

Consumer Engagement Training for Health Services Staff

Health Issues Centre offers training that can be delivered as half or full day sessions. All sessions are interactive and based on adult learning principles. Participants are provided with a range of materials during the sessions including handouts, presentations and videos.

What are some topics that are usually covered?

- ✓ What do we understand by 'consumer' and 'engagement'?
- ✓ Consumer engagement background: rationale and definitions
- ✓ Consumer engagement: national and international evidence
- ✓ Consumer engagement background: policy context and national standards
- ✓ Developing a vision for consumer engagement in the organisation
- ✓ Identify barriers and enablers for consumer engagement
- ✓ Implementing ACSQHC Standard 2: *Partnering with consumers*
- ✓ The role of consumers in implementing Standard 2
- ✓ The role of consumers in quality and safety
- ✓ Clinical governance
- ✓ Working with consumer representatives on committees
- ✓ Co-production
- ✓ Patient centred care
- ✓ Health information and health literacy
- ✓ Human rights-based approaches to healthcare
- ✓ The feedback loop - from feedback to engagement
- ✓ Methods of consumer engagement
- ✓ Working with patients and families
- ✓ Engaging 'hard to reach' community groups
- ✓ Strategic planning for consumer engagement
- ✓ Evaluating consumer engagement
- ✓ Conducting needs assessments
- ✓ Conducting consultations - process and methods
- ✓ Qualitative research methods

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