

**INTERNAL ONLY**  
**ISLHD PROCEDURE**  
**COVER SHEET**



**Health**  
Illawarra Shoalhaven  
Local Health District

<b>NAME OF DOCUMENT</b>	Consumer Information Resources: Development, Approval and Publishing of
<b>TYPE OF DOCUMENT</b>	Procedure
<b>DOCUMENT NUMBER</b>	ISLHD OPS PROC 61
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<b>FORMER REFERENCE(S)</b>	ISLHD OPS PROC 61 – Revision 1
<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Director of Clinical Governance
<b>AUTHOR</b>	Quality Systems/ Patient Information Portal (PiP) Data Manager
<b>KEY TERMS</b>	Consumer Information Resources, Health Literacy
<b>FUNCTIONAL GROUP</b>	Clinical Governance Unit
<b>NSQHS STANDARD</b>	Standard 2
<b>SUMMARY</b>	To provide ISLHD staff with standard procedures for the development, approval and publishing of plain English consumer information that is useful and of quality.

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## 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 ISLHD. As many as 60% 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 ISLHD recognises health information provided to consumers is central to their overall safety and quality of care.

This procedure ensures that the information provided to ISLHD consumers:

- Is clear, concise, relevant, accurate and written in everyday language as per the ISLHD Plain English Guidelines.
- Follows the guides and templates in the Patient Information Portal (PIP).
- 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 language consumer information that is developed by the ISLHD is to be contained within the Patient Information Portal (PIP) Register.

This procedure deals with information for consumers who access and use ISLHD 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 Sheets
- Pamphlets
- Posters
- Patient / client letters
- Video and audio scripts
- Intranet and Internet web content

## 2. RESPONSIBILITIES

**The ISLHD 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 ISLHD health literacy program, including the management of the online Patient Information Portal (PIP) and Health Literacy Ambassador Program.
- Information provided to consumers is clear, concise, relevant, accurate and written in everyday language as per the ISLHD Plain English Guidelines.
- All employees of the ISLHD 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 ISLHD is contained within the Patient Information Portal (PIP) Register.
- Support for the ISLHD Health Literacy Ambassador program.

**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.
- Be supported in this role by their respective manager and the Patient Information Coordinator at the Clinical Governance Unit.
- Use the Patient Information Portal which contains 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 ISLHD Patient Information Coordinator who will allocate a document number. Once the document is registered, it will be listed on the 'Under Development' page on the Policy and Procedure Portal on the intranet.

#### **3.2 Development of Consumer Information Resource**

Authors, as part of the development process are to:

- Ensure the appropriate writing guides, templates and tools contained within the ISLHD Patient Information Portal (PIP) are used and followed.

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- Liaise with their Health Literacy Ambassador. Involve staff with the expertise and knowledge of the consumer information resource being developed.
- Where applicable complete an Aboriginal Health Impact statement
- Engage consumers, carers, families, translators and Aboriginal Health Liaison Officers 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 Coordinator for publishing on “Draft for Comment” page on intranet (minimum of 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.
- Be supported by Divisional and Service managers with the development / revision of documents as appropriate / necessary.

### **3.3 Consultation Process**

***Authors will:***

- Forward draft consumer information resources to the Patient Information Coordinator who will place the documents on the ‘Draft for Comment’ page on the ISLHD Patient Information Portal site.
- 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 and Feedback Log Form to Patient Information Coordinator.
- 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 authors within the required timeframe.

### **3.4 Approval and Publishing Process**

***Patient Information Coordinator will:***

- Assist with the development / revision of documents as appropriate / necessary.
- Support the document author regarding consultation and testing of the document and other issues as necessary.
- Register and TRIM documents.

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- Forward the resource to ISLHD Corporate Communications Unit for logo approval and branding check.
- Advise Author of endorsement.
- Publish resource within the Patient Information Register of the 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
- Internal 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)

[ISLHD PIP Tool Box](#)

[ISLHD Plain English Guidelines](#)

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

**7. REVISION AND APPROVAL HISTORY**

Date	Revision No.	Author and Approval
February 2014	0	<b>Author:</b> Clinical Support Projects Endorsed
		<b>Approval:</b> Director Clinical Governance December 2013 Executive Clinical Leadership Committee February 2014
June 2017	1	<b>Author:</b> PIP Coordinator Draft for comment June 2017

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		<b>Approval:</b> Clinical Governance Unit July 2019
September 2022	2	<b>Author:</b> Quality Systems/PIP Data Manager Draft for comment August 2022
		<b>Approval:</b> Director Clinical Governance, Patient Safety & Quality – 20.9.22



