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We acknowledge the Traditional Custodians of the Lands where the research described in this report was conducted, including the Wurundjeri People who are the Traditional Custodians of the Land on which La Trobe's Bundoora campus is located. We pay respects to the Traditional Custodians who care for Country and Elders past and present, and recognise that First Nations People's sovereignty was never ceded.

About the Centre

The [Research Centre for Health Communication and Participation \(CHCP\)](#) sits within the School of Psychology and Public Health at La Trobe University.

CHCP conducts research to improve people's health and wellbeing through the generation and promotion of evidence-informed strategies for consumer communication and participation in health. We aim to strengthen the active involvement of consumers in health care, policy and research.

CHCP is also home to [Cochrane Consumers and Communication](#), which focuses on evaluating the evidence on how people interact with, and experience, health care.

Head of Centre Report

Welcome to the Centre for Health Communication and Participation's (CHCP) Years in Review 2021-2022.

This report highlights some of the main themes in our work. Following on from our last 'two-in-one' Years in Review for 2019-2020, this is our '2021/22 Biennial Review' which presents some of the major activities by CHCP over the last two years.

There have been big changes afoot for CHCP since the last report. First and foremost, in mid-2022 we bid farewell to our Head, Associate Professor Sophie Hill. Sophie has retired from academic work but remains in an Honorary position with the Centre. It is difficult to put into words Sophie's contribution to the area of consumer engagement in health. Sophie took on the leadership of the Cochrane Consumers and Communication Review Group as Coordinating Editor when it relocated to La Trobe University in 2000. From the work of this group she recognised the need for a dedicated research centre for examining health communication and consumer engagement in health services and systems, and from this vision CHCP was established in 2009. Sophie had been the Head of CHCP since it was established, and her work over decades has purposefully championed the role of consumers as active participants in their health care. Through her research, Sophie has contributed meaningfully to the more widespread changes occurring in both health and society over this time.

In her time at La Trobe, Sophie had not only built an impressive body of research work, but she has contributed widely to the health sector by serving on local and national government committees, university committees and health service advisory groups. Her collaborative

approach to sharing work and opportunities has also seen her mentor and support the next generation of communication and participation researchers both in Australia and internationally.

Sophie has passed the baton of leading the team at CHCP to me, and I am very pleased to work to continue and extend the research and translational activities started under Sophie's leadership.

A second major change for CHCP follows a major transformation project at La Trobe University. We're very pleased that CHCP will continue as a centre in the Department of Public Health, located within the School of Psychology and Public Health. This has already presented us with opportunities to engage in new ways with research colleagues, teaching and postgraduate students, and to link with others with an interest in the centre's work. We're very grateful for the ongoing support of Professor Stephen Kent (Dean, Psychology and Public Health), Associate Professor Melissa Graham (Head, Department of Public Health) and Danielle Hearn (Senior Manager, School of Psychology and Public Health), who have each helped to enable a smooth transition to the new structure and supported us with advice and practical help.

We hope you enjoy reading about some of the major pieces of work completed at CHCP over the last two years, and there is a complete list of the centre's outputs in the appendix.

Rebecca Ryan, Head CHCP

Farewell Sophie!



Our People

Staff

Associate Professor Sophie Hill, Head (until June 30th 2022)

Dr Rebecca Ryan, Senior Research Fellow, Head (from July 1st 2022)

Dr Bronwen Merner, Research Fellow

Dr Louisa Walsh, Research Fellow

Ms Ariane Virgona, Research Assistant

Ms Anne Parkhill, Information Specialist

Ms Kow Lin Leong, Senior Administration and Planning Officer

Dr Anneliese Synnot, Research Fellow (until Dec 2021)

Dr Dianne Lowe, Research Officer (until March 2021)

Ms Nami Nelson, Research Officer (until Dec 2021)

Ms Lina Schonfeld, Research Assistant (until July 2021)

Ms Terry Hoo, Administrative Assistant (until August 2021)

Honorary Associates

Dr Claudia Meyer, Bolton Clarke Research Institute, Victoria

Dr Jessica Kaufman, Murdoch Children's Research Institute, Victoria

Professor Dawn Stacey, University Research Chair in Knowledge

Translation to Patients, University of Ottawa

Dr Anneliese Synnot, Monash University, Victoria (from Dec 2021)

Dr Sophie Hill, Adjunct Associate Professor (from July 2022)

Research Projects in Focus

Optimise Study: Engaging the community in COVID-19 research

The Optimising Isolation, Quarantine and Distancing (Optimise) Study for COVID-19 explored how Victorians experienced COVID-19 and responded to government measures to prevent or reduce the spread of the virus. The project was led by Burnet and Doherty Institutes in Melbourne, Australia in collaboration with the Centre for Health Communication and Participation at La Trobe University, University of Melbourne, Monash University, Swinburne University, Centre for Culture, Ethnicity & Health and Health Issues Centre (Victoria). The project began in October 2020 and concluded in early 2023.

A/Prof Sophie Hill, Dr Bronwen Merner and Dr Rebecca Ryan from CHCP facilitated two community engagement groups (CEG) for the Optimise Study. The first CEG comprised of representatives of the following communities: health care workers, people with lived experience of COVID-19, people from regional centres, people with chronic illness, international students, older people and younger people (aged 18-24 years). This group met monthly over the course of the Optimise study to discuss the latest Optimise findings. The group discussed whether the study findings resonated with the experiences of their own communities, and how public health messages could be better tailored to the needs of specific groups. Recommendations and observations of the CEG were included in the Optimise Study monthly reports sent to Victorian government policymakers. The second CEG comprised representatives from culturally and linguistically diverse communities. This second CEG met twice in 2021, and co-produced their own reports for the Victorian government.

You can find out more about the Optimise study and the CEG's involvement/reports here: <https://burnet.edu.au/projects/459#past-reports>

Person-Centred Care, Health Systems and Public Health Thematic Group

CHCP was established and originally grew out of the work of the Cochrane Consumers and Communication group (CCC), which has been housed at La Trobe University since 2000. Over this time, CCC has been responsible for coordinating the production of Cochrane Reviews on improving communication with, and participation by, consumers in health care for publication on the Cochrane Library. We have been very grateful to have received NHMRC infrastructure funding to support Cochrane activities within Australia over this period.

