



LA TROBE
UNIVERSITY



Cochrane
Consumers and
Communication

Two Years in Review 2019-2020

January 2022



Contents

| | |
|--|----|
| Introduction | 3 |
| Rapid review for WHO on communication for physical distancing..... | 4 |
| Piloting shared decision making in Victoria..... | 6 |
| Translating research into policy and practice | 8 |
| Leading contribution to consumer and community information for Voluntary Assisted Dying .. | 8 |
| Guide to producing and sourcing quality health information | 9 |
| Escalating care when health is deteriorating..... | 10 |
| Engaging consumers as stakeholders in research..... | 11 |
| Optimise Community Engagement Group..... | 11 |
| Consumers and clinicians in partnership with our PhD students | 12 |
| Appendix: 2019-2020 achievements and outputs | 14 |
| Contribution to policy and practice through advisory committees and reference groups..... | 14 |
| Contribution to global evidence on communication and participation | 15 |
| Our publications | 20 |
| Presenting our work..... | 26 |
| Teaching, students, mentoring and student panels..... | 28 |
| Peer review and editorial activities outside of Cochrane roles | 29 |
| Advisory committees at the Centre..... | 31 |
| Grants..... | 34 |



Introduction

I was compiling our '2019 Year in Review' when the Covid-19 pandemic started. We all know what happened next – and how that concentrated our efforts or scattered them in unforeseen ways.

So, returning now to the Year in Review, we decided to give you two in one! Here is the '2019-2020 Year in Review', showcasing some of the major themes in our work. There is a complete listing of outputs in the appendix.

Instead of the usual staff photos we give you some snapshots of what we saw or created over the long Victorian lockdown in 2020.

And just in case you need reminding - 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.

Sophie Hill

Head, Centre for Health Communication and Participation



La Trobe's beautiful Bundoora campus that we missed in 2020 (Photo by S Hill).



Rapid review for WHO 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?

We accepted the challenge. This type of broad question – and the fact WHO wanted the review done very quickly – meant that we looked for the evidence in the 'upstream' documents where all types of research and expert opinion has been already collated and synthesised – namely guidelines and systematic reviews. Our job, then, was to analyse these documents and present the key themes. The resulting report is [published here](#).

The report has a lot to say and recommend in terms of approaches. Consistent features of effective communication include clear, consistent and actionable content; attention to the timing and currency of messages; consideration of the audiences for communication within and across populations; and deliberate considerations of tailoring and equity to ensure diverse population groups are reached and existing inequalities addressed.

These lessons will continue to be highly relevant as Australia combines a vaccine roll-out alongside continuing outbreaks and variants, as well as opening up nationally and internationally. It is a silver lining in a dark cloud that governments have re-discovered the critical importance of public communication.

The team was led by Dr Rebecca Ryan and she was joined by Centre staff - Anne Parkhill, Lina Schonfeld, Louise Walsh, Dianne Lowe, Bronwen Merner, Nami Nelson and Sophie Hill. Rebecca will be updating the review as a Cochrane rapid review in 2021-22 with a large team.



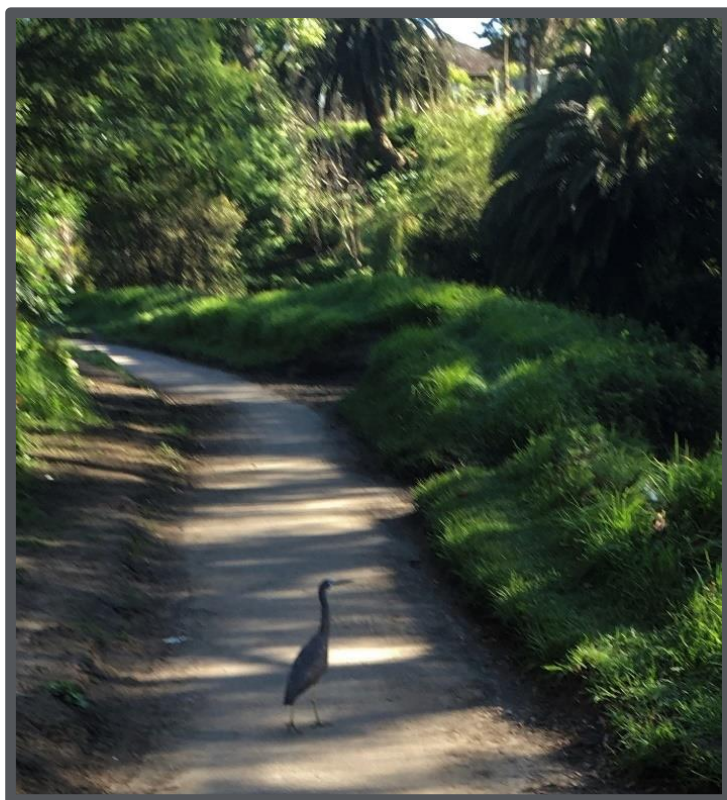
Dr Rebecca Ryan is a Senior Research Fellow at the Centre. 'I decorated my son's ninja lair birthday cake with crocodiles' (Photo by R Ryan).

