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UNIVERSITY



CENTRE FOR HEALTH COMMUNICATION AND PARTICIPATION

Year in Review 2017

The Centre for Health Communication and Participation is located in the School of Psychology and Public Health at La Trobe University, Melbourne, Australia. The Centre investigates the best ways to increase the participation of consumers in health care through effective communication.

latrobe.edu.au/chcp



Cochrane
Consumers and
Communication

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2017 Cochrane Consumers and Communication updated reviews, new reviews, protocols and registered titles

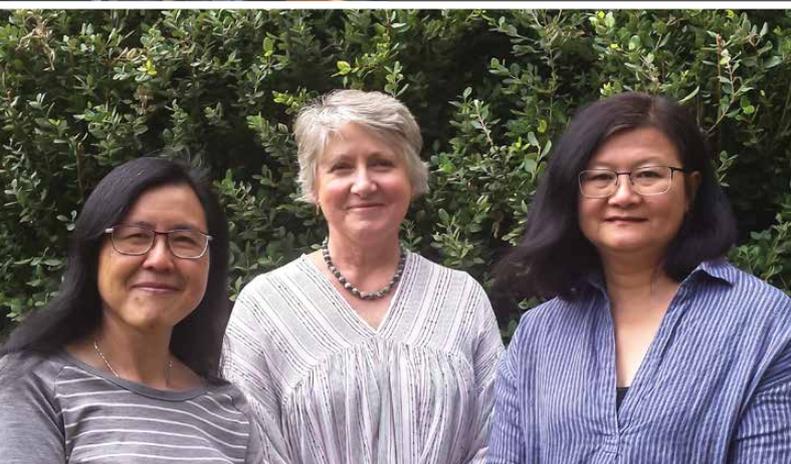
Cover photo (L to R): Rebecca Ryan, Jessie Kaufman, Annie Synnot, Dianne Lowe, Jack Nunn, Bronwen Merner, Anne Parkhill, Sophie Hill, Louisa Walsh.
Missing: KowLin Leong, Terry Hoo, John Kis-Rigo, Tamsin Waterhouse



Dr Jessica Kaufman (centre) is awarded her PhD, accompanied by her supervisors, Dr Sophie Hill (L) and Dr Rebecca Ryan (R)



Bronwen Merner participates in a workshop at the Global Evidence Summit, Cape Town, 2017



The CHCP administration team (L to R): KowLin Leong, Sophie Hill, Terry Hoo



Annie Synnot presents at the Global Evidence Summit, Cape Town, 2017

ABOUT THE CENTRE

The Centre for Health Communication and Participation was established in 2009. The Centre collaborates with a range of consumer organisations, health professionals, health care services, governments and universities in Australia and internationally to conduct leading research into priority health communication and participation topics.

The Centre is also home to Cochrane Consumers and Communication, which is part of the international organisation, Cochrane. We provide the editorial base for high-quality systematic reviews of the evidence around interventions or approaches which affect the way consumers interact with each other, with health care professionals, health services, or health researchers.

Mission

The Centre for Health Communication and Participation 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.

Strategic directions

- To make the Centre integral to the landscape of consumer participation and communication in health through strategic partnerships with researchers, policy makers, funders and consumers.
- To ensure a high-performing, viable and sustainable Centre by actively seeking funding and collaboration opportunities, being innovative in our research approaches, and valuing staff, students, volunteers and collaborators.
- To strengthen the evidence base for communication and participation in health.
- To share and promote the work we do to create a cohesive platform of consumer participation and communication evidence which is of high-quality and accessible to a range of audiences.

HEAD OF CENTRE'S REPORT

This is a longer report than normal as a lot happened in 2017 and I have many people I want to thank. In fact, when I look at the **2017 Year in Review** I am amazed at the quality and quantity of the research undertaken by our small group of dedicated staff and students. Not only does our team work hard to produce world-leading research, but we also have a strong focus on sharing our work with stakeholders in a way that we hope supports them to be informed with evidence. The past year also saw some exciting changes at the Centre, and I'm very pleased to share some of them with you in this report.

In terms of our research outputs, 2017 saw a record number of peer-reviewed academic publications produced by the Centre across a range of high-quality academic journals. Importantly, the staff involved in these publications are seeking opportunities to share their findings and methodological expertise with key audiences in Australia and internationally. For example, we were thrilled to learn that Safer Care Victoria is adapting the priority-setting methodology used by Annie Synnot in her PhD to develop their new Partnering in Healthcare policy framework. Annie's expertise in research prioritisation and consumer engagement was increasingly recognised in 2017, with invitations to join panels, working groups, international project teams, and deliver training.

Our staff continue to build their skills and use their expertise to support the learning and development of our partners and stakeholders or to seek their participation in co-producing our work. For instance, Bronwen Merner started work on a Cochrane priority review which will apply co-production methods to conduct a qualitative evidence synthesis on how to best partner with consumers for health service decision-making. Bronwen has gathered 22 people into the review team, with consumer, carer, professional and policy expertise. So far we have met in small groups in focussed phone conferences to allow everyone lots of time to talk, and we nut out how the Cochrane review should proceed. It is some of the most rewarding work I have been involved in for some time.

In other exciting developments, Rebecca Ryan, Deputy Coordinating Editor with the Cochrane Group, became a member of the inaugural Cochrane Scientific Committee, the main decision-making group for determining the methods for all future Cochrane reviews. It will help us decide between contentious research methods and consider emerging methods and their implications for the Cochrane Library.

In 2017 we've also had a few exciting changes in the structure of our Centre. The first is that we've moved from being situated in the Department of Public Health, to being placed in the School of Psychology and Public Health.

This may seem a minor thing to report but it will open up new opportunities for funding and collaboration. The move was stimulated by La Trobe's new Research Centre Strategic Framework, which has provided an excellent and very supportive environment for research centres. I wish to thank La Trobe's senior executives who have made this happen: Professor Keith Nugent, Professor Russell Hoye and Emmanuelle Duglas. I also want to thank our Head of the School, Professor Steve Kent, and our School Manager, Jacquie Burnheim, who have helped us move smoothly into this new environment.

We also moved house! Well – not really. We're still in the same building at La Trobe, but we moved up a floor. For those who knew my office and my wall of hanging plants – well - they had to have a major haircut! But they – and we – like our new space, which allows us to work more closely and cohesively as a team, and gives us a little bit of room for future growth. And being on top of the building means the odd magpie sits on the window ledge and cleans up the spiders. It is very nice to look into the beady eye of a magpie. But seriously, the move was a lot of work and I thank KowLin Leong and Terry Hoo, our superb admin team, for minimising the disruption.

Finally, Centre staff spent a day together towards the end of 2017, facilitated by Louisa Walsh, re-working our mission and developing strategic directions for 2018-2020. Our original mission was created when the Centre was established in 2009, and while useful, the team felt it no longer fully reflected the work we did.

In 2017 we said goodbye to a long-standing member of the team, John Kis-Rigo. John has moved into a well-earned retirement and we wish him all the best after his huge contribution to complex searches for communication evidence. Our new Information Specialist for the Cochrane Group is Anne Parkhill. Anne brings many years of in-depth experience of searching and evidence-based practice, and she has leapt into supporting our Cochrane authors. We are very happy to have Steve McDonald, the Co-Director of Cochrane Australia, to link us in as a pilot site for his PhD studies, by testing new technologies in searching. Anne and Steve have been working on ways to significantly reduce the amount of work Cochrane authors have to do when looking for communication research. I also want to welcome Terry Hoo, who has come on board as an administrator for the Centre and provides crucial support to the team, especially around keeping our website and other communication outputs up-to-date.

