

# FACTSHEET DEVELOPMENT AND REVIEW

## POLICY AND PROCEDURE<sup>®</sup>

### DOCUMENT SUMMARY/KEY POINTS

- This policy outlines the framework for the writing and review of Health and Safety factsheets within The Sydney Children's Hospitals Network (SCHN), consisting of The Children's Hospital at Westmead (CHW) and Sydney Children's Hospital Randwick (SCH), and the Kaleidoscope Children's Health Network (KCHN).
- This policy and procedure builds on the Memorandum of Understanding (MOU) that exists between the three Hospitals regarding the development and review of factsheets.
- The published factsheets are available on the SCHN website, with links also available on the Hunter New England and Kids Health websites.
- Staff wanting to develop a factsheet must send a brief proposal to their facility Factsheet Coordinator for approval before commencing.
- All factsheets will be reviewed every two years. The facility Factsheet Coordinator will notify reviewers when the review process needs to commence. Reviewers are selected for their clinical expertise on the topic.
- Reviewers will be given two weeks to review an existing factsheet or one month if reviewing a new factsheet.
- Reviewers should use the "Track Changes" function in Word, so that changes can be easily identified.
- Consumer consultation will be undertaken for all new fact sheets.
- Authors should use simple language when developing new factsheets - a readability level (Flesch-Kincaid Grade Level) of 7 is preferred.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> July 2013	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Health Promotion Officer	<b>Area/Dept:</b> Kids Health CHW

## CHANGE SUMMARY

- Updated to include a new step for consumer consultation. Required for [Standard 2.4 of the National Safety and Quality Health Service \(NSQHS\) Standards](#).

## READ ACKNOWLEDGEMENT

- All staff who review or intend to develop Factsheets should read and acknowledge this document.

### *Facility Factsheet Coordinator Contact Details*

Facility	Factsheet Coordinator
The Children's Hospital at Westmead	<b>Health Promotion Officer</b> Kids Health The Children's Hospital at Westmead Phone: (02) 9845 3585 Email: <a href="mailto:SCHN-CHW-KidsHealth@health.nsw.gov.au">SCHN-CHW-KidsHealth@health.nsw.gov.au</a>
Sydney Children's Hospital	<b>Health Education Manager</b> Sydney Children's Hospital Phone: (02) 9382 1855 Email: <a href="mailto:factsheet@sesiahs.health.nsw.gov.au">factsheet@sesiahs.health.nsw.gov.au</a>
John Hunter Children's Hospital	<b>Paediatric Nurse Educator</b> Kaleidoscope- Hunter Children's Health Network Phone: (02) 4921 4463 Email: <a href="mailto:PatientFactSheet@hnehealth.nsw.gov.au">PatientFactSheet@hnehealth.nsw.gov.au</a>

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## 1 Background

Factsheets are an excellent tool for informing parents, the general public, health professionals and students about everyday child health and safety issues. They are presented in a user friendly format, making them suitable for a broad audience. Factsheets are an important source of information for the public and increase the profile of the health service.

The development of paediatric health and safety factsheets is undertaken by the paediatric Hospitals within New South Wales: The Sydney Children's Hospitals Network (SCHN), consisting of The Children's Hospital at Westmead (CHW) and Sydney Children's Hospital Randwick (SCH), and the Kaleidoscope Children's Health Network (KCHN). Standardised processes and communication between these hospitals is vital when developing and approving factsheets.

This document outlines the framework for the development and review of paediatric health and safety factsheets for NSW. An MOU between the three Hospitals exists regarding the "Factsheet Development and Review" Policy and Procedure.

