

## Documents

Synnot, A.J.<sup>a b</sup>, Tong, A.<sup>c d</sup>, Bragge, P.<sup>e</sup>, Lowe, D.<sup>a</sup>, Nunn, J.S.<sup>a</sup>, O'Sullivan, M.<sup>f</sup>, Horvat, L.<sup>g</sup>, Kay, D.<sup>h</sup>, Ghersi, D.<sup>i j</sup>, McDonald, S.<sup>b</sup>, Poole, N.<sup>k</sup>, Bourke, N.<sup>l</sup>, Lannin, N.A.<sup>m n</sup>, Vadasz, D.<sup>o</sup>, Oliver, S.<sup>p q</sup>, Carey, K.<sup>j</sup>, Hill, S.J.<sup>a</sup>

**Selecting, refining and identifying priority Cochrane Reviews in health communication and participation in partnership with consumers and other stakeholders**

(2019) *Health Research Policy and Systems*, 17 (1), art. no. 45, .

DOI: 10.1186/s12961-019-0444-z

<sup>a</sup> Centre for Health Communication and Participation, School of Psychology and Public Health, La Trobe University, Melbourne, Australia

<sup>b</sup> Cochrane Australia, School of Public Health and Preventive Medicine, Monash University, Melbourne, Australia

<sup>c</sup> Sydney School of Public Health, University of Sydney, Sydney, Australia

<sup>d</sup> Centre for Kidney Research, Children's Hospital at Westmead, Sydney, Australia

<sup>e</sup> BehaviourWorks Australia, Monash Sustainable Development Institute, Monash University, Melbourne, Australia

<sup>f</sup> Murdoch Children's Research Institute, Melbourne, Australia

<sup>g</sup> Safer Care Victoria, Melbourne, Australia

<sup>h</sup> South Australian Health and Medical Research Institute, Adelaide, Australia

<sup>i</sup> NHMRC Clinical Trials Centre, Sydney Medical School, University of Sydney, Sydney, NSW, Australia

<sup>j</sup> National Health and Medical Research Council, Canberra, Australia

<sup>k</sup> Australian Commission on Safety and Quality in Healthcare, Sydney, Australia

<sup>l</sup> Bass Coast Health, Wonthaggi, Australia

<sup>m</sup> Alfred Health, Melbourne, Australia

<sup>n</sup> School of Allied Health (Occupational Therapy), La Trobe University, Melbourne, Australia

<sup>o</sup> Health Issues Centre, Melbourne, Australia

<sup>p</sup> University College London, London, United Kingdom

<sup>q</sup> University of Johannesburg, Johannesburg, South Africa

**Abstract**

**Background:** Priority-setting partnerships between researchers and stakeholders (meaning consumers, health professionals and health decision-makers) may improve research relevance and value. The Cochrane Consumers and Communication Group (CCCG) publishes systematic reviews in 'health communication and participation', which includes concepts such as shared decision-making, patient-centred care and health literacy. We aimed to select and refine priority topics for systematic reviews in health communication and participation, and use these to identify five priority CCCG Cochrane Reviews.

**Methods:** Twenty-eight participants (14 consumers, 14 health professionals/decision-makers) attended a 1-day workshop in Australia. Using large-group activities and voting, participants discussed, revised and then selected 12 priority topics from a list of 21 previously identified topics. In mixed small groups, participants refined these topics, exploring underlying problems, who they affect and potential solutions. Thematic analysis identified cross-cutting themes, in addition to key populations and potential interventions for future Cochrane Reviews. We mapped these against CCCG's existing review portfolio to identify five priority reviews. **Results:** Priority topics included poor understanding and implementation of patient-centred care by health services, the fact that health information can be a low priority for health professionals, communication and coordination breakdowns in health services, and inadequate consumer involvement in health service design. The four themes underpinning the topics were culture and organisational structures, health professional attitudes and assumptions, inconsistent experiences of care, and lack of shared understanding in the sector. Key populations for future reviews were described in terms of social health characteristics (e.g. people from indigenous or culturally and linguistically diverse backgrounds, elderly people, and people experiencing socioeconomic disadvantage) more than individual health characteristics. Potential interventions included health professional education, interventions to change health service/health professional culture and attitudes, and health service policies and standards. The resulting five priority Cochrane Reviews identified were improving end-of-life care communication, patient/family involvement in patient safety, improving future doctors' communication skills, consumer engagement strategies, and promoting patient-centred care. **Conclusions:** Stakeholders identified priority topics for systematic reviews associated with structural and cultural challenges underlying health communication and participation, and were concerned that issues of equity be addressed. Priority-setting with stakeholders presents opportunities and challenges for review producers. © 2019 The Author(s).

