



Creating Patient Education Materials: Tools & Resources for MUHC Staff

In This Document

1. Patient Education at the MUHC	2
Executive of the Patient Education Committee (PEC)	2
2. Health Literacy 101	2
3. Overview of Key Guides & Toolkits	3
4. Developing PEMs: Language & Structure	3
4.1. Toolkits & Guidelines	3
4.2. Plain Language Glossaries	4
4.3. Assessing Readability	4
5. Developing PEMs: Visual Design & Layout	5
6. Developing Online Resources	5
7. Piloting & Assessing PEMs	6
7.1. Toolkits & Guidelines	6
7.2. Sample Questionnaires	6
8. Presenting to Lay Audiences	7
9. Some Further Reading	7



Legend: ★ Document developed by the MUHC.

1. Patient Education at the MUHC

For guidance and support in the development of **patient education materials (PEMs)** at the MUHC, please contact the **Patient Education Committee (PEC)**.

The PEC aims to support the development and revision of PEMS at the MUHC, in accordance with institutional priorities and the needs of patients and families of the MUHC. It also produces and maintains [standards](#) and supporting documentation related to health literacy and the development of PEMS, validates the quality of materials produced, and promotes their dissemination throughout the institution.

Executive of the Patient Education Committee (PEC)

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2. Health Literacy 101

[Health Literacy Basics](#) | Centers for Disease Prevention and Control

[An Introduction to Health Literacy](#) | Network of the National Library of Medicine

[What Is Health Literacy?](#) | Chapter 2 of *Health Literacy: A Prescription to End Confusion*, National Academies Press

[A Vision for a Health Literate Canada: Report of the Expert Panel on Health Literacy](#) | Canadian Public Health Association

[Health Literacy Universal Precautions Toolkit](#) | Agency for Healthcare and Research Quality

[Quels sont les facteurs influençant le degré de littératie en santé?](#) | INSPQ

3. Overview of Key Guides & Toolkits

★ [MUHC Standards for Developing Effective Written Patient Learning Materials](#)

[Toolkit for Making Written Material Clear and Effective](#) | Centers for Medicare & Medicaid Services (CMS.gov)

[Teaching Patients with Low Literacy Skills](#) | Doak, Doak, & Root

[Messages for All Voices: Integrating Cultural Competence and Health Literacy in Health Materials, Forms, and Signage](#) | Government of Nova Scotia **(see also the [Quick Reference Guide Version](#))**

[Writing Health Information for Patients and Families](#) | Hamilton Health Sciences

[Plain Language Guidelines](#) | Plain Language Action and Information Network **(see menu on left of page)**

[Comment concevoir et adapter du matériel écrit de communication?](#) | INSPQ

[Liste de contrôle pour faciliter la compréhension de matériel écrit](#) | INSPQ

[Pour qu'on se comprenne : Guide de littératie en santé](#) | Agence de la santé et des services sociaux de Montréal

[Communiquer pour tous : Guide pour une information accessible](#) | Santé publique France

4. Developing PEMs: Language & Structure

4.1. Toolkits & Guidelines

★ [MUHC Standards for Developing Effective Written Patient Learning Materials](#) **(see Standard 2, pp. 2-5)**

[Toolkit for Making Written Material Clear and Effective – Part 4: Guidelines for Writing](#) | CMS.gov

[Making Data Talk: A Workbook](#) | National Cancer Institute

[Writing Health Information for Patients and Families](#) | Hamilton Health Sciences **(see pp. 31-41)**

[Plain Language: Getting Started or Brushing Up](#) | National Institutes of Health

[A Plain-Language Checklist for Reviewing Your Document](#) | National Institutes of Health

[Comment rédiger un support d'information pour la santé lisible et compréhensible ?](#) | Cultures&Santé

[Pour qu'on se comprenne : Guide de littératie en santé](#) | Agence de la santé et des services sociaux de Montréal **(see Sections 4 & 5)**

[Communiquer pour tous : Guide pour une information accessible](#) | Santé publique France **(see pp. 19-44)**

4.2. Plain Language Glossaries

[Plain Language Thesaurus for Health Communications](#) (link will launch a document download) | Centers for Disease Prevention and Control

[Plain Language Medical Dictionary](#) | University of Michigan

[CLAD Thesaurus](#) | Clear Language and Design

[Everyday Words for Public Health Communication](#) | Centers for Disease Prevention and Control

[Clear Communication: Use Clear Words and Expressions](#) | Government of Canada

[Plain Language Lexicon](#) | Plain Language Commission

[Lexique des mots alternatifs](#) | Réseau québécois des établissements promoteurs de la santé