I want to farewell a truly wonderful research collaboration that has been part of our lives since 2010. This is the Communicate to Vaccinate or COMMVAC team, led by Dr Simon Lewin in Norway. We gained wonderful friends and collaborators in Norway, France, Nigeria, Mozambique, and Switzerland. The team has published many amazing academic papers.

We have supervised and achieved three PhDs and one postdoctoral study. We have explored, developed and tested the intervention and outcome taxonomies which now inform Cochrane authors for Cochrane Consumers and Communication.

As we farewell this huge program of work, I am thrilled that Dr Heather Ames and Dr Jessica Kaufman – two of the PhD students – have accepted our invitation to join the Cochrane Consumers and Communication Group as Editors.

This leads me to our PhD students in the Centre. Our research students had a massive year. Jessica Kaufman, Dianne Lowe and Bronwen Merner all submitted their PhD theses. Jessica's thesis, **How do we know what works? Identifying and prioritising stakeholder-relevant outcomes to measure the effects of communication for childhood vaccination**, was accepted, and she had her graduation in December. Jessica's research aimed to improve the way communication strategies for childhood vaccination are evaluated. Specifically, her PhD explored, mapped and prioritised outcomes to measure the effects of vaccination communication. It's always a thrill to see the hard work of our students pay off as they hand in their theses and move to the next stage of their academic careers. Having three students who have been such an integral part of the Centre complete their theses in the space of a few months made for a jubilant end to 2017, and we can't wait to see Dianne and Bronwen when they will don the cap and gown in May 2018.

And continuing the good news, Dianne has joined the Cochrane Group as a Technical Editor, enabling us to maintain high methodological standards. Lastly, I want to thank my co-supervisors in this journey. Dr Michael Taylor, of Australian Catholic University, joined with me to supervise Bronwen and Dianne. And Dr Rebecca Ryan and I supervised Jessica. I am so fortunate to have such generous and inspirational colleagues.

Finally, my thank yous. We are a small Research Centre but we work with a large team of partners from Victoria, Australia and internationally and there are a few who I want to mention.

I particularly want to acknowledge the funding and support from the Department of Health and Human Services Victoria, Safer Care Victoria, and the National Health and Medical Research Council Cochrane Collaboration Funding program – our principal funders. High quality research into the best ways to communicate with people and involve them in health is growing slowly but steadily and the support of these bodies is absolutely critical to this global effort.

I want to acknowledge the advice we receive from Cochrane and mention Dr David Tovey (Editor in Chief), Dr Karla Soares-Weiser (Deputy Editor in Chief) and Toby Lasserson (Senior Editor). Steering new research to fruition is not always a simple task and their wisdom and practical assistance at all times has been a highly valued source of support to us all.

Without the support and hard work of our funders, Cochrane authors and editors, advisory groups, consumers, health services, government partners and La Trobe University we wouldn't be able to be as productive or as relevant. Thank you for making 2017 such a great year for the Centre, and I look forward to more exciting projects with you all into the future.

Sophie Hill.

OUR PEOPLE



Dr Sophie Hill
Head, Centre for Health
Communication and Participation
Coordinating Editor, Cochrane
Consumers and Communication



Dr Rebecca Ryan
Research Fellow
Deputy Coordinating Editor, Cochrane
Consumers and Communication



Tamsin Waterhouse
Research Fellow



Bronwen Merner
Research Fellow
Managing Editor, Cochrane Consumers
and Communication



John Kis-Rigo
Information Specialist, Cochrane
Consumers and Communication
(January - June 2017)



Anneliese Synnot
Research Fellow
Editor, Cochrane Consumers and
Communication



Anne Parkhill
Information Specialist, Cochrane
Consumers and Communication
(July 2017 - current)



Jessica Kaufman
Research Officer



Louisa Walsh
Research Officer

Higher degree by research students

Rachael Hyder
Jessica Kaufman
Dianne Lowe
Bronwen Merner
Jack Nunn
Anneliese Synnot



Dianne Lowe
Research Officer



KowLin Leong
Senior Administrator

Honorary associates

Dr Artur Manuel Muloliwa
Ministry of Health, Mozambique

Dr Michael Summers
Public Policy Advocacy & Program
Evaluation Consultant, Victoria

Dr Claudia Meyer
Research Fellow, Bolton Clarke Research
Institute, Victoria



Terry Hoo
Administrator

OUR RESEARCH

The Centre for Health Communication and Participation is involved in a wide range of research projects. We work with Victorian, Australian and International teams and include a wide range of stakeholders in our innovative communication and participation research.

Through our research we aim to improve health communication and participation by promoting policy development, decision making and clinical practice that is informed by consumer views and experiences and supported by evidence. In our work we partner with consumers, consumer and carer organisations, health professionals, health care services, governments and universities to facilitate the transfer of research knowledge into policy and practice.

2017 Research highlights

Carers' Contributions to Patient Safety of their Relatives in Australian Hospitals

During hospitalisation, the provision of safe and high quality care is a key priority for patients and their carers. Since late 2012, Bronwen Merner has been investigating how carers contribute to keeping patients safe from harm in Australian hospitals. Her study has involved interviewing 32 carers about their experiences with safety concerns while supporting a patient in the hospital setting. Bronwen's PhD thesis, submitted in 2017, demonstrated carers were more likely to be proactive in addressing safety concerns when they had less trust in the staff. In addition, she found that although being proactive sometimes resulted in better outcomes for the patient, there were negative consequences for the carer themselves.

Centre for Research Excellence in Chronic Disease Rehabilitation

In 2017, Louisa Walsh and Sophie Hill were involved in a project to develop a consumer participation plan for a proposed Centre for Research Excellence in Chronic Disease Rehabilitation. This was a Big Bid project, led by Professor Anne Holland from the School of Allied Health, La Trobe University. Along with the development of the consumer participation plan, this project also led to the creation of a 'Consumer Engagement FAQ for La Trobe Researchers' Toolkit in conjunction with Dr Sue Rogers and researchers from the La Trobe Institute for Molecular Science. This Toolkit will be available from the La Trobe Research Office in 2018.

Consumer Access to Diagnostic Health Information: Parents of Children with Hearing Loss

Rachael Hyder (Postgraduate research student) and Sophie Hill are investigating consumer access to diagnostic health information, focusing on the information provided by audiologists to parents when permanent childhood hearing loss is diagnosed.

Rachael engaged 44% of the national population of infant diagnostic audiologists, using an online survey to understand how they share information with parents when permanent childhood hearing loss is first diagnosed in infants under 6 months old.

A second stage to this project collected anonymised sample 'audiology reports' shared with parents at diagnosis. These samples will be assessed via content analysis, with the aim of describing the composition of diagnostic Audiology Reports provided to parents by audiologists.

This new research on consumer access to diagnostic health information aims to support health professionals to tailor their communication of diagnostic results to better support consumer participation. The unique nature of diagnostic patient materials may require a different approach to the development of health information - this investigation of infant diagnostic audiology reports seeks to provide insight. This minor thesis will be completed in 2018.

Consumer Involvement in Genomics Research

In 2017, Jack Nunn's PhD project focused on exploring how people are currently involved in genomics research projects globally. This involved a scoping review which explored a database of projects hosted by the Global Alliance for Genomics and Health (GA4GH). The websites of these organisations were searched and data was extracted about how people were involved, what they were asked to do and any outcomes from this involvement. The results from this research will be published in 2018 and will be used to inform the design of the methods used in the next phase of Jack's PhD, where he will work with three different stakeholder groups to explore how they can be involved in future genomics research.