In 2022, Cochrane as an international organisation began the transformation to a new model of review and editorial production. A major restructure of the roles for groups like the CCC has begun, with the aim of sustaining Cochrane's mission of producing high-quality evidence in global priority health areas.

In place of smaller groups like the CCC directly coordinating the production of reviews, new Cochrane Thematic Groups will have a role in supporting evidence syntheses within Cochrane. We are very pleased to have been successful in partnering with long-term collaborators the Cochrane Effective Practice and Organisation of Care (EPOC) and Cochrane Public Health (CPH) groups to form a **Thematic Group on Person-Centred Care, Health Systems and Public Health**. The Person-Centred Care, Health Systems and Public Health Thematic Group was announced in late 2022, and you can [read more about it here](#).

The Thematic Group's work is just beginning in 2023, but it represents an exciting opportunity to work more closely with a range of experts to support evidence synthesis in cross-cutting issues that are important for delivery of high-quality, equitable care across the world. In 2023 the Group will be exploring how best to partner with external organisations, and to work to support Cochrane's mission as it undertakes the organisational restructure and into the future.

Social media as a tool for quality improvement in Australian public hospitals

Through her doctoral research, Louisa Walsh examined the question “How can social media be used to facilitate consumer engagement in hospital service design and quality improvement?” The project explored how social media can be most effectively used by public hospitals to enhance existing consumer engagement strategies through diversifying the consumers they engage with to better reflect their patient community, and providing opportunities for innovation in the way consumer engagement activities are conducted.

The project was completed in 2022, and found that that social media-based consumer engagement is possible but faces similar barriers to more traditional engagement methods. The findings led to the development of implementation guidance for hospitals, service providers and consumers. The research project and its outputs were co-created with a group of stakeholders with broad experience of health services, health systems and social media, as consumers and service providers.

All the outputs from the doctoral research project including the implementation guide, can be accessed here: <https://www.latrobe.edu.au/chcp/projects/using-social-media-to-facilitate-consumer-engagement-in-health-service-improvement>

Engaging consumers and other stakeholders in evidence synthesis

There is an increasing expectation that consumers and other stakeholders, such as health professionals and health policymakers, should be able to shape what is researched in health and healthcare and how the research is done. This expectation extends to the area of evidence production (i.e. systematic reviews and guidelines) but there are few well-reported and evaluated examples to guide good practice. To address this gap, Annie Synnot's doctoral research aimed to identify, implement and evaluate meaningful approaches to engage consumers (patients and carers) and other stakeholders in systematic reviews and guidelines.

During her doctoral research, Annie Synnot led and evaluated the [Cochrane Consumers and Communication Group's systematic review prioritisation activity](#). Separately, she conducted scoping reviews and interviews to identify principles and approaches to broaden diversity and extend or expand consumer engagement in guidelines. In the prioritisation study, consumers and other stakeholders wanted systematic reviews to address structural and cultural challenges underlying health communication and participation and consider health equity. Five Cochrane reviews that aligned with these topics were subsequently undertaken. The scoping reviews of consumer engagement in guideline development showed that attention is required to build formal, respectful partnerships, critical reflection of who and how to engage, and inclusive methods. Such approaches are feasible, beneficial, and represent positive experiences for those involved.

Annie concluded that priority setting with consumers and other stakeholders for systematic reviews involving meaningful partnerships and inclusive approaches can generate benefits for everyone involved. There are many ways guideline developers can successfully broaden diversity and extend or expand consumer engagement in guidelines.

Updating the evidence on communication for physical distancing

In 2020, we were invited by the World Health Organization's (WHO) Regional Office for Europe to conduct a rapid review of the evidence addressing this question: **What are relevant, feasible and effective approaches to promote acceptance, uptake and adherence to physical distancing measures for COVID-19 prevention and control?**

Since 2020 there has been huge growth in research on COVID-19, including on communicating about public health measures to reduce transmission. We decided to update the review to include new evidence, and to publish this as a Cochrane review incorporating the original rapid review methods. The update of the review was a major project for CHCP during 2022. The team was led by Dr Rebecca Ryan, with major contributions from CHCP staff - Anne Parkhill, Lina Schonfeld, Louisa Walsh, Bronwen Merner, Ariane Virgona and Sophie Hill. Caroline de Mandel-Moel from the Department of Public Health at La Trobe University, and Charlotte Silke, an Evidence Synthesis Ireland Fellow, were also major contributors to the review, and the review was also supported by a larger team of co-authors from Australia and overseas.

Through the update we found evidence from guidelines and review studies which filled many of the evidence gaps we identified in the 2020 review. We were able to include more COVID-specific research, and found new evidence around how public health measures can be best communicated with vulnerable and underserved groups within populations. The update also includes new findings on how to sustain receptiveness and communication over time, and addressing the issue of pandemic fatigue. The findings aim to support continued management of the current COVID-19 pandemic but will also inform planning for future pandemic preparedness. The review has been submitted to Cochrane, and we expect it will be published in mid-2023.