We plan to continue learning about and testing what are called rapid methods for evidence synthesis and we plan to incorporate this into our Cochrane work.



The WHO invitation for rapid review advice in pandemic communications challenged the standard searching procedures that we had used previously for our systematic reviews. We needed evidence about a virus and a disease that had only been understood for a matter of months and where little had yet been researched, documented or written. The skills that we developed to respond to the new information context involved finding and authenticating new databases and sources to use in conjunction with our standard peer-reviewed sources, including identifying articles ahead of print, applying machine learning tools to prioritise references for screening and regularly updating the searches as new data was published (moving towards living searching methods). We will take these new skills into our work for newer review formats, including rapid Cochrane reviews, that we are planning.

Our goal of getting evidence into policy and practice means that we are keen to try and get the outputs of synthesis efforts out into the community much faster than before. With critical public health communication challenges happening all around us, this seems like a good goal to have!



Anne Parkhill is the Information Specialist at the Centre. 'On one daily lockdown walk along our Merri Creek, a white-faced heron escorted me along the path' (Photo A Parkhill).

Piloting shared decision making in Victoria

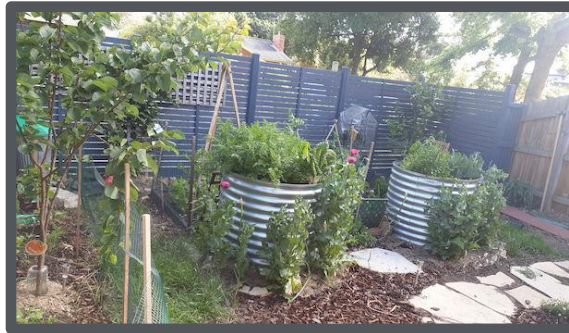
To support Victorian health services implement shared decision making, Safer Care Victoria commissioned a pilot project to be managed by our Centre, in collaboration with decision aids expert, Professor Dawn Stacey, University of Ottawa. The project focused on capacity building through training and provision of ongoing technical support and guidance while pilot sites moved forward with implementing shared decision making, including the development of a decision aid.

The project began in November 2019 with a Masterclass in shared decision making presented by Professor Stacey for 23 health services and Safer Care Victoria staff. Professor Stacey then held a workshop on Implementing shared decision making for eight health services that were invited to participate in the project as pilot sites.

A follow up workshop on implementation was held in March 2020. This workshop focused on supporting each site to continue development of plans for decision aid development and putting shared decision making into practice. The workshop was held just prior to the widespread travel restrictions and other limitations that were instigated as part of the COVID-19 pandemic response in Victoria.

The project was designed to provide technical support, guidance and feedback to services as they planned and implemented shared decision making and their decision aid development process. One of the strengths of the project was that it was designed as an iterative program. This meant the approach and content of support provided to pilot sites was able to be adapted to different site needs based on emerging evidence, observations and learning.

This approach was also a significant strength in being able to adapt to the changing COVID-19 context throughout the implementation period in 2020. The changing restrictions, shifting priorities and staffing redeployment at health services linked to the COVID-19 response in Victoria meant health services paused or delayed their shared decision making activities. By the project end, two original sites were able to progress their planned work to draft decision aids, three new sites were added to the project to receive tailored support and a website was created as an [online resource hub for implementing shared decision making](#). Despite the disruptive year, the project was able to complete most planned activities, incorporate new activities to adapt to the changing circumstances, and expand the scope of support to include new sites. As a result, the project was able to generate valuable insights that were incorporated into an online short-course on Person centred care through shared decision making launched in 2021.



