



Consumer Involvement Start to Finish



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Why involve consumers and how do they deliver value?

- Required under ACSQH Standards and research funding bodies
- Hard evidence shows better decisions and outcomes
- Influential partner with other stakeholders to advocate for common interests
- Identifying issues before they become barriers or disasters
- Assists with public and community engagement in immunization, prevention and control programs

Who do you need?

- Patient/carer/family
- Consumer and consumer representatives
- Community
- Public
- Diversity



Current Expectations

Intent

Consumers help shape the way the health service organisation operates to achieve mutually beneficial outcomes, and these consumers are reflective of the diversity of the people who use its services or, if relevant, the local community.

The health service organisation:

- a. Involves consumers in partnerships in the governance of, and to design, measure and evaluate, health care
- b. Has processes so that the consumers involved in these partnerships reflect the diversity of consumers who use the service or, where relevant, the diversity of the local community

(Australian Commission on Safety and Quality in Healthcare, Action 2.11)





Consumer Involvement Tools



- Principles of Community Expectations
- Tool for measuring level of alignment with consumer expectations
- Measuring the effectiveness of consumer participation
- Tool for measuring impact of research



Process

1. Define the types of people you need and the knowledge, experience and availability to meet your requirements
2. Involve consumer representative at the beginning
3. Provide conditions to ensure the consumer rep can participate without barriers
4. Ensure that Chair has an inclusive attitude and provides opportunity for the consumer representative to actively participate
5. Provide secretariat support so that consumer representative has a contact person to answer questions before and after meetings

Informed Consent

3 Questions to ask your doctor

- What are my options?
- What are the expected outcomes
(including potential side effects or complications) ?
- How likely is it that each
outcome will occur to me
(success and complications) ?