2021-2022 Research Achievements and Outputs

Journal Articles - 2021

Dimopoulos-Bick T, **Walsh L**, Sutherland K. Indirect impacts of COVID-19: a case study of evidence, advice and representation from consumer and community members in New South Wales, Australia. *Journal of Patient Experience*. 2021;8. <https://doi.org/10.1177/2374373521998628>

Lowe D, Ryan R, Schonfeld L, Merner B, Walsh L, Graham-Wisener L, **Hill S**. Effects of consumers and health providers working in partnership on health services planning, delivery and evaluation. *Cochrane Database of Systematic Reviews 2021*; Issue 9. <https://doi.org/10.1002/14651858.CD013373.pub2>

Merner B, Lowe D, Walsh L, Synnot A, Stratil J, Lewin S, Glenton C, von Philipsborn P, **Schonfeld L, Ryan R**, O'Connor D, Hoving JL, **Hill S**. Stakeholder involvement in systematic reviews: Lessons from Cochrane's Public Health and Health Systems Network. *American Journal of Public Health*. 2021; 111:1210-1215. <https://doi.org/10.2105/ajph.2021.306252>

Mondello S, Sorinola A, Czeiter E, Vámos Z, Amrein K, **Synnot A**, Donoghue E, Sándor J, Wang KKW, Diaz-Arrastia R, Steyerberg EW, Menon DK, Maas AIR, Buki A. Blood-based protein biomarkers for the management of traumatic brain injuries in adults presenting to emergency departments with mild brain injury: A living systematic review and meta-analysis. *Journal of Neurotrauma*. 2021; 38(8):1086-1106. <https://doi.org/10.1089/neu.2017.5182>

Parker L, **Ryan R**, Young S, **Hill S**. Medication and doctor-patient communication. *Australian Journal of General Practice*. 2021; 50(10). <https://doi.org/10.31128/AJGP-05-21-597>

Rohwer A, Taylor M, **Ryan R**, Garner P, Oliver S. 2021. Enhancing Public Health Systematic Reviews With Diagram Visualization. *American Journal of Public Health*. 2021; 111:1029-1034.
<https://ajph.aphapublications.org/doi/abs/10.2105/AJPH.2021.306225>

Shapiro GK, **Kaufman J**, Brewer NT, Wiley K, Menning L, Leask J, The BeSD Working Group A critical review of measures of childhood vaccine confidence. *Current Opinion in Immunology*. 2021; 71:34-45. <https://doi.org/10.1016/j.coi.2021.04.002>

Toupin-April K, Décarry S, de Wit M, **Kaufman J**, **Hill S**, Tugwell, P. Endorsement of the OMERACT core domain set for shared decision making interventions in rheumatology trials: Results from a multi-stepped consensus-building approach. *Seminars in Arthritis and Rheumatism*. 2021; 51(3):593-600.
<https://doi.org/10.1016/j.semarthrit.2021.03.017>

Vujovich-Dunn C, **Kaufman J**, King C, Skinner R, Wand H, Guy R, Leask J. A systematic review and meta-analysis of effectiveness of decision aids for vaccination decision-making. *Vaccine*. 2021; 39(28):3655-3665.
<https://doi.org/10.1016/j.vaccine.2021.05.021>

Walsh L, Hyett N, Juniper N, Li C, Rodier S, **Hill S**. The use of social media as a tool for stakeholder engagement in health service design and quality improvement: A scoping review. *Digital Health*. 2021; 7. <https://doi.org/10.1177/2055207621996870>

Walsh L, Hyett N, Howley J, Juniper N, Li C, MacLeod-Smith B, Rodier S, **Hill S**. The risks and benefits of using social media to engage consumers in service design and quality improvement in Australian public hospitals: findings from an interview study of key stakeholders. *BMC Health Services Research*. 2021; 21:876. <https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-021-06927-x>

Zeiler FA, McFadyen C, Newcombe VFJ, **Synnot A**, Donoghue EL, Ripatti S, Steyerberg EW, Gruen RL, McAllister TW, Rosand J, Palotie A, Maas AIR, Menon DK. Genetic Influences on Patient-Oriented Outcomes in Traumatic Brain Injury: a Living Systematic Review of Non-Apolipoprotein e Single-Nucleotide Polymorphisms . *Journal of Neurotrauma*. 2021; 38(8):1107-1123. <https://doi.org/10.1089/neu.2017.5583>

Journal Articles - 2022

Hunter KE, Webster AC, Page MJ, Willson M, McDonald S, Berber S, Skeers P, Tan-Koay A, **Parkhill A**, Seidler AL. Searching clinical trials registers: a guide for systematic reviewers. *BMJ*. 2022; 377:e06879. <https://doi.org/10.1136/bmj-2021-068791>

Khabsa J, Petkovic J, Riddle A, Lytvyn L, Magwood O, Atwere P, Campbell P, Katikireddi SV, **Merner B**, Nasser M, Chang S, Garcia AJ, Limburg H, Guise J-M, Tugwell P, Akl EA. Protocol: Conflict of interest issues when engaging stakeholders in health and healthcare guideline development: a systematic review. *Campbell Systematic Reviews*. 2022; 18(2):e1232. <https://doi.org/10.1002/cl2.1232>

O'Shannessy E, Reeder S, Vishwanath S, **Hill S**, Perta A, Jolliffe L, Morarty J, Hunter P, Lannin N. Mixed methods study to understand the experiences of adults with acquired brain injury and their family members who receive specialised rehabilitation. *Brain Impairment*. 2022. <https://doi.org/10.1017/BrImp.2022.3>

Pollock D, Alexander L, Munn Z, Peters MDJ, Khalil H, Godfrey CM, McInerney P, **Synnot A**, Tricco AC. Moving from consultation to co-creation with knowledge users in scoping reviews: guidance from the JBI Scoping Review Methodology Group. *JBI Evidence Synthesis*. 2022; 20(4):969-979. <https://doi.org/10.11124/JBIES-21-00416>

Ryan RE, Connolly M, Bradford NK, Henderson S, Herbert A, **Schonfeld L**, Young J, Bothroyd JI, Henderson A. Interventions for interpersonal communication about end of life care between health practitioners and affected people. *Cochrane Database of Systematic Reviews*. 2022; 7. <https://doi.org/10.1002/14651858.CD013116.pub2>

Synnot A, **Hill S**, Jauré A, Merner B, Hill K, Bates P, Liacos A, Turner T. Broadening the diversity of consumers engaged in guidelines: a scoping review. *BMJ Open*. 2022; 12:e058326. <https://doi.org/10.1136/bmjopen-2021-058326>

Walsh L, Hyett N, Juniper N, Li C, **Hill S**. The experiences of stakeholders using social media as a tool for health service design and quality improvement: a scoping review. *International Journal of Environmental Research and Public Health*. 2022; 19(22):14851. <https://doi.org/10.3390/ijerph192214851>