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



<b>Part 1 – Prepare your Resource in Plain English</b>	
<b>Author</b>	<p><b>Step 1:</b> Register your resource with the PIP Coordinator</p> <p><b>Step 2:</b> Select your template from the template library</p> <p><b>Step 3:</b> Where applicable conduct an Aboriginal Health Impact Statement</p> <p><b>Step 4:</b> Add images from the Image Library</p> <p><b>Step 5:</b> Add your text in plain English</p> <p><b>Step 6:</b> Check your text is Grade 8, 12-14 years according to the readability calculator. Review your text until it is at this level (or less)</p> <p><b>Step 7:</b> Send your draft to the PIP coordinator</p>
<b>PIP Coordinator</b>	The Patient Information Coordinator registers the resource in the Patient Information Portal and lists it in Under Development on the Policies and Procedures page of the intranet.
<b>Part 2 – Test your resource with Consumers</b>	
<b>Author</b>	<p><b>Step 7:</b> Ask a minimum of 5 consumers to read the resource and use the Consumer Feedback Tool to record their comments and recommendations</p> <p><b>Step 8:</b> Use the consumer comments and recommendations to make any appropriate changes to your resource. Complete the consumer feedback Log</p>
<b>Part 3 – Internal Review and Publish to PIP</b>	
<b>Author</b>	<p><b>Step 9:</b> <a href="#">Email</a> the following documents to the PIP Coordinator:</p> <ul style="list-style-type: none"> <li>• 5 x Consumer Feedback Tool forms</li> <li>• 1 x Consumer Feedback Log</li> <li>• The consumer tested resource (with any changes incorporated)</li> </ul>
<b>PIP Coordinator</b>	The PIP coordinator will check all steps in the process have been completed, and if correct will place the resource onto the Draft for Comments intranet page for a two week period. All feedback will be sent directly to you via email.
<b>Author</b>	<p><b>Step 10:</b> Make any changes as per the internal recommendations at the end of the two week Draft for Comments period. Complete the Internal Feedback Log. Link to Internal Feedback Log</p> <p><b>Step 11:</b> <a href="#">Email</a> the following documents to the PIP Coordinator:</p> <ul style="list-style-type: none"> <li>• Internal Feedback Log</li> <li>• Confirmation of the PIP register location where you want the document published (it can be in more than one location)</li> <li>• Confirmation of printing (via STREAM or local)</li> <li>• Confirmation of translation requirements</li> <li>• Final resource</li> </ul>
<b>PIP Coordinator</b>	The PIP coordinator will include a TRIM reference number on the resource and request logo approval from Corporate Communications before uploading onto the PIP portal. Resources that require printing and/or translation will be forwarded onto STREAM and Multicultural Services as necessary.

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**Appendix 2: CONSUMER INFORMATION FEEDBACK LOG**

(To print, go to [ISLHD forms and templates >> Clinical Governance >> Patient / Consumer Information](#))

 <small>ISLHD Patient Information Portal</small>	<b>CONSUMER INFORMATION FEEDBACK TOOL</b>	 <small>NSW GOVERNMENT</small>	<b>Health</b> Illawarra Shoalhaven Local Health District
<p>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.</p>			
Name of Publication:			
Date and Venue of Review:		Interpreter present for consumer feedback: Yes / No / NA If Yes please list language(s):	
		<b>Yes</b>	<b>Not Sure</b>
<b>1</b>	Is the publication easy to read?		
<b>2</b>	Is the print large enough to be read?		
<b>3</b>	Is the publication easy to understand?		
<b>4</b>	Did you find the information helpful?		
<b>5</b>	Does the publication contain words that you don't understand? (eg: medical language)		
<b>6</b>	Did you find the publication interesting to look at e.g. pictures, use of colour etc?		
<b>7</b>	Is it clear what the publication is about?		
<b>8</b>	This publication is about:		
<b>9</b>	What is the information that stands out the most for you?		
<b>10</b>	Is there other information you would like to see included in this publication?		
Other comments:			
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#### Appendix 4: ISLHD INTERNAL FEEDBACK ON PUBLICATIONS

(To print, go to [to ISLHD forms and templates >> Clinical Governance >> Patient / Consumer Information](#))



#### INTERNAL CONSUMER INFORMATION FEEDBACK LOG



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](mailto:ISLHDpatientinfo@sesiahs.health.nsw.gov.au)

**Document Title:** \_\_\_\_\_

**Document Number:** \_\_\_\_\_

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