Ask Share Know patient–clinician communication model

The ASK SHARE KNOW patient–clinician communication model is part of a program of research at The University of Sydney to encourage and empower people to be involved in decisions about their health. The project aims to support people to get the information they need when they are talking with healthcare providers, and to share health decision making with their healthcare providers.

Initially, the researchers tested 3 questions in consultations with GPs and found that the questions improved the quality of the information provided and that the GPs involved the patients in the consultations more. Following this, the researchers developed a website and some short video clips to demonstrate how to use the 3 questions and to promote to patients that the more you ask and share, the more you will know.

The website is www.askshareknow.com.au and includes an ‘ASK Consultation Summary’ for use in any consultation. Patients at a Family Planning NSW clinic have been involved in testing the website and questions and results of this will be available soon. In the meantime the website is live and visitors are welcome to make use of the information and resources provided, and to give feedback on any aspect of the web site.

Health literacy paper and consultation process

The Commission is in the final stages of developing a discussion paper which describes the context for health literacy within Australia. This paper aims to raise awareness of health literacy, identify the types of individuals and organisations involved in addressing health literacy and exploring the underlying requirements for improving health literacy in a coordinated and consistent way across Australia.

The discussion paper will be available on the Commission’s web site from mid June 2013. The Commission encourages the circulation of the paper and welcomes any comments from interested parties.

Health literacy stocktake

In 2012 the Commission completed a consultation report on its health literacy stocktake. The consultation report is now available on the Commission’s website and submissions will be loaded over the coming months. Information from this stocktake has informed the development of the Commission’s health literacy discussion paper, described above.

Resources for involving consumers in cancer care

Cancer Australia recently launched two online multimedia resources to increase the involvement of people affected by cancer in cancer control efforts. The Consumer Learning website (www.consumerlearning.canceraustralia.gov.au) was developed in collaboration with the Clinical Oncological Society of Australia. It has been designed to enhance consumer knowledge and confidence to participate in cancer research and clinical trials. The website contains short online learning modules and video presentations to guide consumers who are seeking to participate in clinical trials and research.

The Consumer Involvement Toolkit (www.consumerinvolvement.canceraustralia.gov.au) was developed with the support of the Health Issues Centre and is based on the National Framework for Consumer Involvement in Cancer Control. The toolkit will support CEOs, managers, health professionals, researchers and policy makers to effectively involve consumers in their organisation’s work. By providing practical, easy-to-navigate and user friendly tools including case studies, templates and other time saving aids such as checklists, these organisations and individuals will find it easier to engage and involve people affected by cancer.

Consumers, health professionals, researchers and policy makers from a range of health organisations from across Australia have been instrumental in developing these two new resources.

Perspectives on consumer involvement from The King’s Fund

The King’s Fund in the UK has developed a series of short film clips demonstrating the different perspectives, experiences and views on health care, health system reform, engagement and care design. Clips and perspectives on consumer involvement include:

Stephen Dunn - www.youtube.com/watch?v=wXo9H4YU3Q4

Jonathon Hope - www.youtube.com/watch?v=FM3axboKE6o

Hattie Llewelyn-Davies - www.youtube.com/watch?v=UeNZrHGRcDs&feature=youtu.be
What do patients need from clinicians: Health Affairs blog

Health Affairs journal has launched a new initiative, in conjunction with the Patient-Centered Outcomes Research Institute.

The initiative involves inviting questions on patient-centredness and patient engagement from patients and others via Facebook. Health Affairs authors will then answer those questions on the Health Affairs Blog.

In the first instalment patient advocate and cancer survivor Jessie Gruman answers questions submitted to her at: www.healthaffairs.org/blog/2013/03/20/what-do-patients-need-from-clinicians-jessie-gruman-on-patient-engagement/

Patient experience and quality of nursing study

The University of Stirling is leading the UK’s largest ever study into patient experience and the delivery of frontline health care. The Improving Patient Experience of Care (IPEC) study will involve around 6000 patients and almost 1000 nurses and other health professionals over a two year period. Participants will be asked to answer two questionnaires which will focus on issues such as standards of care, ward environment, pain control, wellbeing and culture.

Further information can be found at: www.stir.ac.uk/news/news-archive/13/02/study-into-nursing-care-quality/

New Zealand Literature review of health literacy education, training tools and resources for health providers

The Health Quality and Safety Commission New Zealand has recently published a health literacy literature review. The review provides an overview of evidence-based health literacy education, training tools and resources for health professionals available in New Zealand and overseas.

The literature review is part of the Health Literacy Medication Safety demonstration project that aims to provide key staff in community pharmacies with information and tools to increase their understanding of health literacy, adult learning theory and communication skills.

The demonstration project runs until June of this year and an evaluation and results will be available by the end of July on the Health Quality and Safety Commission’s web site.

The health literacy literature review is available at: www.hqsc.govt.nz/our-programmes/consumer-engagement/publications-and-resources/publication/835/

Patients see what we don’t - Engaging patients in safety

The Institute of Healthcare Improvement holds free web-based seminars on key safety and quality issues, called WIHI sessions.

On 18 April 2013 the IHI held a WIHI session on engaging patients in safety, live from the London International Forum on Quality and Safety. This session includes discussion about new research from the University of Newcastle and the Bradford Institute of Health Research, and information and comment on new models for effective patient/provider collaboration around safety that are emerging in the states.

Free recordings of this session and other broadcasts can be found at: www.ihi.org/offerings/VirtualPrograms/WIHI/Pages/WIHIArchive.aspx

Health Literacy Victoria Facebook page

This Facebook page has been established to share information, resources and thoughts on health literacy. The page has been developed by Victorian professionals with a keen interest in health literacy and aims to bring together people with an interest in the topic. As well as Victorian interventions, this page also includes information about health literacy that is relevant nationally. See: www.facebook.com/pages/Health-Literacy-Victoria/165973820094100
Recent articles of interest:


Ricciardi L, Mostashari F, Murphy J, Daniel JG, Siminerio EP. A national action plan to support consumer engagement via e-health. Health Affairs 2013;32(2):376-84


Seeing the forest: A different way to present patient safety research

As part of Canadian Patient Safety Week in 2012, researchers at York University’s Faculty of Health developed a play to convey their evidence-based research on what can happen when health-care mistakes are made.

Seeing the Forest, inspired by a true story about what happens when a patient is not heard, is available on the Canadian Patients for Patient Safety web site: www.patientsforpatientsafety.ca/English/Resources/Documents/PFPSC%20-%20Patients%20for%20Patient%20Safety%20-%20See%20the%20Forest.aspx

Forty ways to support patient leadership

This guide, developed by the Centre for Patient Leadership, explains what patient leadership means, as well as the role and purpose of patient leaders. It aims to help UK National Health Service organisations foster patient leadership by providing descriptions of key concepts, examples, case studies, tools (such as self-assessment frameworks and checklists), top tips and useful background material.


Disclaimer

The Commission is not responsible for the content of, nor does it endorse, any sites listed. Links to external websites and sources are provided on an information source basis only and you access them at your own risk. The Commission accepts no liability for the information or advice provided by these external links. The Commission takes no responsibility for the information contained on any external website, and links are provided on the basis that users make their own decisions about the accuracy, currency and reliability of the information contained therein.