Nami Nelson is a Research Officer with the Centre. Lockdown was also an opportunity to transform Nami's boring and unused lawn into a delicious and colourful garden (Photo by N Nelson).

We acknowledge and thank Safer Care Victoria as funder for the project and the eight pilot sites for their willingness to participate and their hard work during the project: Alfred Health, Bass Coast Health, Barwon Health, Bendigo Health Group, Kooweerup Regional Health Service, Kyabram Health, Mansfield District Hospital, St Vincent's Hospital Melbourne. We also acknowledge and thank the staff from Eastern Health and Austin Health who joined the project as short-term new sites for some shared decision making planning and education support activities in late 2020.

And we thank Professor Dawn Stacey for the wonderful and collaborative time we have had working with her.



Professor Dawn Stacey from University of Ottawa led the Implementation of Shared Decision Making Masterclass. Here she is with Nami Nelson, Research Officer at the Centre (behind Dawn), in mid-March 2020 – just days before the first lockdown started! (Photo by S Hill).



Translating research into policy and practice

Leading contribution to consumer and community information for Voluntary Assisted Dying

In June 2019, Victoria became the first state in Australia to introduce Voluntary Assisted Dying.

Bronwen Merner and Sophie Hill were privileged to be part of the Community/Consumer Information Guidelines Working Group of the Voluntary Assisted Dying Act Implementation Taskforce, Department of Health and Human Services Victoria. The Working Group was chaired by Mary Draper AM. Bronwen Merner led the development of the information for consumers and community members, applying coproduction methods and user testing. Bronwen also presented with Mary Draper in May 2019 at the Victorian Voluntary Assisted Dying Implementation Conference.

The final information was released in April 2019 and is [accessible here](#).



Dr Bronwen Merner is a Research Fellow at the Centre. 'I made a painting of my art supplies while I was trying out ink and wash' (Photo B Merner).



Guide to producing and sourcing quality health information

Guidelines to support high quality health information for consumers and carers in Victoria, developed by the Centre, were released April 2019 at the highly successful Partnering in Health Forum, run by Safer Care Victoria. The Guidelines were developed to support innovation and improvement in the Communication domain of Safer Care's Partnering in Health Framework. Louisa Walsh and Sophie Hill ran a workshop for health service staff at the Forum and focused on challenges and solutions.

There are four Guidelines, addressing governance, partnering with consumers, health literacy and reducing duplication. The importance of each Guideline is explained, followed by a list of key tasks that contain advice and comprehensive supporting information.

The Guidelines are paired with a Self-evaluation Toolkit that are workbooks containing reflective questions and an activities checklist. Additionally, in the Toolkit, each Guideline has been mapped against the National Safety and Quality Health Service Standards.

Access the [Health Information Guidelines here](#).



Louisa Walsh is a Research Officer and PhD student at the Centre. During COVID-19 lockdown, Louisa and her friends posted dress ups on social media for 100 days. Here she is dressed as the elusive Fawkner Hooded Plover in her interpretation of the 'Bird watching' theme (Photo L Walsh).