Involving People Website

An exciting project led by Dr Alex Pollock, Glasgow, and involving Annie Synnot, Jack Nunn and Sophie Hill came to fruition in September, with the launch of the Involving People website (<http://training.cochrane.org/involving-people>). Involving People is an online learning resource for systematic review authors to involve consumers and other stakeholders in systematic reviews. The website was developed as part of the ACTIVE project, a collaboration between Glasgow Caledonian University, Cochrane and staff at the Centre.

Medicines-related Communication Experiences Associated with Multimorbidity

In 2017 Dianne Lowe submitted her doctoral thesis. Dianne's research explored the extent, additional health burden and medicines-related communication experiences associated with multimorbidity in working-age adults with musculoskeletal conditions. To do this, Dianne analysed an Australian, nationally representative dataset and undertook focus group discussions which she analysed using grounded theory methods.

She found that how multimorbidity was defined had a dramatic impact on how common multimorbidity was estimated to be, yet, irrespective of how multimorbidity was defined, musculoskeletal conditions were a key feature of multimorbidity. Additionally, no particular type of musculoskeletal condition was consistently associated with greater multimorbidity burden.

A key finding of the focus groups was that there was a pattern of communication misalignment between people with multimorbidity and their healthcare practitioners. People attempted to realign interactions with their practitioners in a number of ways, including by supplementing, antidoting, disrupting or ceasing communication. Repeatedly unsuccessful attempts at realigning interactions led to distress.

Compared to their peers, working-age people with musculoskeletal conditions were more likely to also have characteristics that might make communication with medical practitioners more challenging, such as low education levels, English as a second language and cognitive and sensory impairment. Crucially, people with musculoskeletal conditions who also had one of these communication vulnerability characteristics were more likely to experience burdensome multimorbidity.

This research indicates that efforts to address multimorbidity need to include the working-age population, especially those with musculoskeletal conditions and also consider the impact of communication vulnerability characteristics.

Stakeholder Priorities for Research in Health Communication and Participation ('Priority Setting Project')

Annie Synnot's PhD on stakeholder engagement in systematic reviews kicked into gear in 2017. Annie is working with Dr Louise Wiles and other colleagues at the University of South Australia and the South Australian Health and Medical Research Institute to evaluate the co-production approach they are using to update one of our priority Cochrane Reviews. Annie presented this work at the Global Evidence Summit in Cape Town in September 2017 and many within Cochrane are eagerly anticipating the results.

"Have to say thank you for the opportunity to be involved in this work – I am really enjoying it"

Noni Bourke
Member of the Priority Setting project steering group and Health Services Manager, Bass Coast Health

" I think what Annie and Louise are doing in undertaking and evaluating this update review is fantastic: the most genuine effort I have ever been part of by researchers to work with consumers in a collaborative way. I am so privileged to be part of it. Thank you."

Debra Kay
Health consumer representative and Cochrane Review co-author

Support and Information for Cochrane Authors

Rebecca Ryan worked with colleagues from Monash University and the University of Glasgow to develop methods and advice for synthesising evidence where meta-analysis is not possible. This advice will form the basis of two chapters in the next edition of the Cochrane Handbook for Systematic Reviews of Interventions, and will fill a major gap in existing methodological advice for Cochrane review authors.

Rebecca, together with other members of the Cochrane Consumers and Communication Group editorial team, also led work to redevelop several of the group's editorial policies and pathways. These new approaches concentrate particularly on proposals for new reviews (titles), as well as formalising decisions for the group around updating of reviews and rejection of reviews that fail to meet methodological and quality standards. This work helps the Group to consolidate its portfolio of complex reviews by focussing on supporting reviews in priority areas and on those that are most likely to impact policy and practice. It also helps the Group editorial group to communicate clearly and transparently with author teams around the methodological standards required of Cochrane reviews.

Victorian Health Information Standards

Tamsin Waterhouse, Louisa Walsh and Sophie Hill worked on the development of health information standards for Victoria. By the end of year, we had finalised consultation papers, proposing 12 health information standards for Victoria, accompanied by a guidance document to support organisations to meet the standards. Tamsin and Sophie also presented the concept of the need for standards at three national conferences. In 2018, the Centre will work closely with Safer Care Victoria, health services, consumers and service providers to refine and pilot the proposed standards.

COCHRANE CONSUMERS AND COMMUNICATION

About us

Cochrane Consumers and Communication is part of Cochrane, an international, independent, not-for-profit organisation dedicated to making up-to-date, accurate information about the effects of health care readily available worldwide. Cochrane reviews have become internationally known as the pre-eminent rigorous quality standard for systematic reviews. These are published online at the Cochrane Library, a high impact journal freely available to all Australians.

The Cochrane Consumers and Communication Group produces Cochrane intervention reviews and qualitative evidence syntheses, which are published on the Cochrane Library (Impact Factor of 6.264). The Group has a world-wide network of 1,057 contributors from 50 countries. At time of publication, the Group has 60 published reviews and 19 published protocols.

The Group has an Internal Editorial team, based in the Centre for Health Communication and Participation, which is led by the Coordinating Editor (Sophie Hill) and Deputy Coordinating Editor (Rebecca Ryan). The Coordinating Editor and Deputy Coordinating Editor provide intellectual leadership internationally for the preparation and production of Cochrane reviews for health communication and participation.

The coordination and publication of all Cochrane work within the Group is the responsibility of the Managing Editor (Bronwen Merner). The Information Specialist (Anne Parkhill, and before her John Kis-Rigo) is responsible for developing and assuring the quality of all search strategies within reviews. The Technical Editor (Dianne Lowe) is responsible for checking the quality of all reviews and preparing methodological resources.

The Group also has an international External editorial team of experts internationally in communication and participation issues and systematic reviews.

Our international editorial team

Our team of highly experienced editors contribute to the preparation of our Cochrane reviews. In 2017, we welcomed three new editors, Dr Heather Ames, Dr Jessica Kaufman and Dr Dianne Lowe and farewellled Dr Claire Glenton and Dr Gian Luca di Tanna.

Sincere thanks go to Claire Glenton, who was an Editor since 2006. Claire is an outstanding editor and generous colleague and she has provided the Group with excellent advice on many complex issues and helped many authors to improve their reviews and get them published.

Our editorial team in 2017 included:

Dr Heather Ames, Norwegian Institute of Public Health, Norway (from November 2017)

Associate Professor Josip Car, Imperial College London, UK, and Imperial College and Nanyang Technological University, Singapore

Professor Adrian Edwards, Cardiff University, UK

Dr Claire Glenton, Norwegian Knowledge Centre for Health Services, Norway (until April 2017)

Associate Professor Bronwyn Hemsley, University of Newcastle, Australia

Dr Sophie Hill, La Trobe University, Australia

Dr Dell Horey, La Trobe University, Australia

Dr Jessica Kaufman, La Trobe University, Australia (from November 2017)

Dr Dianne Lowe, La Trobe University, Australia (from November 2017)

Professor Sandy Oliver, Institute of Education, University of London, UK

Dr Rebecca Ryan, La Trobe University, Australia

Dr Nancy Santesso, McMaster University, Canada

Dr Ruth Stewart, Institute of Education, University of London, UK and University of Johannesburg, South Africa

Ms Anneliese Synnot, La Trobe University, Australia

Dr Michael Taylor, Australian Catholic University, Australia

Dr Gian Luca di Tanna, London School of Hygiene and Tropical Medicine, UK (until May 2017)

Impact of our reviews

In 2017, we facilitated the publication of the Group's first qualitative evidence synthesis as well as an updated Cochrane review and five Cochrane protocols. We also registered four new titles. For further details, see **Appendix 1: Cochrane Consumers and Communication Updates, New Reviews, Protocols and Titles**.