Walsh L, Hyett N, Hewson D, Howley J, Juniper N, Li C, MacLeod-Smith B, Rodier S, **Hill S**. Social media for consumer engagement: co-creating guidance for hospitals, service providers and consumers. *International Journal of Qualitative Methods*. 2022; 21. <https://doi.org/10.1177/16094069221132173>

Walsh L, Hyett N, Howley J, Juniper N, Li C, MacLeod-Smith B, Rodier S, **Hill S**. Social media as a tool for consumer engagement in hospital quality improvement and service design: barriers and enablers for implementation. *International Journal of Health Policy and Management*. 2022; 11(10):2287-2298. https://www.ijhpm.com/article_4160.html

Research Reports - 2021 + 2022

Hellard M, Gibney K, Stoove M, Young K, Altermatt A, Heath K, Thomas A, Nguyen T, Wilkinson A, **Merner B, Hill S**, Saich F, Jin D. 2022. The Optimise Study: Summer 2021-2022 Snapshot, Special Report. Burnet Institute and Doherty Institute.

Hellard M, Gibney K, Stoove M, **Hill S, Merner B**, Heath K, Altermatt A, Jin D, Young K, Thomas A, Nguyen T, Wilkson A, Saich F. 2022. The Optimise Study: A rapid survey examining concerns about children returning to school in 2022, Special Report. Burnet Institute and Doherty Institute.

Jin D, Saich F, Heath K, Altermatt A, Wilkinson A, **Merner B, Ryan R**, Lusher D, Wang P, Pedrana A, Stoove M, Gibney K, Hellard M. 2022. The Optimise Study: COVID-19 related worry, acceptability of prevention measures and confidence in government, Report 16. Burnet Institute and Doherty Institute.

Jin D, Saich F, Heath K, Altermatt A, Wilkinson A, **Merner B, Ryan R**, Pedrana A, Stoove M, Gibney K, Hellard M. 2022. The Optimise Study: COVID-19 vaccine intention, and adherence to isolation and quarantine recommendations, Report 17. Burnet Institute and Doherty Institute.

Merner B, Hill S. 2021. HEAR Me service pilot project: Process evaluation final report for Safer Care Victoria. Melbourne: Centre for Health Communication and Participation. La Trobe University.

Merner B, Hill S, Meagher N, Abbott S, Ali T, Coombe S, Kapoor G, Karimi M, Rios L, Semaan N, Wamawungo D. 2021. Optimise Study: Community Engagement Group for Culturally and Linguistically Diverse Communities Report 1 September 2021. Burnet Institute.

Merner B, Hill S, Meagher N, Fletcher-Lartey, S, Abbott S, Kapoor G, Karimi M, Rios L, Semaan N, Wamawungo D, Saich F, Coelho A, Shearer F, Gibbs L, Hellard M, Gibney K. 2021. Optimise Study: Community Engagement Group for Culturally and Linguistically Diverse Communities Report 2 November 2021. Melbourne: Burnet Institute.

Merner B, Schonfeld L, Tendal B, Turner T, Benson T, Rossiter B, Burren D, **Hill S**. 2021. 2020 Living Diabetes Guidelines Consumer/Researcher Forums: Final Report and Proposed Living Engagement Model. La Trobe University and the Australian Living Evidence Consortium.

Ryan R, Parkhill A, Schonfeld L, Walsh L, Lowe D, Merner B, Nelson N, Hill S. 2021. What are relevant, feasible and effective approaches to promote acceptance, uptake and adherence to physical distancing measures for COVID-19 prevention and control? World Health Organization. Regional Office for Europe.
<https://apps.who.int/iris/handle/10665/339887>

Ryan R, Parkhill A, Schonfeld L, Merner B, Kaufman J, Hill S et al. 2021. Communication to promote and support physical distancing for COVID-19 prevention and control: a rapid review (update, protocol). August 2021. Centre for Health Communication and Participation, La Trobe University.
<https://doi.org/10.26181/6139c0d9a366b>

Saich F, Heath K, Altermatt A, **Merner B, Hill S**, Pedrana A, Munari S, Horyniak D, Walker S, Wallace J, Block K, Gibbs L, Gibney K, Hellard M. 2021. The Optimise Study: Vaccine preparedness, Report 4. Burnet Institute and Doherty Institute.

Saich F, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Lusher D, Sadewo G, Wang P, Pedrana A, Gibney K, Hellard M. 2021. The Optimise Study: Social Networks and Mixing Patterns, Report 5. Burnet Institute and Doherty Institute.

Saich F, Kwong E, Heath K, Altermatt A, **Merner B, Hill S**, Munari S, Pedrana A, Gibney K, Hellard M. 2021. Gendered differences in coping and responding to COVID-19, Report 6. Burnet Institute and Doherty Institute.

Saich F, Kwong E, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Griffiths D, Collie A, Pedrana A, Gibney K, Hellard M. 2021. The impact of COVID-19 on income and finances, Report 7. Burnet Institute and Doherty Institute.

Saich F, Kwong E, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Power R, Cheong M, Caddy C, Griffiths D, Collie A, Pedrana A, Gibney K, Hellard M. 2021. Impact of government restrictions on risk mitigation strategies, Report 8. Burnet Institute and Doherty Institute.

Saich F, Kwong E, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Stoové M, Griffiths D, Collie A, Lim M, Eddy S, Meagher N, McDougall C, Chavez KM, Carpenter L, Fletcher-Lartey, S, Price D, Gibbs L, Shearer F, Power R, Cheong M, Caddy C, Pedrana A, Gibney K, Hellard M. 2021. The Optimise Study: Vaccination knowledge, attitudes and beliefs, Report 9. Burnet Institute and Doherty Institute.

Saich F, Kwong E, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Stoové M, Willson A, Caddy C, Lim M, Vogel J, Power R, Coghlan B, Cheong M, Bradfield Z, Homer C, Pedrana A, Gibney K, Hellard M. 2021. The Optimise Study: Information access and communication about COVID-19, Report 10. Burnet Institute and Doherty Institute.