Escalating care when health is deteriorating

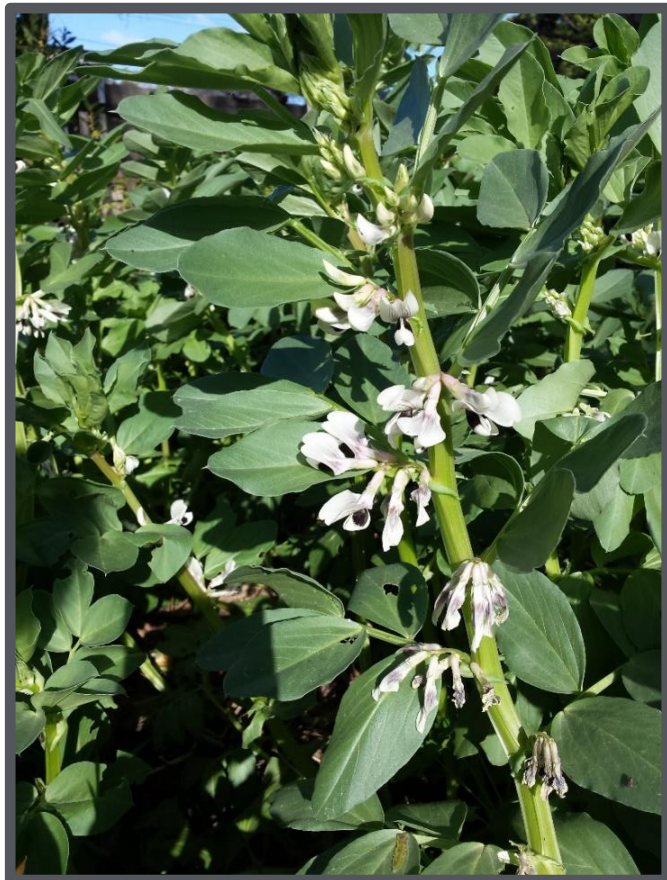
Safer Care Victoria asked the Centre to review the evidence on how to strengthen opportunities for patients, carers and family members to escalate care in Victorian health services.

A rapid review was completed by Nami Nelson with assistance from Rebecca Ryan and Anne Parkhill and informed Safer Care Victoria's planning for piloting HEAR Me, a 24/7 consumer-initiated escalation service in Victorian hospitals.

Next, Bronwen Merner and Sophie Hill undertook a process evaluation to explore consumers' and health professionals' perceptions and experiences of HEAR Me across 17 Victorian health services from 2019-2021. The evaluation also sought to identify the main enablers and barriers to the implementation of HEAR Me to inform a potential state-wide roll-out.

The evaluation was greatly impacted by the COVID-19 lockdown but, regardless, one patient and 19 HEAR Me champions, ward staff or call takers participated in this evaluation, engaging in one-off, individual phone or Zoom interviews.

We are very grateful for the health services who participated in the evaluation and the clinicians and patient who agreed to be interviewed. This happened at the end of the Victorian lockdown period, a weary time for all. The report to Safer Care Victoria was presented in April 2021.



*Assoc Prof Sophie Hill
is Head of the Centre.
'During our first
lockdown, I grew broad
beans for the first time'
(Photo S Hill).*



Engaging consumers as stakeholders in research

Optimise Community Engagement Group

Early in the COVID-19 Pandemic, we were approached by Professor Margaret Hellard, Deputy Director of the Burnet Institute, to join the Optimise study, a partnership of the Burnet and Doherty Institutes in collaboration with University of Melbourne, Swinburne University of Technology, Monash University, Murdoch Children's Research Institute, the Centre for Ethnicity and Health, and the Health Issues Centre.

As a result, La Trobe University became a collaborator in this ground-breaking and exciting project in the midst of the pandemic.

Optimise stands for Optimising Isolation, Quarantine & Distancing for COVID-19, and the project aims to find out how Victorians are experiencing COVID-19 and responding to the measures introduced to stop the spread of the virus.

This invitation led to the formation of a Community Engagement Group, a group of seven people who met monthly during 2021 to understand how community leaders and consumer representatives interpret the Optimise evidence in the context of their own communities and to hear from members about how the Optimise evidence should be translated into communication or resources that will meet community needs. The views and recommendations of the Community Engagement Group are included in a monthly report of the Optimise Study findings that is sent to government and non-government stakeholders. Access the [monthly reports here](#).



KowLin Leong is the Senior Administrator at the Centre. 'Frosty morning at the Ovals – during lockdown' (Photo KL Leong).

Consumers and clinicians in partnership with our PhD students

Louisa Walsh is undertaking a PhD supported by a National Health and Medical Research Council Scholarship.

The aim of her research is to explore the potential for social media to be used for greater and more meaningful involvement by the public, patients and family members in service improvement activities within Australian public hospitals.

The research is being conducted within a utilisation-focused participatory research methodology. The research is guided by the involvement of an advisory committee of stakeholders, which includes three healthcare consumers and three healthcare providers in clinical and non-clinical roles. Members of the advisory committee have been involved in a range of research activities, including determining research questions and methods, testing data collection tools, recruiting participants to studies, analysing data and co-authoring publications.