The Thompsons Reuter calculated Impact Factor in 2016 of the Cochrane Database of Systematic Reviews (CDSR) was 6.264 – the CDSR is the section of the Cochrane Library where all Cochrane reviews are published.

The top two most highly cited reviews in the CDSR were both from Cochrane Consumers and Communication authors. Congratulations Professor Dawn Stacey and colleagues who authored **Decision aids for people facing health treatment or screening decisions**, which was the most highly cited review on the Library with 215 citations in 2016 alone. Congratulations also to Dr Robby Nieuwlaat and colleagues who authored **Interventions for enhancing medication adherence** which was the second most highly cited review, with 107 citations in 2016.

Our 2017 impact report is based on the number of times reviews are cited, downloaded and the social media or Altmetrics data from 2017.

Most cited reviews in 2016

Review title	Times cited in 2015
Decision aids for people facing health treatment or screening decisions. Dawn Stacey, et al	215
Interventions for enhancing medication adherence. Robby Nieuwlaat, et al	107
Interventions to improve safe and effective medicines use by consumers: an overview of systematic reviews. Rebecca Ryan, et al	25
Personalised care planning for adults with chronic and long-term health conditions. Angela Coulter, et al	21
Cultural competence education for health professionals. Lidia Horvat, et al	7
Interventions for improving patients' trust in doctors and groups of doctors. Brian McKinstry, et al	7
Audio-visual presentation of information for informed consent for participation in clinical trials. Anneliese Synnot, et al	6
Email for clinical communication between healthcare professionals. Clare Goyder, et al	4
Goal setting and strategies to enhance goal pursuit for adults with acquired disability participating in rehabilitation. William Levack, et al	4
Decision aids for people considering taking part in clinical trials. Katie Gillies, et al	2

Most accessed reviews in 2016*

Review title/lead author	Full text downloads
Interventions for enhancing medication adherence. Robby Nieuwlaat, et al	10,955
Decision aids for people facing health treatment or screening decisions. Dawn Stacey, et al	6,925
Personalised care planning for adults with chronic or long-term health conditions. Angela Coulter, et al	6,604
Cultural competence education for health professionals. Lidia Horvat, et al	4,800
Family-centred care for hospitalised children aged 0-12 years. Linda Shields, et al	4,732
Interventions for providers to promote a patient-centred approach in clinical consultations. Francesca Dwamena, et al	4,510
Interventions to improve safe and effective medicines use by consumers: an overview of systematic reviews. Rebecca Ryan, et al	3,289
Mass media interventions for reducing mental health-related stigma. Sarah Clement, et al	2,600
Mobile phone messaging for preventing and managing disease. Thyra de Jongh	2,562
Mobile phone messaging reminders for attendance at healthcare appointments. Ipek Gurol-Urganci, et al	2,466

* A proportion of full text downloads cannot be associated with an individual Cochrane review so data presented underestimates overall usage activity. Usage data were taken from the Wiley Online Library platform only

Alternative metrics (Altmetrics)

Altmetrics tracks social media sites such as blogs, Twitter, newspapers and Facebook for mentions of published Cochrane reviews.

Score	Review title/lead author	B	T	N	F
62	Automated telephone communication systems for preventive healthcare and management of long-term conditions. Pawel Posadzki, et al	0	38	5	4
4	Time-limited home-care reablement services for maintaining and improving the functional independence of older adults. Andy Cochrane, et al	0	7	0	0

B=blogger T=Twitter N=news outlets F=Facebook walls

Reviews cited in Clinical Guidelines 2012-2016

This data reflects how reviews published by Cochrane Consumers and Communication are used to influence clinical practice and patient care through inclusion in clinical guidelines around the world. This data is newly available from Cochrane in 2017, and so we have chosen to report the available data from 2012-2016 here in full.

Review title/lead author	No. of guidelines citing this review
Decision aids for people facing health treatment or screening decisions. Dawn Stacey, et al	21
Interventions for enhancing medication adherence. Robby Nieuwlaat, et al	18
Interventions to improve safe and effective medicines use by consumers: an overview of systematic reviews. Rebecca Ryan, et al	7
Shared decision making interventions for people with mental health conditions. Edward Duncan, et al	3
Placebo interventions for all clinical conditions. Asbjørn Hróbjartsson, et al	3
Personalised risk communication for informed decision making about taking screening tests. Adrian Edwards, et al	3
Contracts between patients and healthcare practitioners for improving patients' adherence to treatment, prevention and health promotion activities. Xavier Bosch-Capblanch, et al	2
Written and verbal information versus verbal information only for patients being discharged from acute hospital settings to home. Anne Johnson, et al	2
Using alternative statistical formats for presenting risks and risk reductions. Elie Akl, et al	2
Family-centred care for hospitalised children aged 0-12 years. Linda Shields, et al	2
Decision aids for people considering taking part in clinical trials. Katie Gillies, et al	2
Interactive Health Communication Applications for people with chronic disease. Elizabeth Murray, et al	1
Telephone follow-up, initiated by a hospital-based health professional, for postdischarge problems in patients discharged from hospital to home. Patriek Mistiaen, et al	1
Interventions for supporting informal caregivers of patients in the terminal phase of a disease. Bridget Candy, et al	1
Visual feedback of individuals' medical imaging results for changing health behaviour. Gareth Hollands, et al	1
Framing of health information messages. Elie Akl, et al	1
Interventions to enhance adherence to dietary advice for preventing and managing chronic diseases in adults. Sophie Descroches, et al	1
Consumer-providers of care for adult clients of statutory mental health services. Veronica Pitt, et al	1
Personalised care planning for adults with chronic or long-term health conditions. Angela Coulter, et al	1
Goal setting and strategies to enhance goal pursuit for adults with acquired disability participating in rehabilitation. William Levack, et al	1

Source: Cochrane Editorial and Methods Department, Cochrane

Supporting Cochrane Consumers and Communication authors

Cochrane Consumers and Communication authors are supported through the review process by our highly experienced internal editorial team based at La Trobe University.

The team includes:

Dr Sophie Hill, Senior Research Fellow and Coordinating Editor

Dr Rebecca Ryan, Research Fellow and Deputy Coordinating Editor

Dr Bronwen Merner, Research Fellow and Managing Editor

Anneliese Synnot, Research Fellow and Editor

Dr Dianne Lowe, Research Officer and Technical Editor (from November 2017)

John Kis-Rigo, Information Specialist (until June 2017)

Anne Parkhill, Information Specialist (from July 2017)

Editorial support

In 2017, we continued to provide a high level of support to authors to ensure the publication of accurate, high quality Cochrane reviews. This support included:

- Conducting editorial, statistical, methodological and data checks for 21 titles that had either been published, or are currently in development: this included six protocols, 11 new reviews, and four updated reviews.
- Developing search strategies for seven protocols, running 22 search strategies and reviewing the search methods for two protocols.
- Conducting detailed assessment of 11 title proposals for new reviews.
- Providing author team support (via Skype, email and face-to-face meetings) to review author teams on analysis, translation, synthesis, risk of bias and GRADE assessments, summary of findings tables and review methods.
- Reviewing the completeness of

review references in the Cochrane Central Register of Controlled Trials (CENTRAL).

