Plain language and easy read — the quarterly update given to families

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Versions produced for 39 next-of-kin, minutes of the review group · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **This attachment publishes what the review moved at the start: 22.6 % of easy-read versions sent back by the group. The content of the quarterly update does not move by a word: only the form changes. No version goes out before the nurse and the review group — which includes two next-of-kin — validate it.**

Who is concerned, and how they show up in the log

Indicator	Value	Reading
Next-of-kin receiving a written quarterly update	**39**	That is 156 written updates a year
Residents unable to follow a document written in the language of the record	**47 out of 84**	**Spotted by repeated questions, not by any characteristic of the person**

Indicator	Value	Reading
Same question returning from one quarter to the next, before	**2.6 times**	**A correct document nobody understands gets re-explained in a meeting**
Same question returning, after	**1.4 times**	**Explanation time in a meeting: 22 min → 12 min**

What the review sent back: 14 of the first 62 versions — 22.6 %

Reason for rejection	Number	Share of the 14
Conditional argument kept — « if the condition deteriorates, then… »	**11**	**78.6 %**
Illustration judged ambiguous by the families in the group	2	14.3 %
Care term kept with no explanation alongside	1	7.1 %

Before — rejected	After — validated
« If your relative's condition deteriorates, then the coordinating physician is called and the care plan is reviewed. »	**« Your relative is well. The care plan does not change. »** / **« Your relative is less well. We call the physician. »** / **« The physician changes the care plan. We tell you the same day. »** — three blocks, three headings

After the fix	Versions produced	Rejections	Rate
Since the move to blocks	**40**	**2**	**5.0 %**

What the plain version contains, and what it does not

Content	Present	Why

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What was done this quarter, in terms of care given	**Yes**	That is the content of the update, made readable
Upcoming appointments and tests	**Yes**	The family needs it to organise
The named nurse and how to reach them	**Yes**	A question put to the right person is settled once
A prognosis, a diagnosis or a medical opinion	**No**	**Art. L4161-1 — that is for the physician, who says it themselves**
Any item concerning another resident	**No**	**Art. L1110-4 — confidentiality**

Versions validated by the review group and the named nurse, on: _____

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-infirmier

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