

## UPIM-Check (User-friendly Patient Information Material Checklist – English Version)

### *Instrument to assess and optimise the quality of patient information material (PIM)*

<b>Document name</b> (e.g. short informational flyer):					
<b>Reviewer:</b>		<input type="checkbox"/> Person affected (e.g. self-help)	<input type="checkbox"/> Expert (e.g. academic researcher, project staff)		
		<input type="checkbox"/> Provider (e.g. case manager, psychotherapist)			
<b>Where and how the patient comes into contact with PIM:</b>					
<b>Quality criteria</b>		very good	sufficient	unsatisfactory	<b>Suggestions for improvement</b>
<b>Q1: Correctness &amp; validity of content – Does the content seem to be correct? Does the information appear to be valid?</b>					
<b>Q1.1</b>	<b>Up-to-date &amp; technically correct</b> (references, expertise of the authors, date) <i>Does the information appear to be up-to-date?</i> <i>Is the information correctly cited?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.2</b>	<b>Transparency</b> (author of the PIM; contact person, contact & logo) <i>How clear is the information?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.3</b>	<b>Information is relevant for the target group</b> (social evidence) <i>Is the information relevant for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.4</b>	<b>Contextual integration into patient's situation</b> (experience, emotions, burden) <i>How does the information fit the patient's situation?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.5</b>	<b>Focus</b> (only 1-2 aspects, e.g. cancer and holistic support) <i>Is the focus of the content clear and easy to identify?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.6</b>	<b>Adequate presentation</b> (benefits, risks and impacts are adequately presented for decision making) <i>Is the information presented in a way that an informed decision can be made?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
<b>Q1: Correctness &amp; validity of content – Does the content seem to be correct? Does the information appear to be valid?</b>					
<b>Q1.7</b>	<b>Motivation &amp; increase of self-efficacy</b> (the patient is interested in the offer (e.g. information, programme) because...) <i>Does the information increase the readers motivation to act?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.8</b>	<b>Recommendation for action</b> (turning information into activity) <i>Does the information recommend clear steps for action?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q1.9</b>	<b>Further literature / points of contact</b> (further information is accessible, in other words, no “dead” links; contact person if information is not available) <i>Does the information provide further sources for reading? Is a point of contact mentioned?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Q2: Readability of content – Is the content easy to read?</b>					
<b>Q2.1</b>	<b>Aim of the PIM and target group is identifiable</b> <i>Are the aim and the target group of the PIM clear?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q2.2</b>	<b>Clarity of content</b> (short and concise, inspiring content e.g. quotations) <i>Is the content clear for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q2.3</b>	<b>Simple, clear language</b> <i>Is the PIM written in a simple and clear way?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q2.4</b>	<b>Neutral language</b> (non-directive) <i>Is the PIM presented in an open-minded, not manipulating way?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
<b>Q2: Readability of content – Is the content easy to read for the target group?</b>					
Q2.5	<b>Target group-specific language</b> (age, education, health literacy) <i>Does the language fit the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.6	<b>Use of numbers</b> (numbers used are clear and easy to understand; no calculations) <i>Are the numbers used easy to understand?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.7	<b>Language that can be understood without prior medical knowledge,</b> otherwise medical terms must be defined <i>Is the information understandable without prior medical knowledge?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.8	<b>Use of empowering words</b> <i>Does the information use words that strengthen the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Q3: Structural readability – Is the structure of the information appropriate for the target group?</b>					
Q3.1	<b>Sentence length</b> <i>Is the length of the sentences appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.2	<b>Sentence difficulty/complexity</b> <i>Is the sentence structure appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.3	<b>Word length</b> <i>Is the length of the words appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.4	<b>Word difficulty</b> <i>Are the words utilised appropriate?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
<b>Q4: Graphical readability – Is the layout addressing the needs of the target group?</b>					
<b>Q4.1</b>	<b>Layout / overall visual appearance</b> <i>Is the layout of the text and the overall look of the material satisfactory?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.2</b>	<b>Eye-catching</b> (catchy title, picture) <i>Does the material include eye-catching elements?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.3</b>	<b>Appropriate overall text length</b> <i>Is the length of the text appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.4</b>	<b>Structure and context</b> (e.g. information is condensed into short sections; sections have informative headings; information is arranged in a meaningful and logical order; summary) <i>Is the PIM structured in a logical and meaningful order?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.5</b>	<b>Illustrations</b> (pictures, graphics) <i>Are the pictures and graphics used concise and understandable?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.6</b>	<b>Coloured headings and highlighting of key points</b> <i>Are coloured headings and highlighting of key points used meaningfully?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.7</b>	<b>Font size</b> (min. size 12) <i>Is the font size appropriate?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.8</b>	<b>Font colour</b> (e.g. contrast with background; web links can be distinguished from "normal" text) <i>Are the font colours meaningful applied?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
<b>Q4: Graphical readability – Is the layout addressing the needs of the target group?</b>					
<b>Q4.9</b>	<b>Font type</b> (plain font, e.g. Arial) <i>Is the font type easy to read?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q4.10</b>	<b>Corporate design</b> (recognisable, e.g. logo) <i>Is a corporate design identifiable?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Condensed instrument based on the work of Charnock et al. (1999); Herm & Linden (2013); Sanger et al. (2006); Shoemaker et al. (2014); Zhang et al. (2015).

Please cite the UPIM-Check as follows:

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