Saich F, Heath K, Altermatt A, Munari S, **Merner B, Hill S**, Stoove M, Gibney K, Hellard M. 2021. The Optimise Study: COVID-19 testing and vaccination, Report 11. Burnet Institute and Doherty Institute.

Saich F, Heath K, Altermatt A, Thomas A, Nguyen T, Wilkinson A, **Merner B, Hill S**, Fletcher-Lartey S, Gibbs L, Shearer F, Stoove M, Gibney K, Hellard M. 2021. The Optimise Study: COVID-19 testing in schools and attitudes and concerns about the current state of the pandemic, Report 12. Burnet Institute and Doherty Institute.

Saich F, Heath K, Altermatt A, Menon V, Munari S, **Merner B, Hill S**, Shearer F, Gibbs L, Coelho A, Fletcher-Lartey S, Stoove M, Gibney K, Hellard M. 2021. The Optimise Study: Impacts of the COVID-19 response on culturally and linguistically diverse communities, Report 13. Burnet Institute and Doherty Institute.

Saich F, Tse WC, Heath K, Altermatt A, **Merner B, Hill S**, Jin D, Stoove M, Gibney K, Hellard M. 2022. The Optimise Study: COVID-19 worry and perceptions about infection and potential severity, Report 14. Burnet Institute and Doherty Institute.

Saich F, Jin D, Heath K, Altermatt A, **Merner B**, Wilkinson A, **Hill S**, Stoove M, Gibney K, Hellard M. 2022. The Optimise Study: COVID-19 testing, test positivity and contacts over time, Report 15. Burnet Institute and Doherty Institute.

Walsh L, Hill S, Hyett N, Hewson D, Howley J, Juniper N, Li C, MacLeod-Smith B, Rodier S. 2022. Using social media as a tool to facilitate consumer engagement in service design and quality improvement: A guide for hospitals, service providers and consumers. Centre for Health Communication and Participation, La Trobe University. <https://doi.org/10.26181/17169089>

Conference presentations - 2021

Cumpston M, McKenzie J, **Ryan R**, Thomas J. 2021. Specifying the PICO for each synthesis: a survey of current practice in systematic reviews of public health and health systems interventions. *Engaging Evidence 2021: Evolving Approaches*. 9-11 Nov 2021. Online.

Cumpston M, McKenzie J, **Ryan R**, Thomas J. 2021. Methods for synthesis when meta-analysis is not used: a survey of current practice in systematic reviews of public health and health systems interventions. *Engaging Evidence 2021: Evolving Approaches*, 9-11 Nov 2021.

Hunter KE, Webster AC, Page MJ, Willson M, McDonald S, Berber S, Skeers P, Tan-Koay A, **Parkhill A**, Seidler AL. 2021. Searching clinical trials registers: a guide for systematic reviewers. *Australian Clinical Trials Alliance Annual Scientific Meeting 2021*. 10-12 November 2021. Online. Poster.

Sutherland K, **Walsh L**. 2021. Supporting systems in critical times: establishing the COVID-19 Critical Intelligence Unit in New South Wales. *International Forum on Quality and Safety in Healthcare Australasia*. 8-10 September 2021. Online.

Synnot A, Hill S, Tong A, Merner B, Hill K, Bates P, Turner T. 2021. How to broaden diversity and deepen consumer engagement in guidelines. *G/N Conference*. 25-27 October 2021. Online.

Synnot A, Hill S, Tong A, Merner B, Hill K, Bates P, Turner T. 2021. How to broaden diversity and deepen consumer engagement in guidelines. *Engaging Evidence 2021: Evolving Approaches*. 9-11 Nov 2021.

Walsh L. 2021. Social media as a tool for consumer engagement in Australian public hospital design and quality improvement: findings from an interview study of key stakeholders. *Digital Health Week 2021*. 8-11 February 2021. Online.

Walsh L. 2021. How can social media be used as a tool for consumer engagement in hospital service improvement? Recommendations from a participatory research project. *Consumers Health Forum Summit 2021: Shifting Gears*. 18-19 March 2021. Online.

Walsh L, Hyett N, Howley J, Juniper N, Li C, MacLeod-Smith B, Rodier S, **Hill S.** 2021. Using social media to facilitate consumer engagement in healthcare quality improvement. *International Forum on Quality and Safety in Healthcare Australasia*. 8-10 September 2021. Online. Poster.

Conference presentations - 2022

Walsh L. 2022. Developing a guide for using social media as a consumer engagement tool in public hospital service design and quality improvement. *Digital Health Week 2022*. 15-17 February 2022. Online.

Walsh L, Howley J. 2022. Click, Like, Share: Using social media for consumer engagement. *Giant Steps 2022*. 25-27 May 2022. Melbourne, Australia.

Invited presentations - 2021

Merner B, Lowe D, Walsh L, Synnot A, Stratil J, Lewin S, Glenton C, von Philipsborn P, **Schonfeld L, Ryan R**, O'Connor D, Hoving JL, **Hill S**. 2021. Engaging stakeholders in systematic reviews: Lessons from the Cochrane Public Health and Health Systems Network. *University of California San Francisco Campus Navigation Guide Workgroup Webinar*. 13 October 2021. Online.

Walsh L. 2021. Cocktail Networking Hour: In Conversation With... panel. Topic: 'A new kind of consumer leader'. *Consumers Health Forum Summit 2021: Shifting Gears*. 18-19 March 2021. Online.

Walsh L. 2021. Social media and consumer engagement. *Loddon-Mallee Consumer Forum*. 3 September 2021. Online.

Walsh L. 2021. Digital health literacy of patients and professionals during the pandemic: How can it be improved? *La Trobe University-Bayreuth University Digital Health Public Webinar*. 24 March 2021. Online.

Invited presentations - 2022

Ryan R. 2022. Covidence: improving the rigour and quality of systematic reviews. *La Trobe University*. 20 May 2022. Online.

Walsh L. 2022. Using social media for consumer engagement. *Health Consumers New South Wales*. 16 March 2022. Online.