- Evaluating the annotation of Cochrane reviews to a PICO model.
- Implementing the procedures for the Cochrane RCT Classifier which will reduce author screening time for RCT-only reviews.
- Liaising with the La Trobe University Library about better methods for capturing the impact of Cochrane Consumers and Communication's reviews.
- Updating the editor's assessment and peer review forms as well as the FAQs information sheet for prospective authors.

“I'm delighted to have reached this stage of the process and I am looking forward to doing the review itself. Thanks so much for all of your help and guidance and of course the editor's thorough feedback which will make the review stage a bit easier to manage.”

Dr Margarita Corry
Trinity College Dublin

“We really appreciated the feedback from the editors as the review is much stronger.”

Prof Dawn Stacey
Assistant Director – Graduate Programs,
School of Nursing, University of Ottawa

New title assessment process

We commenced piloting a new intake process for title proposals designed to increase the alignment of new Cochrane topics with the priorities our community has given us. Rather than accepting title proposals on an ongoing, ad hoc basis, we restricted the intake

to twice a year and invited all authors interested in submitting a title proposal to do so. In our first intake in October 2017, we received five title proposals which were initially assessed by the Coordinating Editor and the Deputy Coordinating Editor. On the basis of these assessments, two title proposals were recommended for registration to the international editorial team. The international editorial team supported the internal assessments and these two titles were registered. This new process has provided a much more effective, efficient and transparent way of processing title proposals. The next intake will be advertised in the first half of 2018.

Review updating guidance

We commenced trialling our Updating Guidance for three teams who applied to update their reviews in 2017. The Guidance proved very useful for both authors and editors in establishing whether an update was necessary, and the steps needed to update the scope and methods.

Invited commentary from Cochrane editors

In 2017, Sophie Hill and Rebecca Ryan were both asked for their expert commentary both within and outside Cochrane. These activities included:

- Commenting on WHO working party papers on developing methods for assessment of the evidence on complex interventions (Rebecca Ryan)
- Being interviewed for the GRADE for Overviews project (Rebecca Ryan)
- Commenting and collaborating on the GRADE Centre proposal (Rebecca Ryan)
- Writing a blog for the Cochrane Community about some of the changes in our Group (Sophie Hill). The blog is here: <http://community.cochrane.org/news/learning-changes-consumers-and-communication-group-processes>

GETTING KNOWLEDGE INTO POLICY AND PRACTICE

Committees and reference groups

In 2017, staff represented the Centre for Health Communication and Participation on a diverse range of committees and reference groups.

- **Hill, S.** Patient and Family Council (from August). Safer Care Victoria.
- **Hill S.** Renal Education Advancement Project (to May), Victorian Renal Health Clinical Network, Department of Health and Human Services Victoria.
- **Hill S.** Cochrane Knowledge Translation Strategy Working Group (to April), Cochrane.
- **Hill S.** Cochrane Knowledge Translation Advisory Committee (from May), Cochrane.
- **Hill S.** Steering Group of the Kaleidoscope Project: Research priority setting in children with chronic conditions and their caregivers, Better Treatment 4 Kids Network (BT4K), Australia.
- **Hill S, Ryan R.** Cochrane Coordinating Editors' meeting. Cochrane.
- **Hill S, Synnot A, Ryan R, Merner B.** Members of Cochrane Australia's Living Systematic Review Network.
- **Kaufman J.** General vaccination communication research. Research network. Collaboration on Social Science and Immunisation (COSSI)
- **Ryan, R.** Cochrane Scientific Committee. Cochrane.
- **Ryan, R.** ICONS-Quant Project Advisory Group. Medical Research Council/Chief Scientist Office Social & Public Health Sciences Unit, University of Glasgow, UK.
- **Synnot, A.** Cochrane Knowledge Translation Working Group on Embedding Prioritisation. Cochrane.
- **Synnot, A.** Scientific Committee for Cochrane Colloquium, 16-18 September 2018, Edinburgh. Cochrane.
- **Synnot A.** Development of Consumer Involvement Statement of Principles. Working group. Cochrane UK.
- **Campbell P, Morley R, Watts C, Synnot A.** Effective stakeholder engagement is beneficial to research – but HOW do you do it? Practical guidance and resources for authors, editors and researchers to support successful stakeholder involvement in systematic reviews. Global Evidence Summit. Cape Town, 13-16 September.
- **Ryan R.** GRADE in the presence of narrative synthesis (Nancy Santesso, Sue Brennan, Rebecca Ryan). Melbourne. 23 November.

Seminars and workshops

In 2017, Centre staff presented the following seminars and workshops:

- **Synnot A.** Australian Medical Council workshop for specialist medical colleges on the topic of engaging stakeholders in delivering high quality medical training and education. Australian Medical Council, Melbourne, 17 February.
- **Synnot A.** Knowledge translation, dissemination and stakeholder engagement: increasing the reach, impact and relevance of your research. Cochrane Australia Learning Week. Cochrane Australia. Melbourne. 7 June.
- **Ryan R.** Synthesising and presenting review findings when meta-analysis isn't possible. Cochrane Australia Learning Week. Cochrane Australia. Melbourne. 8 June.
- **Synnot A.** Stakeholder engagement in systematic reviews. La Trobe University. Bundoora. 25 July.

Invited presentations

In 2017, Centre staff were invited to present at the following events:

- **Hill S.** Fertility Society of Australia symposium debate: Patients can never fully understand the implications of fertility treatments and only basic information should be given. Adelaide, 5 September.
- **Hill S.** Centre for Health Communication and Participation. Directors' Forum, La Trobe University, 2 November.
- **Hill S.** Communicating with people about health: Health evidence, literacy, and policy. New Horizons in Society, Health and Disability Research, University of Newcastle, Newcastle. 16-17 November.
- **Hill S.** Consumer engagement in health management and research. Cancer Prevention: Early Biology, Risk factors, Implementation and Barriers Symposium. La Trobe University, Bundoora. 30 November.

- **Kaufman J.** Q&A following screening of documentary 'Jabbed', University of Melbourne Science Festival and National Science Week 2017. Doherty Institute, University of Melbourne, 13 August.
- **Kaufman J, Ryan R, Hill S.** How a model for evaluating communication strategies could help to unpack and address vaccine hesitancy. Fondation Mérieux Conference: Vaccine Acceptance Science, Policy, and Practice in a "Post-Fact" World, Annecy, France, 25-27 September 2017.
- **Nunn J.** Communicating your research. La Trobe University. Seminar (panel member). 14 September.
- **Nunn J.** Genomics research and involving people. La Trobe University. Genomics Users Group La Trobe University. 12 October.