4.3. Assessing Readability

[Toolkit for Making Written Material Clear and Effective – Part 7: Using Readability Formulas](#) | CMS.gov

[Flesch-Kincaid Grade Level Readability Formula](#)

[Writing Health Information for Patients and Families – Gunning Fox Formula](#) | Hamilton Health Sciences **(see p. 105)**

[Smog Readability Formula](#)

[Scolarius](#) **(French text only)**

[Les tests de lisibilité : Un outil complémentaire au prétest du matériel auprès de votre public cible](#) | INSPQ

5. Developing PEMs: Visual Design & Layout

★ [MUHC Standards for Developing Effective Written Patient Learning Materials](#) (see Standard 3, pp. 6-7)

[Plain Language: Formatting and Visual Clarity](#) | National Institutes of Health

[Toolkit for Making Written Material Clear and Effective – Part 5: Guidelines for Design](#) | CMS.gov

[Writing Health Information for Patients and Families](#) | Hamilton Health Sciences (see pp. 42-53)

[Pour qu'on se comprenne : Guide de littératie en santé](#) | Agence de la santé et des services sociaux de Montréal (see Sections 4 & 5)

[Communiquer pour tous : Guide pour une information accessible](#) | Santé publique France (see pp. 45-58)

6. Developing Online Resources

[Health Literacy Online](#) | Office of Disease Prevention and Health Promotion

[Health Literacy Online Strategies Checklist](#) | Office of Disease Prevention and Health Promotion

[Tips for Getting Started with Web Accessibility](#) | W3C Web Accessibility Initiative

[Writing Health Information for Patients and Families](#) | Hamilton Health Sciences (see pp. 54-57)

[Accessibility Principles](#) | W3C Web Accessibility Initiative

[Communiquer pour tous : Guide pour une information accessible](#) | Santé publique France (see pp. 59-86)

7. Piloting & Assessing PEMs Toolkits & Guidelines

- ★ [MUHC Standards for Developing Effective Written Patient Learning Materials](#) (see Standard 4, p. 8)

[Can They Understand? Testing Patient Education Materials with Intended Readers](#) | Health Literacy Consulting

[Toolkit for Making Written Material Clear and Effective – Part 6: Feedback Sessions](#) | Centers for Medicare & Medicaid Services

[Test Your Site with Users with Limited Literacy Skills \[for online/digital content\]](#) | Office of Disease Prevention and Health Promotion

[The Patient Education Materials Assessment Tool \(PEMAT\) and User’s Guide](#) | Agency for Healthcare and Research Quality

[Evaluating Web Accessibility](#) | W3C Web Accessibility Initiative

[Suitability Assessment of Materials for Evaluation of Health-Related Information for Adults](#) | Doak, Doak, & Root

[Comment pré-tester notre matériel écrit?](#) | INSPQ

[Comment tester un support d’information pour la santé avec un groupe ?](#) | Cultures&Santé

7.2. Sample Questionnaires

- ★ [MUHC Standards for Developing Effective Written Patient Learning Materials](#) (see pp. 18-19)

[Writing Health Information for Patients and Families](#) | Hamilton Health Sciences (see pp. 108-109)

[Pour qu’on se comprenne : Guide de littératie en santé](#) | Agence de la santé et des services sociaux de Montréal (see pp. 54-58)

8. Presenting to Lay Audiences

[Explaining Your Science: Tips for Clear Communication](#) | National Institute on Aging

[Communicating Your Science to the Non-Expert](#) (link will launch a document download) | Society for Neuroscience

[Rendre compte sa recherche de façon captivante !](#) | Association québécoise de pédagogie collégiale

9. Some Further Reading

For more resources on health literacy and developing patient education materials, see the links below.

Please also feel free to contact the MUHC libraries to request [literature searches](#) or [books and articles](#) related to health literacy.

[Littératie en santé : Coin thématique](#) | Cultures&Santé

[Ten Attributes of Health Literate Health Care Organizations](#) | National Academies of Sciences, Engineering & Medicine

[International Handbook of Health Literacy](#) | Policy Press

[Roundtable on Health Literacy](#) | National Academies of Sciences, Engineering & Medicine **(see the workshop summaries under “Our Work”)**

[Digital Accessibility Foundations Free Online Course](#) | W3C Web Accessibility Initiative

[Health Literacy Tool Shed](#) | CommunicateHealth Inc., Boston University and RTI International **(health literacy measures)**

[“What’s New” Health Literacy E-newsletter](#) | Health Literacy Consulting



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