**Author Keywords**

community participation; decision-making; Health communication; health priorities; patient participation; patient-centred care

**Index Keywords**

aged, article, Australia, communication skill, community participation, consumer, coordination, drug safety, female, health

care planning, health literacy, health practitioner, human, male, organizational structure, patient care, patient participation, patient safety, shared decision making, systematic review, terminal care, thematic analysis

#### Funding details

National Health and Medical Research Council1106716  
National Health and Medical Research Council1132803  
National Health and Medical Research Council  
South Australian Health and Medical Research Institute  
National Health and Medical Research Council  
National Health and Medical Research Council

This work was supported by the La Trobe University Building Healthy Communities Research Focus Area (2015 Grant Scheme and 2016 Research-Enabling Scheme) and Cochrane Australia. AS is supported by a National Health and Medical Research Council Public Health and Health Services Post-graduate Research Scholarship (grant number 1132803, 2017–2019). AT is supported by an NHMRC Career Development Fellowship (1106716). SH was supported by a Funding and Service Agreement, Safer Care Victoria.

Three co-authors (SM, LH, DG) are employed by project funding bodies (Cochrane Australia, Safer Care Victoria and the National Health and Medical Research Council) and were members of the project steering group as they were considered key stakeholders for this project. As such, they contributed to study design, data collection and interpretation, and commented on manuscript drafts. They did not stand to benefit personally or professionally from their participation in this project, and their views may not reflect those of their organisations.

1Centre for Health Communication and Participation, School of Psychology and Public Health, La Trobe University, Melbourne, Australia. 2Cochrane Australia, School of Public Health and Preventive Medicine, Monash University, Melbourne, Australia. 3Sydney School of Public Health, The University of Sydney, Sydney, Australia. 4Centre for Kidney Research, The Children's Hospital at Westmead, Sydney, Australia. 5BehaviourWorks Australia, Monash Sustainable Development Institute, Monash University, Melbourne, Australia. 6Murdoch Children's Research Institute, Melbourne, Australia. 7Safer Care Victoria, Melbourne, Australia. 8South Australian Health and Medical Research Institute, Adelaide, Australia. 9NHMRC Clinical Trials Centre, Sydney Medical School, The University of Sydney, Sydney, NSW, Australia. 10National Health and Medical Research Council, Canberra, Australia. 11Australian Commission on Safety and Quality in Healthcare, Sydney, Australia. 12Bass Coast Health, Wonthaggi, Australia. 13Alfred Health, Melbourne, Australia. 14School of Allied Health (Occupational Therapy), La Trobe University, Melbourne, Australia. 15Health Issues Centre, Melbourne, Australia. 16University College London, London, United Kingdom. 17University of Johannesburg, Johannesburg, South Africa.

2. National Health and Medical Research Council and Consumers Health Forum of Australia. Statement on Consumer and Community Involvement in Health and Medical Research. Canberra: NHMRC; 2016.

#### Correspondence Address

Hill S.J.; Centre for Health Communication and Participation, School of Psychology and Public Health, La Trobe UniversityAustralia; email: sophie.hill@latrobe.edu.au

**Publisher:** BioMed Central Ltd.

**ISSN:** 14784505

**PubMed ID:** 31036016

**Language of Original Document:** English

**Abbreviated Source Title:** Health Res. Policy Syst.

2-s2.0-85065252488

**Document Type:** Article

**Publication Stage:** Final

**Source:** Scopus

**Access Type:** Open Access

---

**ELSEVIER**

Copyright © 2019 Elsevier B.V. All rights reserved. Scopus® is a registered trademark of Elsevier B.V.

 RELX Group™