In 2019, Louisa completed the first study of her PhD - a scoping review of the international literature around the use of social media as a tool for stakeholder engagement in change and improvement in health organisations. In 2020, Louisa completed the second study of her PhD - interviews with Australian public hospital stakeholders about the use of social media to engagement consumers in service design and quality improvement. She has submitted four papers based on these two studies, which she hopes will be published in 2021. To keep up with her research and publications, head to the dedicated [project webpage](#).



During COVID-19 lockdown, Louisa Walsh and her friends posted dress ups on social media for 100 days. Here she has dressed up her dog Pickles in royal regalia for the "Queen's Birthday" theme (Photo L Walsh).



Broadening and deepening consumer engagement in guidelines

Anneliese Synnot is a Research Fellow at the Centre and completing her PhD, supported by a National Health and Medical Research Council Scholarship.

In early 2020, Annie commenced the final two studies of her PhD, in work that was partly funded by the Stroke Foundation. The aims were to identify principles, methods or approaches to (a) broaden the diversity of consumers involved in developing guidelines and (b) deepen the engagement of consumers involved in guidelines, in terms of the ways that they can contribute and the tasks they can undertake. Annie conducted companion scoping reviews (one focussed on deepening, the other on broadening) and interviewed consumers and guideline developers. Two manuscripts are currently being finalised for journal submission.



Anneliese Synnot is a Research Fellow and PhD candidate at the Centre. 'Here's a cubby I made for my daughter during lockdown. Appropriately, the box was from the chair I bought so I could work from home' (Photo A Synnot).



Appendix: 2019-2020 achievements and outputs

Contribution to policy and practice through advisory committees and reference groups

2019

Hill S. Advisory Group. Cochrane Knowledge Translation Strategy, Cochrane.

Hill S. Patient and Family Council, Safer Care Victoria.

Hill S, Synnot A, Ryan R. Living Evidence Network: Piloting Living Systematic Reviews within Cochrane. Cochrane Australia, Cochrane Australia.

Hill S. Advisory Committee. Cochrane Project: high priority, highly visible and high risk reviews, Cochrane.

Hill S, Merner B. Attendees. Community Information/Consumer Guidelines Working Group, Voluntary Assisted Dying Act Implementation Taskforce, Department of Health and Human Services. To March 2020.

Kaufman J. General vaccination communication research network, Collaboration on Social Science and Immunisation (COSSI).

Merner B. Consumer involvement post-2020 Task Group, Cochrane

Merner B & Hill S. HEAR Me Pilot Advisory Group, Safer Care Victoria.

Ryan R. ICONS-Quant Project Advisory Group (Cochrane Strategic Methods Fund), Medical Research Council/Chief Scientist Office Social & Public Health Sciences Unit, University of Glasgow.

Ryan R. Cochrane Scientific Committee, Cochrane.

Synnot A. Cochrane Knowledge Translation Working Group on Embedding Prioritisation, Cochrane.

2020

Hill S. Patient and Family Council, Safer Care Victoria. To October 2020.

Hill S. Member of Teach-back Expert Advisory Panel. Development of Consumer Teach-back Module Project, Monash University.

Hill S. Investigator, member of Executive Committee, and member, Advisory Committee. The Optimising Isolation, Quarantine and Distancing for COVID19 (Optimise) Study. The Optimise Study

is a partnership between the Burnet Institute and the Doherty Institute in collaboration with University of Melbourne, Swinburne University, Monash University, La Trobe University, the Victorian Government, the Centre for Ethnicity and Health, and the Health Issues Centre. April 2020 ongoing.

Merner B, Ryan R. Knowledge Translation & Policy Working Group. The Optimising Isolation, Quarantine and Distancing for COVID19 (Optimise) Study, Victoria.

Merner B. Knowledge Translation Advisory Group, Cochrane.

Merner B. Consumer involvement post-2020 Task Group, Cochrane.

Merner B & Hill S. HEAR Me Pilot Advisory Group, Safer Care Victoria.

Nelson, N. Safety and Quality in Healthcare Special Interest Group, Consumers Health Forum.

Ryan R. Cochrane Scientific Committee, Cochrane.

Synnot A. The COVID-19 Consumer Rapid Response Group, Cochrane.

