

Genre	Guidelines for a complex national program
Target audience	Multidisciplinary professionals across Canada
Title	<i>Correctional Service of Canada: Specific Guidelines for Methadone Maintenance Treatment</i> (105 pages. 2002) (Online)
Overall challenge	<p>The guidelines were for a very complex program for a multidisciplinary team (9 roles). The program has lots of contingencies linked to various factors: inmate’s status; regional or geographical (remote) location; etc..</p> <p>Users would need to consult the guidelines frequently to get information relevant to <i>their role</i> at a <i>given point in the process</i>. However, this was almost impossible given such information may have been embedded in various sections.</p>

Value added from applying principles of Clear and Effective Communication (9. Accessible not addressed here)

Overall →	↓ \$\$ (↓ word count so ↓time)	↑ Efficiency (easier to review, edit, translate, update)	↑ Usability (easier to read <i>and</i> use info)
1. Concise	✓ Eliminated all unnecessary verbiage.	5. Complete	✓ Ensured users knew when to do the task. Also included references to what to expect and from whom, and to whom they need to send information/a form immediately after their task.
2. Chunked	✓ Moved <i>all</i> content specific to a task/responsibility to one section.	6. Relevant	✓ Indicated if there was a contingency and added content for it.
3. Scannable	✓ Use of formatting, symbols, icons, etc. to make specific content easy to find. The TOC is a great first line of search for a given task.	7. Coherent	✓ Presented content in a predictable, repeating pattern.
4. Accurate	✓ Provided <i>exact</i> name of any forms to be used & included link.	8. Inclusive	✓ Bias-free language

Example #1

Before — the challenge

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

Section 3:

- Criteria for Admission to MMT
- Criteria for Priority Admission to MMT

Section 4:

- Methadone Intervention Team (MIT)

Section 5:

- The Process for Methadone Initiation within CSC
- The Process for Methadone Recipients who Enter CSC
- The Process for Managing Methadone Treatment Access

Section 6:

- Monitoring MMT

Section 7:

- Substance Abuse Intervention

Section 8:

- Documentation

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After — the solution

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

I completely restructured guidelines, with tasks in one section only. *All* to-do items found *only* within each role’s section, by phase.

Example #2

Before — the challenge (no sample provided)

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

The 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.

After — the 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.