

## PEN<sup>®</sup> Guidelines for Third Party Tool/Resource (T/R) Approval

**Purpose:** To ensure that third party T/Rs are valuable additions to PEN<sup>®</sup>, by considering the following criteria for new and current T/Rs.

### Guidelines

PEN<sup>®</sup> client handouts are the preferred resources, but when these are not available PEN<sup>®</sup> administrators need to use clinical judgment when reviewing external resources.

Generally, the more global or widely applicable a resource is, the better, however country or even region specific resources can be added to PEN<sup>®</sup>.

Critical criteria are the key points that need to be met for a resource to be added on PEN<sup>®</sup>. Critical criteria are bolded in the table below and include:

- consistency with PEN<sup>®</sup> evidence
- appropriate content
- sponsorship or contain links to sponsored information.

Additional (not critical) criteria can be used when making a decision on the usability (and readability) of the T/R for users, in the T/R description and in classifying the T/R within PEN<sup>®</sup>. It is not expected that the T/R will meet all of the additional criteria.

Exceptions are sometimes made, particularly if no other T/R exists on the topic. If in doubt, check with the PEN<sup>®</sup> Resource Managers.

Topic Area	Criteria
Existing T/Rs	<p><b>Does the T/R currently exist in PEN<sup>®</sup>?</b></p> <ul style="list-style-type: none"> <li>• Search on the administrative side so that each portal's T/Rs can be viewed.</li> <li>• Ensure that the T/R is not part of an existing collection.</li> <li>• If the T/R is in PEN<sup>®</sup>, is the new T/R an updated version? (If it is, then the existing T/R would be updated.)</li> <li>• If it does not exist in PEN<sup>®</sup>, is the new information better than what already exists? Should it replace a resource in PEN<sup>®</sup> or be added as an additional Related Tool and Resource? An example would be a resource with similar content, but from another country of origin.</li> </ul>
PEN <sup>®</sup> supporting evidence	<p><b>Is the information in the T/R current and congruent with the evidence in PEN<sup>®</sup>?</b></p> <p>Is there evidence missing in PEN<sup>®</sup> related to the content of this tool i.e. is there a practice question or key practice point PEN<sup>®</sup> needs to answer? Has the question already been assigned?</p> <p>Can the T/R be added before the evidence-based answer is posted?</p> <p>If content is not covered in PEN, is the TR evidence-based, is the author credible?</p>
Sponsorship	<p><b>Does the T/R meet the PEN<sup>®</sup> Sponsorship Policy Guidelines?</b></p>
Access considerations	<p>If the T/R is housed on a website:</p> <ul style="list-style-type: none"> <li>• Is the website appropriate (information is unbiased); credible (author's qualifications are sound and preferably peer reviewed); and directly related to KP content and is current (last 3-5 years)? <ul style="list-style-type: none"> <li>○ The website does not contain sponsorship; or advertizing and other links are appropriate (as defined above)</li> </ul> </li> </ul>

Topic Area	Criteria
	<ul style="list-style-type: none"> <li>• If the T/R is a PDF, is there a URL to use instead? (URLs are easier for updating and identifying broken links.)</li> <li>• If an OPEN or CPEN T/R, is there any information specific to the call centres that needs to be removed? (instruction to call centre RDs, contact info)</li> <li>• Is there information specific to PEN<sup>®</sup> that needs to be added?</li> </ul>
Design considerations	<p>Does the T/R have a date, organization logo identifying where it is from?</p> <p>Is the T/R national/global in scope? Or is the T/R specific to one geographic area within a country? Is it appropriate just for Canada? Is it appropriate for Global PEN<sup>®</sup>?</p> <p>Is it clear who the intended audience is for the T/R?</p> <p>Does it provide useful/relevant information for the intended audience?</p> <p>Is the layout clear, good flow of information, grammatically correct, no typos?</p> <p>Can the T/R be easily loaded and printed?</p> <p>Does the user have to be registered to the site to access the tool? Is there a user fee or a subscription required? Note: it is OK to use tools that require any of these but it should be noted in the description of the tool.</p> <p>Is the T/R available in other languages and/or culturally adapted?</p> <p>Does the T/R have an option for the visually impaired?</p> <p>Are all the links in the T/R active?</p>
Resources for Professionals	<p>For T/Rs for professionals:</p> <ul style="list-style-type: none"> <li>• Is the information source referenced?</li> <li>• Is the T/R better added under Key Resources for Professionals in the related KP Background rather than as a Related T/R (e.g. a separately loaded T/R)?</li> </ul>
Resources for Clients	<p>For T/Rs for clients:</p> <ul style="list-style-type: none"> <li>• Does the language/reading level match the audience? (Client T/R requiring a high level of literacy may be fine, but the literacy level needs to be noted in the description. (Aim for reading levels of about grade 5 to 9)</li> <li>• Is there an advisory to the effect that health information should not be taken as health advice and does not substitute consultation with a health professional?</li> </ul>
Corporate sector developed T/Rs	<p>T/Rs that have been developed by the corporate sector or other organizations/agencies external to PEN<sup>®</sup> may be eligible for inclusion in PEN<sup>®</sup> if they are reviewed through an independent peer review process and deemed congruent with the evidence in PEN<sup>®</sup> when assessed by the PEN/CC-PEN Resource Managers and/or Knowledge Pathway author. Preference will always be given to T/Rs that have not been developed by corporate interests, should similar tools exist. If these T/R contain names/logos of products or services the following considerations should be used for their assessment in PEN<sup>®</sup>:</p> <ul style="list-style-type: none"> <li>• if the T/R is a database listing of products or services, its goal should be to assist the consumer and/or health provider in making healthy food choices;</li> <li>• should be inclusive and as national in scope as possible, or at least be broader than one region; product or company; and</li> <li>• if there is no other resource that is available and there is a high user need for the information.</li> </ul> <p>Examples currently in PEN<sup>®</sup>: Nutrition Month resources and Diabetes Products and Medications <a href="http://www.diabetes.ca/documents/about-diabetes/CDA_ConsmrGuide.pdf">http://www.diabetes.ca/documents/about-diabetes/CDA_ConsmrGuide.pdf</a></p>