## 2 Health and Safety Factsheet Framework Policy

When developing or reviewing a paediatric health and safety factsheet the following points should be followed :

- The need to develop a factsheet must be identified, and authorisation from a facility factsheet coordinator must be obtained before proceeding.
- The person/team who identifies the need, is responsible for creating the content.
- Each facility must agree to the development of a new factsheet and the agreement should include applicability to each facility; CHW, SCH and/or KCHN.
- Factsheets developed (or reviewed) must:
  - Support evidence based best practice.
  - Reflect legislated practice or NSW Health policy.
  - Adhere to the approval/review process.
  - Be developed/reviewed by key stakeholders (i.e. specialists in the field of concern) and consumers.
  - Follow the approved writing style and format.
- All new factsheets must be forwarded to the facility Factsheet Coordinator for distribution to the other paediatric hospitals.
- Consumer feedback is sought on all patient information publications as required under [Standard 2.4 of the National Safety and Quality Health Service \(NSQHS\) Standards](#) via;
  - an online feedback tool specific to the existing SCHN factsheets. This tool is published on the SCHN factsheet page, allowing consumers to give feedback on individual factsheets.
  - a SCHN Families Online group. This group reviews all new factsheets before they are published online.

- Factsheets will be reviewed every two years, coordinated by the facility Factsheet Coordinator, and re-published onto the SCHN internet site.
- Only one authorised version of a factsheet will be available on the internet.
- The Factsheet Committee is responsible for resolving any disputes concerning factsheet content. The Committee will provide the final decision. Disputes that are unable to be resolved within the Factsheet Committee will be referred to the Director Clinical Governance and Medical Administration.

### 3 Factsheet versus an Information sheet

A factsheet provides generic information for the general public on issues relating to children's health and is made available on the SCHN website. It provides families with a basic understanding of a paediatric condition and/or planning for general procedures. Factsheets deal with child health and safety topics that parents may want further information on. They are generic in nature and provide credible information that is not specific to an individual but useful for the population.

For example, a factsheet may provide a family with an introductory overview of the eyes. The factsheet 'Your baby's eyes' gives an introduction to parents on the different stages in which a child's eyes change over time. The information is general and should be easily understood by the reader without a verbal explanation from a clinician.

An information sheet, or as it may often be referred to, a 'localised or ward information sheet', provides a family and/or patient with specific information surrounding their condition or a procedure. This information is typically given by a hospital staff member directly to a parent for their own immediate use. Information sheets must follow the SCHN process outlined in the 'Publications – Development and Review Framework' Policy.

An example of an information sheet could be an introduction to appropriate breakfast foods for children with cystic fibrosis; exactly what they should be eating and when based on their treatment. It would require a discussion with a clinician during a clinic appointment and be provided as a follow up for when the family is at home.

If unsure whether your sheet is a factsheet or information sheet please contact Public Relations or Kids Health (at CHW) or Health Education (at SCH) to discuss which category is applicable to your needs. Standard templates are available for both Information sheets and Factsheets, in the Word templates tab.

### 4 The Factsheet Committee

The Factsheet Committee is responsible for providing initial approval to develop factsheets. The Committee, who meet via email, ensure there has been adequate stakeholder input and at times, request further review by other stakeholders, particularly if there is a conflict regarding the content of a factsheet. The Committee is responsible for resolving disputes over factsheet content and will provide the final decision.

The Factsheet Committee comprises of the facility Factsheet Coordinator and a Medical Advisor for each Hospital (6 members in total). The Coordinators are identified at each facility by the Director of Clinical Operations, or equivalent at each facility. Medical Advisors may also be identified by the Director of Clinical Operations or via an expression of interest process at each facility. The minimum tenure is for 2 years.

### *Facility Factsheet Coordinator responsibilities*

The facility Factsheet Coordinators are responsible for coordinating the development and review process at their respective hospitals, including the following:

- *New factsheets:*
  - Approval of new factsheets.
  - Development and review of factsheet content to meet style and readability guidelines.
  - Co-ordination of review and sign off by appropriate staff with clinical expertise on the topic.
- *Existing factsheets requiring review:*
  - Co-ordination of review and sign off by appropriate staff with clinical expertise on the topic.
- **CHW Factsheet Coordinator responsibilities** (in addition to the above):
  - Identification of factsheets due for review.
  - Acceptance of changes made at each facility and formatting of a single final factsheet ready for sign off by original author.

Undertaking consumer consultation of new factsheets or factsheets identified by reviewers as needing additional consumer feedback.