Walsh L. 2022. Consumers in Research Webinar. *Consumers Connect, Consumers Health Forum of Australia*. 13 April 2022. Online.

Walsh L. 2022. Using social media for consumer engagement. *Learning program information session, Safer Care Victoria*. 17 May 2022. Online.

Walsh L. 2021. Using social media for consumer engagement. *SAHMRI Consumer Engagement Community of Practice*. 15 July 2022. Online.

Walsh L. 2021. The Co-World: Consumer in Co-design. *Consumer Link Webinar, Consumers Health Forum of Australia*. 31 August 2022. Online.

Walsh L. 2021. Digital Health Journal Club. *Centre for Digital Transformation in Health, University of Melbourne*. 13 September 2022. Online.

Webinar

Walsh L, Ryan R, Sealby K, Lewis K, MacLeod-Smith B, Zakkar M. 2022. Using social media to engage health consumers in QI and service design - experiences from the digital frontline. *Centre for Health Communication and Participation, La Trobe University*. 18 October 2022. Online.

Supporting Students

HDR Student Supervision

Guida A. Doctor of Public Health, La Trobe University. Primary supervisor: **S Hill**; Secondary supervisor: **B Merner**. Discontinued 2021.

Hyder R. Master of Public Health, La Trobe University. Primary supervisor: **S Hill**; Secondary supervisor: S Callinan. Conferred 2021.

Lim A. Master of Philosophy, University of Melbourne. Use of a user-centred design approach to inform the future design of a mobile application for the self-management of temporomandibular disorder by young people. Primary Supervisor: M McCollough, University of Melbourne; Secondary supervisor: **B Merner**.

Synnot A. PhD, La Trobe University. Involving stakeholders to set priorities for health communication and participation research. Primary supervisor: **S Hill**; Secondary supervisors: A Tong, University of Sydney & T Turner, Monash University. Conferred 2022.

Terry K. PhD, La Trobe University. Communication Strategies to Address COVID-19 Vaccination Hesitancy: An Australian Perspective. Primary supervisor G Liu; Secondary supervisors: **J Kaufman, R Ryan**.

Tzimourtas N. Master of Public Health-Master of Health Administration, La Trobe University. Primary supervisor: **S Hill**; Secondary supervisor: R Stuckey. Conferred 2022.

Walsh L. PhD, La Trobe University. Social media use in public hospitals to enhance consumer engagement in health service design and delivery. Primary supervisor: **S Hill**; Secondary supervisor: N Hyett. Conferred 2022.

Research Progress Panels

Hill S. Panel Chair: N Roche, PhD candidate, La Trobe University, February 2022 - current

Hill S. Panel Chair: S Sayeed, PhD candidate, La Trobe University, 2019 – 2022.

Hill S. Panel Member: R Ball, PhD candidate, La Trobe University, October 2020 - current

Hill S. Panel Member: A Waddell, PhD candidate, Monash University, 2021.

Teaching

Walsh L. Guest lecture in Communicating Digital Medicine (DIG5CDM). 19 May 2022.

Thesis Marking

Verma D. Characteristics of Quality Improvement Projects in Healthcare: A Scoping Review, Minor thesis, Master of Health Science, La Trobe University 2022 (marked by **B Merner**)

Richard E. Voss-Smith T. The information, communication and support needs of families undergoing paediatric COVID-19 testing. Honours thesis, Bachelor of Biomedicine, University of Melbourne 2021. (marked by **L Walsh**)

Voss-Smith T. How do delinked models of pharmaceutical research and development advance equitable access to medicines? A systematic review. Minor thesis, Master of Public Health, La Trobe University 2022. (marked by **R Ryan**)

Sharing Our Expertise

Committee Membership

Ongoing appointments

Merner B. Cochrane Knowledge Translation Advisory Group

Hill S. Anne Anderson Awards Committee member, Cochrane

Hill S (2021 only), **Ryan R.** Cochrane Editorial Integrity and Efficiency Project Advisory Group

Hill S, Ryan R. Melbourne GRADE Centre

Ryan R. Cochrane Scientific Committee, Cochrane

Ryan R. Adjunct Senior Research Fellow, School of Nursing, Midwifery and Paramedicine University of the Sunshine Coast

Ryan R. Advisory Group member for IVF Treatment Options Website, University of Melbourne

Walsh L. Collaborative Pairs Youth Advisory Committee. Consumers Health Forum of Australia

Walsh L. Victorian Clinical Informatics Council. Victorian Department of Health

Time limited appointments

Hill S. Investigator, member of Executive Committee and Advisory Committee (April 2020-June 2022) and Knowledge Translation and Policy Working Group (June 2020 – June 2022). The Optimising Isolation, Quarantine and Distancing for COVID19 (Optimise) Study.

Hill S. Member (2021). Executive Committee, School of Psychology and Public Health, La Trobe University.

Ryan R. Knowledge Translation & Policy Working Group for the Optimise study (June 2020 to June 2022)

Parkhill A. Australasian Cochrane Information Specialists Working Group (2021)

Peer Review - 2021

Hill S, Walsh L. Digital Health

Merner B. BMC Health Services Research

Merner B. Health Research Policy and Systems

Ryan R. Health Expectations

Ryan R. Social Science and Medicine

Ryan R. Transfusion Medicine

Walsh L. Asia-Pacific Journal of Health Management

Walsh L. Australian Health Review

Walsh L. Health Information Management Journal

Walsh L. Informatics in Medicine Unlocked

Walsh L. Integrated Healthcare Journal

Walsh L. Journal of Medical Internet Research

Walsh L. Research Involvement and Engagement

Peer Review - 2022

Merner B. Cochrane Handbook for Qualitative Evidence Synthesis

Merner B. Journal of Clinical Epidemiology

Walsh L. BMC Health Services Research

Ryan R. BMJ Evidence-based Medicine

Ryan R. BMJ Open

Walsh L. BMJ

Walsh L. Integrated Healthcare Journal

Walsh L. Internal Medicine Journal

Walsh L. PLOS Digital Health

Walsh L. Research Involvement and Engagement

Editorial Board Membership

Walsh L. 2021-2022, Member, Editorial Board, Integrated Healthcare Journal

News media

Louisa Walsh's presentation at the 2021 Shifting Gears Summit was included in the Croakey Health Media round up of the conference (10 March 2021). <https://www.croakey.org/shifting-gears-success-stories-and-way-points-on-the-road-to-consumer-centred-health-care/>