Involvement in other knowledge translation activities

In 2017 our staff represented the CHCP as delegates at the following events:

- **National Summit on Overdiagnosis.** Wiser Health Care NHMRC Research Collaboration and partners. University of Sydney, 20 July (SH).
- **Safer Care Victoria:** Establishing our priorities, Safer Care Victoria, 20 July, Melbourne (RR)
- **Healthcare in a person-centred era:** communicating to improve outcomes, Centre for Research Excellence in Patient Safety, 22 September, Melbourne (BM)
- **Safer Care Victoria:** Focus group for Partnering in Healthcare, 23 October (SH)
- **Advanced Search Techniques for Systematic Reviews, Health Technology Assessment and Guideline Development,** York Health Economics Consortium, 17 October, York (AP)

- **Gathering of Kindness** – Breaking the rules for kindness, Hush Foundation, 1 November, Melbourne (JN)
- **Gathering of Kindness** – Patient Experience Forum, Hush Foundation, 3 November, Melbourne (BM, LW)

Submissions

In 2017, Centre staff made the following submissions:

- **Walsh L, Hill, S.** Submission to Your Health Your Say, Australian Digital Health Agency public consultation regarding Digital Health in Australia, including My Health Record. January 2017.
- **Hill S, Ryan R, Nunn J.** Feedback on the National Genomics Policy Framework, March 2017.
- **Merner, B.** Submission to Clinician engagement scoping review. Department of Health and Human Services. April 2017.
- **Ryan, R, Merner, B.** Submission to Cochrane regarding the draft Peer Review Policy. April 2017.

Conferences

In 2017, Centre staff made or contributed to the following presentations and posters at Australian and international conferences:

- **Hyder, R. (presenter), & Hill, S.** Parent informational needs at diagnosis: meta-synthesis of qualitative studies. Australian Newborn Hearing Screening Conference, Melbourne, Australia, 19 May 2017.
- **Synnot A, Kay D, Wiles L, Luker J, Hillier S, Tong A, Hill S.** Working in partnership with stakeholders to update a priority Cochrane Review: implementation and evaluation. Global Evidence Summit. Cape Town, 13-16 September.

- **Campbell P, Pollock A, Synnot A, Struthers C, Goodare H, Hill S, Nunn J, Morris J, Watts C, Morley R.** How are stakeholders involved in systematic reviews? Findings from a systematic review of methods. Global Evidence Summit. Cape Town, 13-16 September.

- **Campbell P, Pollock A, Nunn J, Synnot A, Struthers C, Goodare H, Hill S, Morris J, Watts C, Morley R.** "A complete shift in ownership": valuing contributions from stakeholders in systematic reviews. Poster. Global Evidence Summit. Cape Town, 13-16 September

- **Kaufman J, Ames H, Bosch-Capblanch X, Cartier Y, Cliff J, Glenton C, Lewin S, Muloliwa AM, Oku A, Oyo-Ita A, Rada G, Hill S.** (2017) Communicate To Vaccinate Project: Building Evidence For The Implementation And Evaluation Of Childhood Vaccination Communication. 15th World Congress on Public Health, Melbourne, Australia, 3-7 April 2017.

- **Waterhouse T (speaker), Hill S.** New infrastructure and systems are needed to improve health information for patients. Australian College of Health Service Management Conference, Sydney, 27-29 September 2017.

Publications

Staff and students of the Centre disseminated their research in a range of peer-reviewed journals in 2017:

- **Ames H, Njang DM, Glenton C, Fretheim A, Kaufman J, Hill S, Oku A, Cliff J, Cartier Y, Bosch-Capblanch X, Rada G, Muloliwa AM, Oyo-Ita A, Lewin S.** (2017). Stakeholder perceptions of communication about vaccination in two regions of Cameroon: A qualitative case study. PLoS One. doi: org/10.1371/journal.pone.0183721

- Dahm MR, Georgiou A, Balandin S, Hill S, Hemsley B. (2017). Health information infrastructure for people with intellectual and developmental disabilities (I/DD) living in supported accommodation: Communication, co-ordination and integration of health information. *Health Communication*. doi: 10.1080/10410236.2017.1384431
- Hemsley B, McCarthy S, Georgiou A, Adams N, Hill, Balandin S. (2017). Legal, ethical, and rights issues in the adoption and use of the personally controlled electronic health record 'My Health Record' by people with communication disabilities in Australia. *Journal of Intellectual & Developmental Disability*. doi: 10.3109/13668250.2017.1294249
- Hemsley B, Rollo M, Georgiou A, Balandin S, Hill S. (2017). The health literacy demands of electronic personal health records (e-PHRs): an integrative review to inform future inclusive research. *Patient Education and Counselling*. doi: 10.1016/j.pec.2017.07.010
- Hill S, Sofra T. (2017). How could health information be improved? Implications of the findings from a Victorian Consultation on Health Literacy. *Australian Health Review*. doi.org/10.1071/AH16106
- Kaufman J, Ames H, Bosch-Capblanch X, Cartier Y, Cliff J, Glenton C, Lewin S, Muloliwa AM, Oku A, Oyo-Ita A, Rada G, Hill S. (2017). The comprehensive 'Communicate to Vaccinate' taxonomy of communication interventions for childhood vaccination in routine and campaign contexts. *BMC Public Health*. doi: 10.1186/s12889-017-4320-x
- Kaufman J, Ryan R, Ames H, Bosch-Capblanch X, Cartier Y, Cliff J, Glenton C, Lewin S, Muloliwa AM, Oku A, Oyo-Ita A, Rada G, Hill S. (2017). Identification of preliminary core outcome domains for communication about childhood vaccination: an online Delphi survey. *Vaccine*. doi:org/10.1016/j.vaccine.2017.08.027
- Kaufman J, Ryan R, Glenton C, Lewin S, Bosch-Capblanch X, Cartier Y, Cliff J, Oyo-Ita A, Ames H, Muloliwa AM, Oku A, Rada G, Hill S. (2017). Childhood vaccination communication outcomes unpacked and organized in a taxonomy to facilitate core outcome establishment. *Journal of Clinical Epidemiology*. doi: 10.1016/j.jclinepi.2017.02.007
- Lowe DB, Taylor MJ, Hill SJ. (2017). Associations between multimorbidity and additional burden for working-age adults with specific forms of musculoskeletal conditions: a cross-sectional study. *BMC Musculoskeletal Disorders*, doi: 10.1186/s12891-017-1496-2
- Lowe DB, Taylor MJ, Hill SJ. (2017). Cross-sectional examination of musculoskeletal conditions and multimorbidity: influence of different thresholds and definitions on prevalence and association estimates. *BMC Research Notes*. doi 10.1186/s13104-017-2376-4
- Meyer C, Hill S, Hill K, Dow B. (2017). Sharing knowledge of falls prevention for people with dementia: Insights for community care practice. *Australian Journal of Primary Health*. doi:org/10.1071/PY16142
- Muloliwa AM, Cliff J, Oku A, Oyo-Ita A, Glenton C, Ames H, Kaufman J, Hill S, Cartier Y, Bosch-Capblanch X, Rada G, Lewin S. (2017). Using the COMMVAC taxonomy to map vaccination communication interventions in Mozambique. *Global Health Action*. doi: 10.1080/16549716.2017.1321313
- Oku A, Oyo-Ita A, Ames H, Muloliwa A, Kaufman J, Hill S, Cliff J, Carter Y, Owoaje E, Bosch-Capblanch X, Rada G, Lewin S. (2017). Perceptions and experiences of childhood vaccination communication strategies among caregivers and health workers in Nigeria: a qualitative study. *PLOS One*. doi.org/10.1371/journal.pone.0186733
- Oku AO, Oyo-Ita A, Glenton C, Fretheim A, Eteng G, Ames H, Muloliwa A, Kaufman J, Hill S, Cliff J, Cartier Y, Bosch-Capblanch X, Rada G, Lewin S. (2017). Factors affecting the implementation of childhood vaccination communication strategies in Nigeria: a qualitative study. *BMC Public Health*. doi: 10.1186/s12889-017-4020-6
- Pollock A, Campbell P, Struthers C, Synnot A, Nunn J, Hill S, Goodare H, Watts C, Morley R (2017). Stakeholder involvement in systematic reviews: a protocol for a systematic review of methods, outcomes and effects. *Research Engagement and Involvement*. doi 10.1186/s40900-017-0060-4
- Power J, Fileborn B, Dowsett GW, Lucke J, Brown G, Ellard J, Lewin SR, Tucker JD, Slavin S, Sugarman J, Hill S. (2017). HIV cure research media reporting in Australia. *Journal of Virus Eradication*. Accepted 4 September 2017. PMID: PMC5632551.
- Stacey D, Hill S, McCaffery K, Boland L, Lewis K, Horvat L. (2017). Shared Decision Making Interventions: Theoretical and Empirical Evidence with Implications for Health Literacy. *Health Literacy*. In: Logan R (ed), *Health literacy: New directions in research, theory, and practice*. Washington DC, USA: IOS Press, pp. 263-283. doi:10.3233/978-1-61499-790-0-263
- Summers M, Verikios G. (2017). Assistive technology pricing in Australia: is it efficient and equitable? *Australian Health Review*. doi. org/10.1071/AH16042
- Synnot A, Lowe D, Merner B, Hill S. (2017). The evolution of Cochrane evidence summaries in health communication and participation: seeking and responding to stakeholder feedback. *Evidence and Policy*. doi: 10.1332/174426417X14942367785260