### *Factsheet Medical Advisor responsibility*

The Factsheet Medical Advisors are responsible for:

- Advising on medical content, where appropriate.
- Identification of appropriate staff to review factsheets.
- Resolution of disagreements on the medical content of factsheets. This may include appointing additional reviewers for independent advice. Where the medical advisors are not able to resolve the disputed medical content, the Director of Clinical Governance and Medical Administration will be asked to act as the final decision maker.

## 5 Developing a new factsheet

1. Before commencing the draft of a new factsheet, a proposal must be submitted to the respective facility Factsheet Coordinator. The proposal should include:
  - i. The topic of the factsheet
  - ii. An overview of the content the factsheet will include
  - iii. The rationale behind the factsheet development
2. The facility Factsheet Coordinator notifies the submitting author if the proposal is approved. If approved, the authors may begin writing the factsheet according to the style guidelines in the attached [Appendix A](#).
3. The author should ensure others within their area of expertise have read and approved the draft before submitting it to the facility Factsheet Coordinator with the names of those who have developed it.
4. The facility Factsheet Coordinator forwards the draft factsheet to the other two facilities for review. **Each facility has one month to complete this initial review.**
5. The other two facility Factsheet Coordinators will in turn forward a notification and the factsheet (via email) to an appropriate staff member or Department to review the factsheet.
6. Any changes made to the factsheet should be tracked by selecting the 'Track Changes' option in the 'Review' menu within Word.
7. If the reviewer requires an extension of the timeframe, the facility Factsheet Coordinator should be contacted as soon as possible. *If the timeframe expires and the facility Factsheet Coordinator has not heard from the reviewer it will be deemed that there are no changes to the document and publication will proceed.*
8. All approved factsheets will be forwarded to the CHW Factsheet Coordinator for final processing and placing onto the internet. The CHW Factsheet Coordinator will check the title and readability level (refer to the attached [Appendix](#)).
9. The CHW Factsheet Coordinator can accept minor changes to the factsheet after it has been reviewed by the other facilities. Minor changes accepted are minor word amendments.
10. Any major changes will be sent to the author for final approval by the CHW Factsheet Coordinator. A major change may include process changes, large sections of text change etc. Where major changes are recommended by reviewers, authors must let the CHW Factsheet Coordinator know if they approve the changes, and send a final document back to the CHW Factsheet Coordinator.
11. Disputes over recommended changes are governed by the Factsheet Committee.
12. The CHW Factsheet Coordinator will arrange for all new factsheets to receive consumer consultation using the survey in Appendix B. This can be coordinated through Families Online at The Children's Hospital at Westmead and the SCH Publications Group, which are accessed through the Consumer Engagement Team and/or SCH Public Relations. In addition to these online groups, specific feedback from the relevant patient population may

be sought as needed. Changes suggested by consumers will be incorporated into the final fact sheet, or a rationale will be provided back as to why those changes cannot be included. This rationale should be provided directly to the consumers to ensure the feedback loop is closed.

## 6 Reviewing an existing factsheet

After the CHW Factsheet Coordinator has identified a factsheet due for review, the procedure is as follows:

1. Notification and an editable version of the factsheet will be sent simultaneously to all three facilities, either directly to the reviewers from the previous review, or to the other facility Factsheet Coordinators if appropriate reviewers at each site are not known.
2. Facility Factsheet Coordinators are responsible for forwarding the notification and the factsheet (via email) to the original respective author and/or contact person/s or Department responsible for reviewing that factsheet (i.e. stakeholders). *If the contact person has left the organisation or if a new factsheet is developed, the facility Factsheet Coordinator coordinates with the Medical Advisor at that facility, to nominate the most appropriate person to review the factsheet.*
3. The reviewing stakeholders should ensure others within their area of expertise have read and approved the factsheet before returning it to the facility Factsheet Coordinator along with the names of those who have reviewed it.
4. The reviewer/s will have **two weeks** to review the factsheet from the time they receive notification.
5. Any changes made to the factsheet should be tracked by selecting the '*Track Changes*' option in the 'Review' menu in Word.
6. If a reviewer requires an extension of the timeframe, the facility Factsheet Coordinator should be contacted as soon as possible. *If the timeframe expires and the facility Factsheet Coordinator has not heard from the reviewer it will be deemed that there are no changes to the document.*
7. The reviewed factsheets will be forwarded to the CHW Factsheet Coordinator for final processing and placing onto the internet. The CHW Factsheet Coordinator will check the title and readability level.
8. The CHW Factsheet Coordinator can accept minor changes to the factsheet after it has been reviewed by the other facilities. Minor changes include occasional word corrections.
9. Any major changes must be confirmed by the original authors/reviewers and is coordinated by the CHW Factsheet Coordinator.
10. Where major changes are recommended, reviewers must let the facility Factsheet Coordinator know if they agree with the changes and send a final, reviewed document back to the facility Factsheet Coordinator.
11. Disputes over recommended changes are governed by the Factsheet Committee.



