



Tips and tricks for writing a review report on cancer care

To ensure that the reports following a peer review meet the same requirements, a number of useful 'tips and tricks' are included below. Coordinators and auditors are expected to follow these 'tips and tricks' as much as possible when writing the report.

General

Make sure that everything can be interpreted clearly and unambiguously. The report must be informative and powerful.

The report must be consistent; it must not contain any contradictions.

The report does not contain personal names. However, job titles may be given in the text. The personal names of the interlocutors during the review are often included in the peer review agenda and added to the peer review report.

Structure of findings

The auditor should only report objective findings, based on facts from the peer review visit itself or from the 'evidence base' (Electronic Self-Assessment Questionnaires and documents). A finding is a short and powerful statement of the fact found. A finding is basically composed of the following elements:

- The observation:
 - What was found.
 - Where it was found.
 - How the finding was found. For example, from an interview, from reviewed documentation, from a measurement or an observation.
- The evidence:

A reference to the 'evidence' or quality documentation on which the finding is based. With possibly a reference to what is required in the standards and whether all are in agreement. This makes it clear what the deviation is and what the inspected party needs to improve.
- The explanation (if any):

Sometimes there is a clear reason why an anomaly has not yet been rectified. The explanation for this can then be added to the finding.



Writing guide

A professional structure of the review report largely depends on the writing style. A number of focal points are listed below:

- Write the report in such a way that it can be read independently by the client.
- Per standard:
 - o indicate whether policy/agreements are present
 - o visitors' findings substantiated (observations, evidence, examples)
 - o no value judgements / conclusions (such as 'good', 'bad')
- Points for improvement are included in the conclusions section.
- For complex organisational components, include a brief description of the organisation.
- One topic per paragraph, preferably naming the topic in the first sentence. With many small topics: use enumeration.
- Avoid suffering form (there is ...), use active form (the board adopts policy). If you do use the direct form, always indicate by whom something is done.
- Formulate clearly, not too many subordinate clauses. Cut long sentences into pieces.
- No vague indications (there, one, they, we, those involved: indicate who they are).
- Be careful with reference words (hereby, because of this, thereby, so): what does it refer to?
- No stop words (however, among others) and no vague adverbs (many, some, few, very, insufficient).
- Consistent use of names of functions, departments and documents: use the formal designations used by the organisation itself.
- Pay attention to spelling.
- Be precise when it comes to names and titles of persons spoken.
- Consistently and as little capitalisation as possible.
- Use abbreviations in full 1st time, then repeat them consistently (i.e. not capitalised one time and lower case the next).
- Use ' ' only for emphasis or titles of documents; use " " for quotations and indicate from which document it comes.