

Audit Tool for Consumer Related Information in WA Health Services

Introduction

Information developed by health services has traditionally been written from a health service perspective. However, the information that consumers need to know about health services can be very different from what health service providers think they need to know. Health service information can contain a lot of technical information that is well understood by health professionals but can leave consumers confused and in the dark.

This audit tool has been developed to assist members of District Health Advisory Councils, Community Advisory Councils and Health Advisory Groups assess the standard of consumer related information and literature and its appropriateness and 'user friendliness' for consumers. The checklist will give you some guidelines to assess the consumer related information available at your health service and determine whether it meets the needs of consumers or needs to be revised and simplified.

Name of Health Service: _____

Title of Document: _____

Date of Audit: _____

Name of Person Conducting Audit: _____

Does appearance of the document encourage you to want to read it?

Yes

No

Comments: _____

Does it contain information that consumers would want and/or need to know?

Yes

No

Comments: _____

Is the document written in plain language?

Yes

No

Comments: _____

Does the document contain?

- | | | |
|-------------------|-----|----|
| ▪ Jargon | Yes | No |
| ▪ Technical Terms | Yes | No |
| ▪ Acronyms | Yes | No |

Comments: _____

Is the amount of information provided?

- Sufficient
- Too much
- Too little

Comments: _____

Does the document provide information about where you can get further information e.g. Website, other publications

Yes No

Comments: _____

If illustrations are used are they culturally appropriate? Yes No

Comments: _____

On a scale of 1 to 10 with 10 being excellent and 1 being poor please rate the document overall? _____

Comments: _____