“Using social media to engage consumers in health service design and quality improvement” by Louisa Walsh, Nerida Hyett and Sophie Hill was published in Croakey (18 March 2021). <https://www.croakey.org/using-social-media-to-engage-consumers-in-health-service-design-and-quality-improvement/>

Louisa Walsh discussed her PhD research on Episode 11 of CroakeyVOICES, the podcast from Croakey Health Media (19 April 2021) <https://www.croakey.org/croakey-voices/>

Grant Success

2021. **Hill S.** Burnet Institute. Optimise-CARE study. Consumer and Community Engagement Group. [\$22,815]

2021. **Hill S.** Safer Care Victoria. Secondment of Centre for Health Communication and Participation staff member. [\$47,540]

2022. **Hill S.** Centre for Health Communication and Participation. Research Centre support. La Trobe University. [\$61,737]

2022. **Hill S.** Safer Care Victoria. Secondment of Centre for Health Communication and Participation staff member. [\$5,307]

2020-2023. **Cochrane Consumers and Communication Review Group (Ryan R, Hill S, Merner B, Parkhill A, Lowe D, Walsh L, Synnot A).** National Health and Medical Research Council: Cochrane Round 8 Funding Program to support Cochrane activities (1 July 2020 to 30 June 2023). [\$384,204.00]

2019-2022. **Ryan R.** Evidence Synthesis Ireland Fellowship (M Connolly), Review Group Mentor. Interventions for interpersonal communication about end of life care between health practitioners and affected people (Cochrane review). [Euro 8,000]

2021-2022. **Ryan R.** Evidence Synthesis Ireland Fellowship (C Silke), Review Group Mentor. Communication to promote and support physical distancing for COVID-19 prevention and control (Cochrane review). [Euro 8,000]

2022-2024. Stacey D, Smith M, Volk RJ, Lewis KB (Principal Investigators), Barry MJ, Bennett CL, Bravo P, Finderup J, Gogovor A, Graham ID, Gunderson J, Légaré F, Pacheco-Brousseau L, Søndergaard H, Steffensen KD, Trenaman L, Trevena L, Wells G (Co-Investigators), with collaborators: Thomson R, **Cochrane Consumers and Communication Group (Hill S, Ryan R, Parkhill A)**, CorHealth (Woodward G, Jeffrey J), Unité de soutien SSA Québec (Groulx A), Washington State Health Care Authority (Pennington L, Merrikin K, Zerzan-Thul J), Danish Research Centre for Patient Involvement (Bekker HL), Steno Diabetes Center (Flyvbjerg A). Effectiveness of patient decision aids and their elements for achieving quality health decisions: systematic review with network meta-analysis to inform and update the international standards. Canadian Institutes of Health Research Fall 2021 Project Grant. [\$CAD198,900]

2019-2021. **Walsh L**. Social media use in public hospitals to enhance consumer engagement in health service design and delivery. NHMRC Public Health and Health Services Postgraduate Research Scholarship. [\$111,974]

2021. **Walsh L, Hill S**. Social Research Assistance Platform. La Trobe University Internal. [\$2,738]

Our Advisory Committees

CHCP Advisory Committee, 2021-2022

- Susan Biggar. A community member with considerable expertise in researching and promoting consumers perspectives and patient-centred care
- Noni Bourke. Chief of Organisational Support & Development, Bass Coast Health, Victoria
- Mary Draper AM. A community member with considerable expertise in hospital governance, quality and safety and researching and promoting consumer perspectives
- Associate Professor Sophie Hill (Chair). Head, Centre for Health Communication and Participation
- Professor Patrick Humbert. Director, La Trobe Institute of Molecular Sciences, La Trobe University
- Professor Stephen Kent. Head of School of Psychology and Public Health, La Trobe University
- Louise McKinlay. Director, Consumers as Partners, Safer Care Victoria

Social Media for Consumer Engagement Advisory Committee, 2021-2022

- Dean Hewson, Health Care Consumers' Association
- Jayne Howley
- Nic Juniper, Orygen
- Dr Chi Li, Albury-Wodonga Hospital and Alfred Health
- Belinda MacLeod-Smith, Safer Care Victoria
- Sophie Rodier, Northern Health

Cochrane Consumers and Communication

Published Cochrane Reviews - 2021

Ammenwerth E, Neyer S, Hörbst A, Mueller G, Siebert U, Schnell-Inderst P. 2021. Adult patient access to electronic health records. *Cochrane Database of Systematic Reviews 2021*, Issue 2. Art. No.: CD012707. <https://doi.org/10.1002/14651858.CD012707.pub2>

Gilligan C, Powell M, Lynagh MC, Ward BM, Lonsdale C, Harvey P, James EL, Rich D, Dewi SP, Nepal S, Croft HA, Silverman J. 2021. Interventions for improving medical students' interpersonal communication in medical consultations. *Cochrane Database of Systematic Reviews 2021*, Issue 2. Art. No.: CD012418. <https://doi.org/10.1002/14651858.CD012418.pub2>

Jull J, Köpke S, Smith M, Carley M, FINDERUP J, Rahn AC, Boland L, Dunn S, Dwyer AA, Kasper J, Kienlin SM, Légaré F, Lewis KB, Lyddiatt A, Rutherford C, Zhao J, Rader T, Graham ID, Stacey D. 2021. Decision coaching for people making healthcare decisions. *Cochrane Database of Systematic Reviews 2021*, Issue 11: CD013385. <https://doi.org/10.1002/14651858.CD013385.pub2>

Lowe D, Ryan R, Schonfeld L, Merner B, Walsh L, Graham-Wisener L, Hill S. 2021. Effects of consumers and health providers working in partnership on health services planning, delivery and evaluation. *Cochrane Database of Systematic Reviews 2021*, Issue 9: CD013373. <https://doi.org/10.1002/14651858.CD013373.pub2>