- Tong A, Sautenet B, Chapman J, Harper C, MacDonald P, Shackel N, Crowe S, Hanson C, Hill S, Synnot A, Craig J. (2017). Research priority setting in organ transplantation: a systematic review. *Transplant International*. doi: 10.1111/tri.12924
- Toupin April K, Barton J, Fraenkel L, Li LC, Brooks P, De Wit M, Stacey D, Légaré F, Meara A, Shea B, Lyddiatt A, Hofstetter C, Gossec L, Christensen R, Voshaar MS, Suarez-Almazor ME, Boonen A, Meade T, March L, Pohl C, Jull JE, Sivarajah S, Campbell W, Alten R, Karuranga S, Morgan E, Kaufman J, Hill S, Maxwell LJ, Welch V, Beaton D, El-Miedany Y, Tugwell P. (2017). Towards the development of a core set of outcome domains to assess shared decision making interventions in rheumatology: results from an OMERACT Delphi survey and consensus meeting. *Journal of Rheumatology*. doi: 10.3899/jrheum.161241
- Walsh L, Hemsley B, Allan M, Adams N, Balandin S, Georgiou A, Higgins I, McCarthy S, Hill S. (2017). The ehealth literacy demands of Australia's My Health Record: a heuristic evaluation of usability. *Perspectives in Health Information Management*. PMID: 29118683
- Walsh L, Hill S, Allan M, Balandin S, Georgiou A, Higgins I, Krall B, McCarthy S, Hemsley B. (2017). A content analysis of the consumer-facing online information about My Health Record: Implications for increasing knowledge and awareness to facilitate uptake and use. *Health Information Management Journal*. doi: 10.1177/1833358317712200

Peer reviewing

In 2017, Centre staff were engaged as peer reviewers for the following journals and conferences:

- Australian and New Zealand Journal of Public Health (JK)
- BMJ Open (AS)
- Cochrane Database of Systematic Reviews (JK)
- Epidemiology and Infection (JK)
- Ethics and Behaviour (AS)
- Global Evidence Summit (Conference) (AS)
- Health Expectations (SH)
- Health Research and Policy Systems (RR)
- Journal of Clinical Epidemiology (JK)
- Research Involvement and Engagement (JN)
- Systematic Reviews (RR)
- Transplantation (AS)
- Vaccine (JK)

Membership of editorial boards

Cochrane Coordinating Editors' Board (Sophie Hill, Rebecca Ryan)

Research Involvement and Engagement (Sophie Hill, Jack Nunn)

Health Expectations (Sophie Hill)

Podcasts

Cochrane aims to produce as much evidence as possible in multimedia formats. In 2017, three Cochrane Consumer and Communication reviews were produced as podcasts translated into multiple languages. These were:

- Poszadski P et al. Automated telephone communication systems for preventive healthcare and management of long-term conditions. Podcasts available in the following languages: Chinese, English, Polish, Russian, Spanish.

- Ames H et al. Parents' and informal caregivers' views and experiences of communication about routine childhood vaccination: a synthesis of qualitative evidence. Podcasts available in the following languages: English and Spanish.

- Stacey D et al. Decision aids for people facing health treatment or screening decisions. Podcasts available in the following languages: Chinese, Croatian, English, French, German, Malay, Polish, Russian, Spanish.

All podcasts can be found on the Cochrane website: <http://www.cochrane.org/multimedia/podcasts/>

Translations

In 2017, the following translations of Cochrane Consumer and Communication reviews were produced:

- Poszadski P et al. Automated telephone communication systems for preventive healthcare and management of long-term conditions. Plain language summary available in the following languages: Japanese, French, Polish, English.
- Ames H et al. Parents' and informal caregivers' views and experiences of communication about routine childhood vaccination: a synthesis of qualitative evidence. Abstract translated into English, French and Chinese. This review was also translated into a French comic strip <http://cookiescience.webcomic.ws/comics/405>
- Stacey D et al. Decision aids for people facing health treatment or screening decisions. Plain language summary available in the following languages: English, French, Chinese, Russian, Malay, Chinese and Polish.

Our online video What are Systematic Reviews? by Jack Nunn and Sophie Hill was also dubbed into Spanish. The translation was done by Andrea Cervera.

Social media

At the end of 2017, the Cochrane Consumers and Communication Twitter account @CochraneCCRG had 1190 followers.

A new Centre Facebook page was launched in mid-2017. By the end of December 2017 the page had 89 followers.

By the end of 2017, a YouTube video created by Jack Nunn and Sophie Hill for Cochrane "What are Systematic Reviews?" had been viewed more than 60,000 times since it was uploaded in January 2016.

"Your Facebook is awesome! Very translation-y!"

Dr Jacqui Richmond
Adjunct Research Fellow, ARCSHS

Newsletters

By December 2017, there were 1152 subscribers to the Centre's online newsletter.

Media mentions and research impacts

In 2017, Centre staff shared their work through the following media outlets:

- Kaufman J interviewed for La Trobe University media student program: The 11th Hour, Upstart Magazine. La Trobe University, Melbourne: 11 April 2017. Online video. http://www.youtube.com/watch?v=WeMnKZLC_B4&t=23m52s
- Kaufman J. The comprehensive 'Communicate to Vaccinate' taxonomy of communication interventions for childhood vaccination in routine and campaign contexts was promoted and summarised on the Communication Initiative. <http://www.comminit.com/polio/content/comprehensive-communicate-vaccinate-taxonomy-communication-interventions-childhood-vacci>
- The work of Cochrane Consumers and Communication review authors was also promoted in a wide variety of media:
 - Parents' and informal caregivers' views and experiences of communication about routine childhood vaccination: a synthesis of qualitative evidence by Ames et al featured in NIHR Signal https://discover.dc.nihr.ac.uk/portal/article/4000684/parents-want-more-balanced-information-on-risks-and-benefits-in-advance-of-vaccinations?utm_content=buffer66277&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer.
 - Cultural competence education for health professionals by Horvat et al was used by the New York State Department of Health as a guide in developing their cultural competence and health literacy training strategy approach https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/pps_map/midpoint/round1/fingerlakes.htm
 - Automated telephone communication systems for preventive healthcare and management of long-term conditions by Poszadski et al was promoted in the Australian Commission on Safety and Quality of Health Care's On The Radar publication (Issue 320) <http://safetyandquality.cmail19.com/t/ViewEmail/j/22838513E6148EAE/4592BC8FAA377A55F6A1C87C670A6B9F>
- Decision aids for people facing health treatment or screening decisions by Stacey et al. was promoted as a feature review on Cochrane.org. <http://www.cochrane.org/news/featured-review-decision-aids-help-people-who-are-facing-health-treatment-or-screening>. This updated review was also promoted in the Australian Commission on Safety and Quality of Health Care's On The Radar publication (Issue 321) <http://safetyandquality.cmail20.com/t/ViewEmail/j/847D8B2487A45897/4592BC8FAA377A55F6A1C87C670A6B9F>