## Appendix A: What Do Authors of Factsheets Need to Know?

### *Readability*

The facility Factsheet Coordinators will be responsible for assessing the factsheet for its readability grade. This will be done using the readability (Flesch-Kincaid Grade Level) function available in Microsoft Word. Where factsheets have a readability grade of greater than 7 the facility Factsheet Coordinators will make minor changes to the factsheet in order to improve the readability. The amended version will then be approved by the factsheet committee.

#### **What does the readability level mean?**

The Flesch-Kincaid Grade Level test bases its rating on the average number of syllables per word and words per sentence. A readability grade of 7 means a US seventh grader can understand the document.

#### **How do I check the readability level?**

In Microsoft Word 2010 information about the reading level of a document, including Flesch-Kincaid Grade Level readability scores is an optional feature under spelling and grammar checking.

In order to set up this feature, please follow the steps below:

1. Click the **File** tab, and then click **Options**.
2. Click **Proofing**.
3. Under **When correcting spelling and grammar in Word**, make sure **Check grammar with spelling** is selected.
4. Select **Show readability statistics**.

After you enable this feature, open a file that you want to check, and check the spelling. When Word finishes checking the spelling and grammar, it displays information about the reading level of the document.

*For computers that have a previous version of Microsoft Word, please follow the steps below:*

5. *Go to Tools and then click on Options*
6. *Set the spelling and grammar tabs to grammar and style from the drop down and click ok*
7. *Then, open Tool>Spelling and Grammar>Correct all spelling and grammar then click ok to receive the readability report.*

## *Tips for writing new factsheets*

### **Key points**

- Plagiarism is not acceptable
- Copyright laws protect people's rights to original publications
- Factsheets that will be common to two or more facilities must not include information specific to an individual facility. Individual facility specific information will be removed before publishing on the internet..

### **Aiming for the correct readability level**

- Target your factsheet to a reading grade level of 7. This means, **KEEP IT SIMPLE** and avoid words that are not commonly used by the majority of the population (see the section on "how do I check the readability level" for more information).
- Replace complex words with 'simpler' terms. Readers can become frustrated and disinterested in the material if they don't understand the words used. It is best to use words with less than three syllables. Some examples include:
  - **"doctor"** instead of **"physician"**
  - **"needle"** instead of **"injection"**
  - **"cream"** instead of **"ointment"**
  - **"use"** instead of **"utilise"**
  - **"about"** instead of **"approximately"**
  - **"pierce"** instead of **"penetrate"**
- When giving directions, be specific. For example, "give your child an extra 250mL of water each day", rather than "give your child an extra bottle of water each day".
- If possible include a labelled diagram or pictures, with appropriate references.
- Use layman's terms where possible. Where medical terminology must be used, please include a simple explanation.
- Use short sentences averaging 10 words.
  - Address one concept at a time, presenting only the most relevant information.
  - Place important information either at the beginning or at the end.
  - Sequence your information logically. This may be done by the use of:
    - **steps (e.g. 1, 2, 3)**
    - **a time line**
    - **a table or diagram**
    - **Topics (e.g. main topic and sub-topic headings). Headings help give an ordered look to material and helps readers locate information quickly.**

