Creating a Person-Centred Patient Education Resource

A patient education resource is a tool or material used to help patients understand their health conditions, treatments, and how to manage their health. These resources aim to improve patient knowledge, promote healthy behaviors, and empower patients to make informed decisions about their care.

Before you begin creating a patient education resource, consider these key questions to ensure the resource is useful, accessible, and created in partnership with those it's meant to serve.

1. WHO IS YOUR AUDIENCE?

- Who will use this resource? (e.g., patients, families, caregivers)
- What are their needs, preferences, and contexts? (language, cultural, format)
- Have you talked with patients or families about what would be helpful?

2. DOES THIS RESOURCE ALREADY EXIST?

- Check existing BC Cancer, PHSA, or partner organization materials (e.g. CCS)
- Consider: Can you adapt or build on what's already available?

3. HOW WILL YOU ENGAGE PATIENTS AND FAMILIES?

How will patients and families be involved in:
- Identifying the need (information, priorities, etc.)
- Co-developing content
- Reviewing drafts
- Testing readability and usefulness
- Identifying cultural needs or preferences

4. ARE YOU USING PLAIN LANGUAGE AND HEALTH LITERACY PRINCIPLES?

- Aim for language that's clear, respectful, and culturally safe.
- Spell out acronyms and try not to use medical jargon.
- Test for readability and comprehension (aim for grade 6–8 reading level).

HELPFUL TOOLS:

- BC Cancer Health Literacy Fact Sheet
- PlainLanguage.gov Guidelines
- Health Literacy Universal Precautions Toolkit (AHRQ)

5. FINAL TIP: THINK ACCESSIBILITY

- Consider how the resource will be shared (e.g. hard copy, online, etc.)
- Ensure compatibility with screen readers for those with visual or hearing loss
- Use inclusive visuals and examples.
- Consider language translation or adaptation for equity.
- Consider clear print and accessibility for people who are blind or low vision: CNIB Clear Print Accessibility Guidelines.

Other Considerations

- Should your resource be dated or include contact information for future edits?
- Should your resource or patient and family input be shared with other teams?

REMEMBER: Developing patient education alongside patients and families can take more time but leads to better, more trusted resources.

Contact the PFPX Team to plan engagement that's inclusive, respectful, and impactful.

Contact us: **patientexp@bccancer.bc.ca**

Fill out an **Engagement Intake Form**

To find more resources on engaging patients and families, click here.