Below you will find a description of what needs to be addressed

Step 1. Refer to the change principles

| Build the team | Understand your business: that is -how informed consent is managed in your agency - all aspects of health literacy planning in your agency | Change your business that is be systematic and proactive in managing: - Health Literacy -Informed Consent | Involve clients in developing literate: -communication -routine forms and health information | Adopt a multi-skilled multi-agency approach to ensure effective And health literate communication, particularly around informed consent |

Step 2. The three fundamental questions

1. **What are we trying to accomplish?** *By answering this question you will develop your GOAL.*
   
   The attached Brochure is used to inform external organisations and potential clients about all of the services that are available through the Gippsland Office. The aim of this project is to improve the readability of the brochure for its target audience.

2. **How will we know that a change is an improvement?** *By answering this question you will develop MEASURES to track achievements of your goal.*
   
   We will be able to determine that we have achieved positive changes (improvements) through anecdotal feedback from potential clients and organisations; through an increase in the number of self-referrals; and through an improved readability score using SMOG / SAM / or alternative.

3. **What changes can we make that will lead to an improvement?** *By answering this question you will develop the IDEAS that you can test to reach your goal.*
   
   We will revise the brochure using the learning from the Health Literacy course attended by Steve Hampton; as well as through consultation with staff, consumer and family representatives. We will re-measure the readability score of the brochure post consultation to ensure this has improved.

Step 3. The Plan, Do, Study, Act (PDSA) cycle

**Idea:** *Describe one idea you want to test from the third fundamental question above.*

We will test the readability score of the brochure prior to review; following completion of first draft; and at the end of the project.

**Plan:** *What, who, when, where, predictions and data to be collected.*

- **The Brochure:** Mind Gippsland Service Flyer
- **The Team:** Sarah Davies (Project Sponsor)  
  Steve Hampton (Project Manager)  
  Kathy Abramoff (Manager Quality and Risk)
Subject Matter Experts (select staff, partners, consumers and carers)

<table>
<thead>
<tr>
<th>Timeframes</th>
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<tbody>
<tr>
<td>Score original brochure</td>
<td>1\textsuperscript{st} November</td>
</tr>
<tr>
<td>Initial draft</td>
<td>7\textsuperscript{th} November</td>
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<tr>
<td>Consultations</td>
<td>24\textsuperscript{th} November</td>
</tr>
<tr>
<td>Final version ready</td>
<td>14\textsuperscript{th} December</td>
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List and scope of consultations

Data:
- Client Referral Source as at 7\textsuperscript{th} November 2012
- Client Referral Source as at 7\textsuperscript{th} February 2013
- Readability Scores pre / mid and post project
- Anecdotal evidence through feedback sought

**Do**: Was the plan executed? Document any unexplained events or problems.

No, it was difficult to complete this project due to restrictions from our Central Office, any literature has to be first approved by them and they will provide the necessary language that is to go into any publication. However there is a finished publication of this brochure for you perusal, given the restraints in getting this completed I’m sure in time there will be a far greater scope to have input into how documents/publications are completed.

**Study**: Record, analyse and reflect on results.

Pre Score =
Mid Score =
Post Score =

**Act**: What did you take forward from this cycle? What is your next step/PDSA cycle?