Rose L, Sutt A-L, Amaral AC, Fergusson DA, Smith OM, Dale CM. 2021. Interventions to enable communication for adult patients requiring an artificial airway with or without mechanical ventilator support. *Cochrane Database of Systematic Reviews 2021*, Issue 10. Art. No.: CD013379. <https://doi.org/10.1002/14651858.CD013379.pub2>

Sartore G-M, Pourliakas A, Lagioia V. 2021. Peer support interventions for parents and carers of children with complex needs. *Cochrane Database of Systematic Reviews 2021*, Issue 12: CD010618.
<https://doi.org/10.1002/14651858.CD010618.pub2>

Published Cochrane Reviews - 2022

Aoki Y, Yaju Y, Utsumi T, Sanyaolu L, Storm M, Takaesu Y, Watanabe K, Watanabe N, Duncan E, Edwards AGK. 2022. Shared decision-making interventions for people with mental health conditions. *Cochrane Database of Systematic Reviews 2022*, Issue 11: CD007297.
<https://doi.org/10.1002/14651858.CD007297.pub3>

Ryan RE, Connolly M, Bradford NK, Henderson S, Herbert A, Schonfeld L, Young J, Bothroyd JI, Henderson A. 2022. Interventions for interpersonal communication about end of life care between health practitioners and affected people. *Cochrane Database of Systematic Reviews 2022*, Issue 7: CD013116. <https://doi.org/10.1002/14651858.CD013116.pub2>

Strobel NA, Chamberlain C, Campbell SK, Shields L, Bainbridge RG, Adams C, Edmond KM, Marriott R, McCalman J. 2022. Family-centred interventions for Indigenous early childhood well-being by primary healthcare services. *Cochrane Database of Systematic Reviews 2022*, Issue 12: CD012463. <https://doi.org/10.1002/14651858.CD012463.pub2>

Cochrane Knowledge Translation Activities

Cochrane Consumers and Communication Reviews featured on the Cochrane Library App (<https://www.cochrane.org/news/cochrane-library-app>) in 2021 included:

- “Effects of consumers and health providers working in partnership on health services planning, delivery and evaluation” by Lowe et al. (2021)
- “Adult patient access to electronic health records” by Ammenwerth et al. (2021)
- “Interventions for improving medical students' interpersonal communication in medical consultations” by Gilligan et al. (2021)

Shauna Hurley at Cochrane Australia wrote a blog post, titled “Clear communication critical in the battle against COVID-19” (Aug 2021) about the rapid review by Ryan et al. (2021) “What are relevant, feasible and effective approaches to promote acceptance, uptake and adherence to physical distancing measures for COVID-19 prevention and control?” <https://www.cochraneaustralia.org/articles/who-rapid-review-clear-communication-critical-in-the-battle-against-covid-19>

A podcast highlighting the Cochrane Review “Adult patient access to electronic health records” by Ammenwerth et al. (2021) was developed and translated into Spanish, German and Chinese.

<https://www.cochrane.org/podcasts/10.1002/14651858.CD012707.pub2>

The Cochrane Review “Cultural competence education for health professionals” by Horvat et al. (2014) was highlighted as a Cochrane Corner feature in EXPLORE: The Journal of Science & Healing (Faber, L.W. 2021. Cultural competence education for health professionals: Summary of a Cochrane Review. <https://doi.org/10.1016/j.explore.2021.04.011>)

Charlotte Englund and Sophie Hu published a blog on the Review by Gilligan et al. (2021) in Students 4 Best Evidence, titled "What are the most effective ways to improve interpersonal communication skills in medical students?" <https://s4be.cochrane.org/blog/2021/06/04/what-are-the-most-effective-ways-to-improve-interpersonal-communication-skills-in-medical-students/>

The Cochrane Review “Psychosocial interventions for informal caregivers of people living with cancer” by Gilligan et al. (2021) was highlighted as a Cochrane Corner feature in the Australian Journal of Occupational Therapy (MacKenzie, L. 2021. What is the effectiveness of psychosocial interventions for informal caregivers of people living with cancer? A Cochrane Review summary with commentary. <https://doi.org/10.1111/1440-1630.12746>)

Shauna Hurley at Cochrane Australia wrote a blog post about the new Person-Centred Care, Health Systems and Public Health Thematic Group, formed from the Consumers and Communication, Public Health, and Effective Practice of Care Groups. <https://www.cochraneaustralia.org/articles/cochranes-new-thematic-groups-person-centred-care-health-systems-and-public-health>

Dr Annie Synnot’s PhD research was featured in a blog post by Shauna Hurley at Cochrane Australia, titled “Engaging consumers from diverse backgrounds in guideline development: lessons from research and real-world settings” <https://www.cochraneaustralia.org/articles/engaging-consumers-from-diverse-backgrounds-in-guideline-development-lessons-from-research-amp-real-world-settings>

International Editorial Team 2021-2022

- Dr Heather Ames, Norwegian Institute of Public Health, Norway
- Associate Professor Josip Car, Imperial College London, UK, and Imperial College and Nanyang Technological University, Singapore
- Professor Gian Luca di Tanna, University of Applied Sciences and Arts of Southern Switzerland, Switzerland
- Professor Adrian Edwards, Wales COVID Evidence Centre and PRIME Centre Wales, Cardiff University, UK
- Professor Bronwyn Hemsley, University of Technology Sydney, Australia
- Associate Professor Dell Horey, La Trobe University, Australia
- Dr Jessica Kaufman, Murdoch Children's Research Institute, Australia
- Dr Dianne Lowe, La Trobe University, Australia
- Professor Sandy Oliver, Institute of Education, University College London, UK
- Dr Rebecca Ryan, La Trobe University, Australia
- Associate Professor Nancy Santesso, McMaster University, Canada
- Professor Ruth Stewart, University of Johannesburg, South Africa
- Dr Anneliese Synnot, La Trobe University, Australia
- Dr Michael Taylor, Australia

