(To print, go to the *Patient Information Portal Toolkit* or go *to ISLHD forms and templates >> Clinical Governance >> Patient / Consumer Information*)

PiP

CONSUMER INFORMATION FEEDBACK LOG

NSW GOVERNMENT Health Illawarra Shoalhaven Local Health District

Use this form to compile the feedback you receive from staff and consumers about your consumer resource, and outline any changes to your draft resource taken as a result. It is also important that you ***record any dissenting comments*** and any actions you take as a result, so that anyone reviewing or approving the final resource is fully informed.

All draft ISLHD documents (ie: policies, procedures, business rules, guidelines and consumer information resources) are posted on the intranet and sent to relevant stakeholders for comment prior to final approval. You will need to also consider this feedback and make ***relevant, reasonable*** changes to your resource in accordance with this feedback.

Please send this completed form, together with the final draft of your resource to: ISLHDpatientinfo@sesiahs.health.nsw.gov.au

Document Title: _____

Document Number: _____

Date Received	Feedback Source	Comment Received	Action Arising from Comment *(if no action, state rationale and note any discussion that informed this decision)*

Do not print

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Appendix 4: Implementation and Communication Plan

Title of Document:	- Producing and Developing Consumer Information		
Date Finalised:		**Dissemination lead:**	
Previous document being used?	n/a as this is new procedure		
To be disseminated to:	**How will it be disseminated?**	**Paper / Electronic / Face-to-face?**	**Initiated by who and by when:**
All staff	As interim procedure	Electronic	
	Global email / Noticeboard ALL	Electronic	
	Directors and Managers	Face-to-face & Electronic	
	Team brief / power point	Face-to-face & Electronic	
	Link icon on all PC desktops	Electronic	
Board	Tabled at meeting / Presentation	Paper / Face-to-face	
Community Participation Council	Tabled at meeting / presentation	Paper / Face-to-face	
Proposed action to ensure all consumer information resources in line with the new quality system / procedure for consumer information:	1.		
Coordinated by:	Patient Information Coordinator, CGU		

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