PICNet
PROVINCIAL INFECTION CONTROL NETWORK OF BRITISH COLUMBIA
A program of the Provincial Health Services Authority

Provincial Health Services Authority

Providing Effective Feedback for Provincial Infection Prevention and Control Resources: A Quick Guide for Reviewers

Why Your Feedback Matters

Your expertise – whether from practice, lived experience, or system knowledge – is essential to ensuring Provincial Infection Prevention and Control (IPC) resources (e.g. guidelines, knowledge translation tools, etc.) are accurate, useful, and relevant to the IPC community of practice, health care workers, patients, families, and partners.

What To Focus On

Reviewers are encouraged to provide feedback about:

- **Accuracy** – Is the content correct and up to date?
- **Clarity**– Does the information make sense and is it clear?
- **Flow** – Does the information follow a logical sequence?
- **Completeness** – Is anything missing, or unnecessarily repeated?
- **Usability** – Can the intended audience (e.g., health care workers, patients, families) apply this information in practice?

Tips for Providing Effective Feedback

1. Keep the Intended Use in Mind

- Who will use this resource (e.g., clinicians, patients, families)?
- What decisions and/or actions will it support?
- Is the resource user-friendly?
- How well does it reflect real-world practice or lived experience?

2. Be Specific and Clear

- Provide comments directly within the document or refer to page numbers, sections, or headings.
- Address one issue at a time.
- Be clear about what change you are suggesting and offer revised language, where possible.

Example:
☑ More helpful feedback “Section 3.2 could use plainer language for non-technical readers.”
☒ Less helpful feedback “This part is confusing.”

3. Explain the “Why”

Sharing *why* something works – or doesn’t – helps us respond meaningfully.
Provide details about your feedback on the following:

- Clarity or readability
- Feasibility in practice
- Alignment with policy, workflow or lived experience

Example:
☑ More helpful feedback: This recommendation may be difficult to implement in community outpatient settings due to staffing constraints.
☒ Less helpful feedback: This won't work everywhere.

4. Offer Suggestions for Improvement (When You Can)

Provide practical suggestions.
Examples include:

- Missing information or examples
- Clarifications to terminology
- Ways to improve flow or usability
- Ideas for examples, visuals, or summaries
- Considerations for different contexts or populations

5. Share What Works Well

Highlight strengths to ensure retention and support future document development.
Examples:

- "The summary table is clear and supports quick decision-making."
- "The plain-language tone works well for patients and families."

How We Use Your Feedback

We see feedback as a core part of a collaborative development process. We commit to:

- Thoughtful and respectful review of comments and suggested edits
- Balance input with evidence, context, and feasibility
- Consider diverse and sometimes differing perspectives
- Being transparent about how feedback informs decisions

*When feedback raises conflicting perspectives, unresolved questions, or areas requiring deeper discussion, these will be brought forward for further conversation, clarification, and/or resolution with relevant partners (e.g. working group, steering committee, direct correspondence). This helps ensure decisions are well-considered and reflective of collective expertise.

We endeavour to incorporate all feedback wherever possible to improve the resource.

Thank you for taking your time, expertise, and insights to enhance provincial resources.