

# Strengthening consumer and community involvement at system, organisation and individual levels



Epworth  
Research



Monash Partners  
ACADEMIC HEALTH SCIENCE CENTRE

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## Introduction

Epworth HealthCare is a founding member of Monash Partners Academic Health Science Centre, a NHMRC-accredited partnership between 12 leading health services, teaching and research providers reaching over 3 million Australians. The purpose of Monash Partners is to 'connect researchers, clinicians and the community to innovate for better health'. We have made consumer and community involvement (CCI) a priority, establishing an enabling platform for information and training, undertaking research, identifying best practice, and developing strategies to prioritise and facilitate CCI to improve health care and outcomes for Australians. We have done a systematic review and qualitative research to inform our program.

## Aims

The aims of the Monash Partners CCI platform include:

- Integrate CCI into Monash Partners activities
- Strengthen workforce capacity for meaningful CCI
- Develop pathways for researchers and healthcare providers to engage with consumers and the community
- Collaborate with national and international leaders in CCI

## Methodology

We established a CCI team including two competitively appointed fellows, Monash Partners Executive Director, Chief Operating Officer, a leading CCI academic and CCI project manager, as well as a CCI Advisory Committee comprising health professionals, managers and researchers across the Monash Partners network.

Qualitative research has included interviews with researchers, health professionals, representatives from community organisations, health services and ethics committees to understand the barriers and enablers to meaningful CCI. A systematic scoping review has identified and evaluated training content for researchers and health personnel to facilitate CCI in research and health care improvement. Through the Australian Health Research Alliance, we have engaged nationally with leaders in CCI, and collaborated with CCI experts in the United Kingdom and Canada.

## Results

We have launched the Monash Partners CCI platform with online resources and freely available CCI training modules (<https://monashpartners.org.au/education-and-training/cii/>). The resources and links offer general and practical information and include strategies to meaningfully conduct and embed CCI in research and health care improvement projects. We also provide significant CCI advice and support to health professionals and researchers and facilitate CCI workshops including guidance and processes on consumer sitting fees and reimbursement.

In response to the COVID-19 pandemic, we co-developed tip sheets on how to engage with the community online, and formed and trained a COVID-19 consumer advisory committee to support researchers and health professionals in COVID-19 funding applications and healthcare improvement efforts.



What is Consumer and Community Involvement?



The difference between consumer engagement, participation and involvement



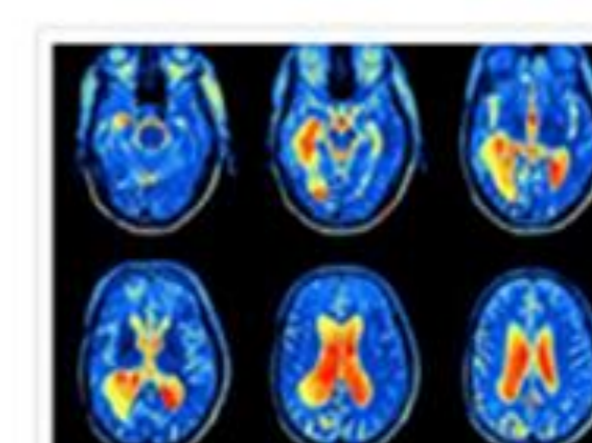
Who are consumers in Health Research



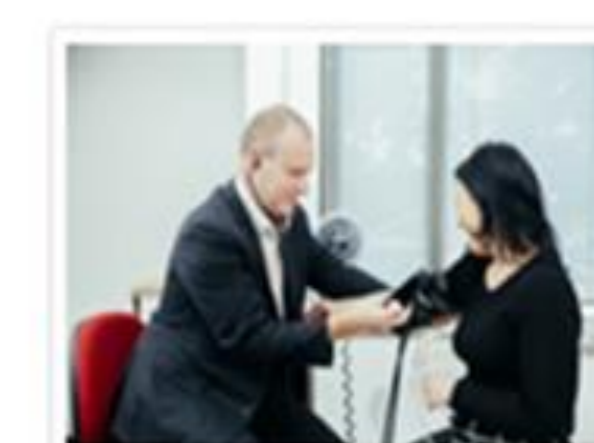
Consumer and Community Involvement in Australia



Consumer and Community Involvement Internationally



Values and Principles of Consumer and Community Involvement



Benefits of Consumer and Community Involvement in Improving Health



Embedding Consumer and Community Involvement in Research and Healthcare Improvement

## Conclusions

As an academic health science centre, Monash Partners is investing in building CCI capacity and advancing CCI at the system, organisation and individual levels among researchers and healthcare improvement leaders, organisations and policy makers across Australian health and research networks.

### Our Partners



### Our Associate Partners