EDUCATION AND TRAINING

Teaching

In 2017, Centre staff continued their strong commitment to contribute to La Trobe University's undergraduate and postgraduate teaching programs. The following staff delivered the following highly-rated subjects and lectures:

Hill S. Subject Coordinator and Senior Lecturer, Evidence-based Public Health (PHE5EBP), Master in Public Health

Hill S. Subject Coordinator and Senior lecturer, The Service User Perspective in Health Care (PHE5SUP), Master in Health Sciences (Rehabilitation Counselling)

Kaufman J. Instance coordinator for Systematic Review and Evaluation of Healthcare Research (RMD5EHR), Professional Doctorate

Kaufman J. Evidence-based Public Health (PHE5EBP), Master in Public Health. Lecturer (2 days)

Synnot A. Guest lecturer in Applied Health Research (PHE2AHR), Bachelor of Health Science.

Postgraduate study

Our Higher Degree by Research Program had another successful year. Congratulations to Jessica Kaufman for being awarded her Doctor of Philosophy, and to Ania Sieracka for being awarded her Master in Public Health. Bronwen Merner and Dianne Lowe also submitted their PhD theses for examination at the end of 2017 and their successful results came through in early 2018.

The Centre's Higher Degree by Research projects covered a variety of topics, including:

Hyder, R. Communicating Hearing test diagnosis information to parents. MPH. (Primary supervisor: S Hill; co-supervisor: S Callinan)

Kaufman, J. How do we know what works? Identifying and prioritising stakeholder-relevant outcomes to measure the effects of communication for childhood vaccination. PhD. (Primary supervisor: S Hill; co-supervisor: R Ryan; awarded)

Lowe, D. Prevalence, health burden and medicines-related communication experiences of multimorbidity among the working-age population with musculoskeletal conditions. PhD. (Primary supervisor: S Hill; co-supervisor: M Taylor ACU; awarded)

Merner, B. The contribution of carers to the prevention of medical errors in the hospital setting. PhD. (Primary supervisor: S Hill; co-supervisor M Taylor ACU; awarded)

Nunn, J. Genomics research and involving the public. PhD. (Primary supervisor: S Hill, co-supervisor: R Ryan, P Lacaze, Monash)

Sieracka A. Master in Public Health. Thesis: Consumer participation in quality and safety in Australian hospitals. (Primary supervisor: S Hill; awarded)

Synnot, A. Involving stakeholders to set priorities for health communication and participation research. PhD. (Primary supervisor: S Hill; co-supervisor A Tong, University of Sydney)

Research progress panel

Hill S. Panel Chair: Christine Murray, Doctor of Nursing candidate, 2017 -

CURRENT GRANTS

The Centre for Health Communication and Participation is supported by a Funding and Service Agreement from the Department of Health and Human Services Victoria for July 2016 to June 2019.

Cochrane Consumers and Communication received funding from the National Health and Medical Research Council program for support for Cochrane Groups for July 2013 to June 2017. The Centre also received support from the La Trobe University Targeted Funding for Research Centres.

New grants supporting our projects

- 2017-2020. Cochrane Consumers and Communication (Hill S). National Health and Medical Research Council: The Cochrane Collaboration Round 7 Funding Program
- 2017. Hill S. Partnership to establish Victorian Health Information Standards. Engagement Income Growth Grants Scheme 2017, School of Psychology and Public Health, La Trobe University
- 2017. Kaufman J, Ryan R, Hill S. Cochrane systematic review publication, "Face to face interventions for informing or educating parents about early childhood vaccination". La Trobe University Building Healthy Communities Research Focus Area – ABC Research Funding Scheme

APPENDIX 1:

2017 Cochrane Consumers and Communication updated reviews, new reviews, protocols and registered titles

Updated reviews

Authors/title	Published
Stacey D, Légaré F, Lewis K, Barry MJ, Bennett CL, Eden KB, Holmes-Rovner M, Llewellyn-Thomas H, Lyddiatt A, Thomson R, Trevena L. Decision aids for people facing health treatment or screening decisions.	Issue 4, 2017

New reviews

Authors/title	Published
Ames HMR, Glenton C, Lewin S. Parents' and informal caregivers' views and experiences of communication about routine childhood vaccination: a synthesis of qualitative evidence.	Issue 2, 2017

Protocols

Authors/title	Published
Mackintosh NJ, Davis RE, Easter A, Rayment-Jones H, Sevdalis N, Wilson S, Adams M, Sandall J. Interventions to increase patient and family involvement in escalation of care for acute life-threatening illness in community health and hospital settings	Issue 10, 2017
Lajoinie A, Janiaud P, Henin E, Gleize JC, Berlion C, Nguyen KA, Nony P, Gueyffier F, Maucort-Boulch D, Kassai Koupai B. Assessing the effects of solid versus liquid dosage forms of oral medications on adherence and acceptability in children.	Issue 9, 2017
Leonardo Alves T, Mantel-Teeuwisse AK, Paschke A, Leufkens HGM, Puil L, Poplavska E, Mintzes B. Unbranded advertising of prescription medicines to the public by pharmaceutical companies	Issue 7, 2017
Ammenwerth E, Lannig S, Hörbst A, Muller G, Schnell-Inderst P. Adult patient access to electronic health records.	Issue 6, 2017
Corry M, Smith V, Neenan K, Brabyn S. Telephone interventions, delivered by healthcare professionals, for educating and psychosocially supporting informal caregivers of adults with diagnosed illnesses.	Issue 1, 2017

Registered titles

Authors/title

Patients' and clients' perceptions and experiences of targeted digital communication accessible via mobile devices for reproductive, maternal, newborn, child and adolescent health: A qualitative evidence synthesis. **Heather Ames, et al**

Communication aids (vocal or non-vocal) for adult patients requiring artificial airway (endotracheal tube or tracheostomy tube) with or without mechanical ventilator support. **Louise Rose, et al**

Gender differences in health literacy of individuals with migration background: a synthesis of the qualitative evidence. **Nicole Skoetz, et al**

Interventions for improving health literacy in individuals with migration background. **Nicole Skoetz, et al**



CHCP staff members, **Dr Rebecca Ryan** (R) and **Annie Synnot** join the Cochrane Australia group at the 2017 Melbourne March for Science



The multitasking physio – **Louisa Walsh** stretches her hamstrings and screens journal articles for an upcoming Cochrane Consumers and Communication review



Annie Synnot (L) and **Bronwen Merner** (R) take a CHCP selfie at the Global Evidence Summit in Cape Town, September 2017



CHCP puts on a spread for Annie's confirmation of candidature

Authorship: this document was prepared by Louisa Walsh, Bronwen Merner and Sophie Hill.
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