

Supplementary Materials

Table S1 UPIM-Check (User-friendly Patient Information Material Checklist – English Version)[24]

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

Document name (e.g. short informational flyer):					
Reviewer:		Person affected (e.g. self-help) Provider (e.g. case manager, psychotherapist)		Expert (e.g. academic researcher, project staff)	
Where and how the patient comes into contact with PIM:					
Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
Q1: Correctness & validity of content – Does the content seem to be correct? Does the information appear to be valid?					
Q1.1	Up-to-date & technically correct (references, expertise of the authors, date) <i>Does the information appear to be up-to-date? Is the information correctly cited?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q1.2	Transparency (author of the PIM; contact person, contact & logo) <i>How clear is the information?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q1.3	Information is relevant for the target group (social evidence) <i>Is the information relevant for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q1.4	Contextual integration into patient's situation (experience, emotions, burden) <i>How does the information fit the patient's situation?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q1.5	Focus (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"/>	

Q1.6	Adequate presentation (benefits, risks and impacts are adequately presented for decision making) <i>Is the information presented in a way that aninformed decision can be made?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
Q1: Correctness & validity of content – Does the content seem to be correct? Does the information appear to be valid?					
Q1.7	Motivation & increase of self-efficacy (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"/>	
Q1.8	Recommendation for action (turning information into activity) <i>Does the information recommend clear steps for action?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q1.9	Further literature / points of contact (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"/>	
Q2: Readability of content – Is the content easy to read?					
Q2.1	Aim of the PIM and target group is identifiable <i>Are the aim and the target group of the PIM clear?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.2	Clarity of content (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"/>	
Q2.3	Simple, clear language <i>Is the PIM written in a simple and clear way?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.4	Neutral language (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
Q2: Readability of content – Is the content easy to read for the target group?					
Q2.5	Target group-specific language (age, education, health literacy) <i>Does the language fit the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q2.6	Use of numbers (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	Language that can be understood without prior medical knowledge, 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	Use of empowering words <i>Does the information use words that strengthen the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3: Structural readability – Is the structure of the information appropriate for the target group?					
Q3.1	Sentence length <i>Is the length of the sentences appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.2	Sentence difficulty/complexity <i>Is the sentence structure appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.3	Word length <i>Is the length of the words appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q3.4	Word difficulty <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
Q4: Graphical readability – Is the layout addressing the needs of the target group?					
Q4.1	Layout / overall visual appearance <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"/>	
Q4.2	Eye-catching (catchy title, picture) <i>Does the material include eye-catching elements?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q4.3	Appropriate overall text length <i>Is the length of the text appropriate for the target group?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q4.4	Structure and context (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"/>	
Q4.5	Illustrations (pictures, graphics) <i>Are the pictures and graphics used concise and understandable?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q4.6	Coloured headings and highlighting of key points <i>Are coloured headings and highlighting of key points used meaningfully?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q4.7	Font size (min. size 12) <i>Is the font size appropriate?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q4.8	Font colour (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"/>	
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Quality criteria		very good	sufficient	unsatisfactory	Suggestions for improvement
Q4: Graphical readability – Is the layout addressing the needs of the target group?					
Q4.9	Font type (plain font, e.g. Arial) <i>Is the font type easy to read?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Q4.10	Corporate design (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); Sängler et al. (2006); Shoemaker et al. (2014); Zhang et al. (2015). [1,8,9,10,52]

Willkommen

Herzlich willkommen auf der Website des Projekts „isPO – Integrierte sektorenübergreifende Psychoonkologie“. Hier stellen wir Ihnen die Inhalte und den Hintergrund des Projektes vor und informieren Sie über die Ansprechpartner in Ihrer Nähe.

Diagnose Krebs? Wir begleiten Sie auf Ihrem Weg!

Die Diagnose Krebs ist einschneidend und stellt Vieles in Frage. In der modernen Krebstherapie möchten wir Sie daher auch emotional umfassend begleiten sowie in Ihren sozialen Fragestellungen beraten und unterstützen. Die Psychoonkologie hilft Ihnen, die Belastung durch Ihre Krankheit und Behandlung zu lindern. Sie unterstützt somit Ihren Heilungsprozess.



isPO auf einen Blick

WAS?

In unseren teilnehmenden Standorten bieten wir Ihnen eine integrierte sektorenübergreifende Psychoonkologie – kurz isPO. Dies ist ein **offenes psychoonkologisches Beratungsangebot**, das Ihnen kostenfrei zur Verfügung steht.

Figure S1. the first working version of the website

Table S2. The main topics of the revision of the optimisation loops

1 st Optimisation loop	2 nd Optimisation loop	3 rd Optimisation loop
Clear and easy to understand differentiation of: (1) the isPO project, (2) stepped-care programme isPO, and (3) isPO study	Simplification of some wording and shortages of sentences (e.g. the incentive to click to a further subtopic-page is higher when there are shorter sentences used)	Amendment of individual terms for improved comprehensibility (e.g. instead of the term treatment the terms support or care should be used)
Major revision (simplification) of the menu structure and the page titles	Further minor optimisation of illustrations in order to make them intuitive understandable (e.g. colour, complexity reduction)	Revision of individual formulations (e.g. the isPO-Oncoguide does not fully comprise a former cancer patient. The suggestion for “a person who has experience with the disease” was provided.)
Revision of formulations and texts in terms of content to make it user-friendly	Augmentation of the website’s functions to make it more user-friendly (e.g. FAQ changed into the German word “Fragen”)	Revision of incorrect internal links (e.g. to the isPO networks)
Fundamental optimisation and or redesign illustrations/figures		Fixing errors in the formatting (e.g. size of sub headings)