- Avoid sentences with double negatives. Positive statements are more motivating. For example, instead of “Do not eat non-nutritious snacks” you could write “Choose snack foods that are high in nutrients”.
- Avoid abbreviations unless they are common ones.
- Use short paragraphs.
- Discuss only 1 or 2 ideas or subjects per paragraph.
- Use positive rather than negative terminology e.g.
  - **Positive** = "Your teething baby needs extra comfort be patient and loving" or "Store poisons in a cupboard out of your child's reach".
  - **Negative** = "Don't be impatient with your teething baby" or "Don't keep poisons within reach of children".
- Refer to the child in the second person, e.g. `your child' instead of `the child'.
- Refer to the reader as ‘you’ rather than ‘I’ (e.g.: “What can you do to help?” instead of “What can I do to help?”).
- Check your material by having other health professionals and parents read it to give you feedback.
- Make sure that your wording is inclusive and does not always refer to nuclear heterosexual families.

### **Sensory information**

Sensory information should be used wherever possible to advise the child of what they will feel during a procedure and any coping strategies they can employ. Analogies are useful in describing what a procedure will feel like.

- **A sentence without sensory information could read:**  
*Your child will have an IV drip inserted.*
- **A sentence with sensory information and coping strategies could read:**  
*You child will have an IV drip inserted. This may feel like a bee sting and it is good to encourage your child to take deep breaths while this is happening.*

For an example of an existing factsheet which includes sensory information, click on the following link: <http://www.schn.health.nsw.gov.au/parents-and-carers/fact-sheets/childrens-painful-procedures-and-operations>

### **Contacts**

- List any contacts that might be of assistance.
- Web addresses may also be of use.

## **Remember box**

The layout of the factsheet is such that it concludes with a REMEMBER section. This box should not provide any new information, but simply highlight the most important points of the document. These should be presented as three to five points to remember.

## **Suggested headings for factsheets**

Below are some suggested sub-headings that have been used in previous factsheets. You may find the following helpful in keeping the factsheet clear and simple:

### **For Diseases/conditions**

Why Does It Occur?	What Is It?	How Common Is It?
What Causes It?	What Is The Treatment?	How Does It Spread?
What Are The Symptoms?	What To Do?	Can It Be Prevented?
How Do You Get It?	What Is The Problem?	First Aid

### **For procedural and sensory information**

What Is The Procedure?	Why Is It Necessary?	How Long Will It Take?
What Will It Feel Like?	What Are Some Coping Strategies?	
How Will Your Child Feel Afterwards?		

## **Format**

Factsheets should be written using the Word factsheet template. Staff within the SCHN Network are able to access this via their Word program within the applications package. Staff from KCHN will need to ask their Factsheet Co-ordinator for a copy of the template.

To find this template in Word, please follow the steps below:

1. Click the **File** tab, and then click **New**.
2. Click **My templates**.
3. Then choose the tab titled **SCHN Preferred Designs**.
4. Select the icon titled **Factsheet logos**

The draft copy must also include the name of the author, the reviewer and a contact person for reviewing the factsheet in the future. These details will not be included on the website; however they will be on file for future reference. Drafts should be e-mailed to the appropriate facility Factsheet Coordinator depending on where you are located.

Ensure that any photos used represent a diverse population, including various carer and family compositions and skin tones.

## Appendix B: Fact Sheet Consumer Consultation

We invite you to take part in a voluntary survey, which will take approximately 5 minutes to complete. Your responses will be anonymous and confidential and will only be used to help us make further improvements to this fact sheet.

If you have any questions or need help in completing this survey, please contact Kids Health on 02 9845 3585. If you have any concerns and would like to speak to someone independent of this survey, please contact the Clinical Governance Unit on 02 9845 3442.

We thank you for your assistance and look forward to receiving your feedback.

Please read through the fact sheet and then answer the questions below.

1. Title of fact sheet: \_\_\_\_\_

<i>The fact sheet</i>	Strongly agree		Neither agree or disagree		Strongly disagree
1. Answered questions I would need answered	1	2	3	4	5
2. Was easy to remember	1	2	3	4	5
3. Was set out so it was easy to read	1	2	3	4	5
4. Had vocabulary/words that I was familiar with	1	2	3	4	5
5. Had information that was helpful	1	2	3	4	5

2. Do you have any questions or anything you are not sure about after reading the factsheet?

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3. Is there any information that is missing?

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4. Is there anything else you would like to tell us?

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