

Examples of Clear and Effective Communication

Category Guidelines/Information for Health Professionals

Title *Correctional Service of Canada: Specific Guidelines for Methadone Maintenance Treatment* (105 pages. 2002)

Client Correctional Service of Canada, Ottawa

My tasks Major substantive edit and rewrite. Design in Word.



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Promoting Public and Environmental Health

Promotion de la santé publique et environnementale

Overall challenge Very complex program for multidisciplinary team (**9 roles**), with lots of contingencies linked to inmate's status or regional or geographical (remote) factors.

Example #1

Challenge →

Example at right shows part of *original* Table of Contents

Users were not able to find information on tasks quickly and such information may have been embedded in various sections.

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Solution →

Example at right shows part of *new* Table of Contents

Completely restructured guidelines, with tasks in one section only. *All* to-do items *only* found within each role's section, by role and phase.

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Examples of Clear and Effective Communication

Example #2

Challenge ↓

Impossible to clearly see what task needed to be done for a *particular patient* at a *particular moment* in their therapy.

Reader had to read through many paragraphs of text and locate the task as well as understand key background information related to that task.

Information was not in chronological order.

NO SAMPLE AVAILABLE

Solution →

A checklist approach allowed users to be able to *quickly* identify the next task, and *then* read the background information only for that task.

- Task (starting with a verb). For example:
Schedule the inmate for an interview to complete appropriate sections of the *Medical Assessment for Methadone Initiation (CSC/SCC 1260-02)*.
 - Notes related to this task, or list of relevant forms.
 - Sub-task (starting with a verb)
 - Notes related to this sub-task.
- Next task.