Contribution to global evidence on communication and participation

The Cochrane Consumers and Communication Group edited and published the following protocols and reviews:

Cochrane reviews, 2019

Ames HMR, Glenton C, Lewin S, Tamrat T, Akama E, Leon N. Clients' perceptions and experiences of targeted digital communication accessible via mobile devices for reproductive, maternal, newborn, child, and adolescent health: a qualitative evidence synthesis. Cochrane Database of Systematic Reviews 2019, Issue 10. Art. No.: CD013447. DOI: 10.1002/14651858.CD013447

Butterworth JE, Hays R, McDonagh STJ, Richards SH, Bower P, Campbell J. Interventions for involving older patients with multi-morbidity in decision-making during primary care consultations. Cochrane Database of Systematic Reviews 2019, Issue 10. Art. No.: CD013124. DOI: 10.1002/14651858.CD013124.pub2

Corry M, Neenan K, Brabyn S, Sheaf G, Smith V. Telephone interventions, delivered by healthcare professionals, for providing education and psychosocial support for informal caregivers of adults with diagnosed illnesses. Cochrane Database of Systematic Reviews 2019, Issue 5. Art. No.: CD012533. DOI: 10.1002/14651858.CD012533.pub2

Treanor CJ, Santin O, Prue G, Coleman H, Cardwell CR, O'Halloran P, Donnelly M. Psychosocial interventions for informal caregivers of people living with cancer. Cochrane Database of Systematic Reviews 2019, Issue 6. Art. No.: CD009912. DOI: 10.1002/14651858.CD009912.pub2

Cochrane protocols, 2019

Aldin A, Chakraverty D, Baumeister A, Monsef I, Noyes J, Jakob T, Seven ÜS, Anapa G, Woopen C, Kalbe E, Skoetz N. Gender differences in health literacy of migrants: a synthesis of qualitative evidence. Cochrane Database of Systematic Reviews 2019, Issue 4. Art. No.: CD013302. DOI: 10.1002/14651858.CD013302

Baumeister A, Aldin A, Chakraverty D, Monsef I, Jakob T, Seven ÜS, Anapa G, Kalbe E, Skoetz N, Woopen C. Interventions for improving health literacy in migrants. Cochrane Database of Systematic Reviews 2019, Issue 4. Art. No.: CD013303. DOI: 10.1002/14651858.CD013303

Jull J, Köpke S, Boland L, Coulter A, Dunn S, Graham ID, Hutton B, Kasper J, Kienlin SM, Légaré F, Lewis KB, Lyddiatt A, Osaka W, Rader T, Rahn AC, Rutherford C, Smith M, Stacey D. Decision coaching for people making healthcare decisions. Cochrane Database of Systematic Reviews 2019, Issue 7. Art. No.: CD013385. DOI: 10.1002/14651858.CD013385

Lowe D, Merner B, Graham-Wisener L, Walsh L, Hill S. The effects of consumers and health providers working in partnership as an intervention for the promotion of person-centred health services. Cochrane Database of Systematic Reviews 2019, Issue 7. Art. No.: CD013373. DOI: 10.1002/14651858.CD013373

Merner B, Hill S, Colombo C, Xafis V, Gaulden CM, Graham-Wisener L, Lowe D, Walsh L, Biggar S, Bourke N, Chmielewski R, Gill M, Martin F, Martinek N, McKinlay L, Menzies D, Mussared A, Refahi N, Smith L, Sonawane R, Wardrope C. Consumers and health providers working in partnership for the promotion of person-centred health services: a co-produced qualitative evidence synthesis. Cochrane Database of Systematic Reviews 2019, Issue 2. Art. No.: CD013274. DOI: 10.1002/14651858.CD013274

Rose L, Sutt AL, Amaral AC, Fergusson DA, Hart N, Smith OM, Dale CM. Interventions to enable communication for adult patients requiring an artificial airway with or without mechanical ventilator support. Cochrane Database of Systematic Reviews 2019, Issue 7. Art. No.: CD013379. DOI: 10.1002/14651858.CD013379

Cochrane reviews, 2020

Cross AJ, Elliott RA, Petrie K, Kuruvilla L, George J. Interventions for improving medication-taking ability and adherence in older adults prescribed multiple medications. Cochrane Database of Systematic Reviews 2020, Issue 5. Art. No.: CD012419. DOI: 10.1002/14651858.CD012419.pub2

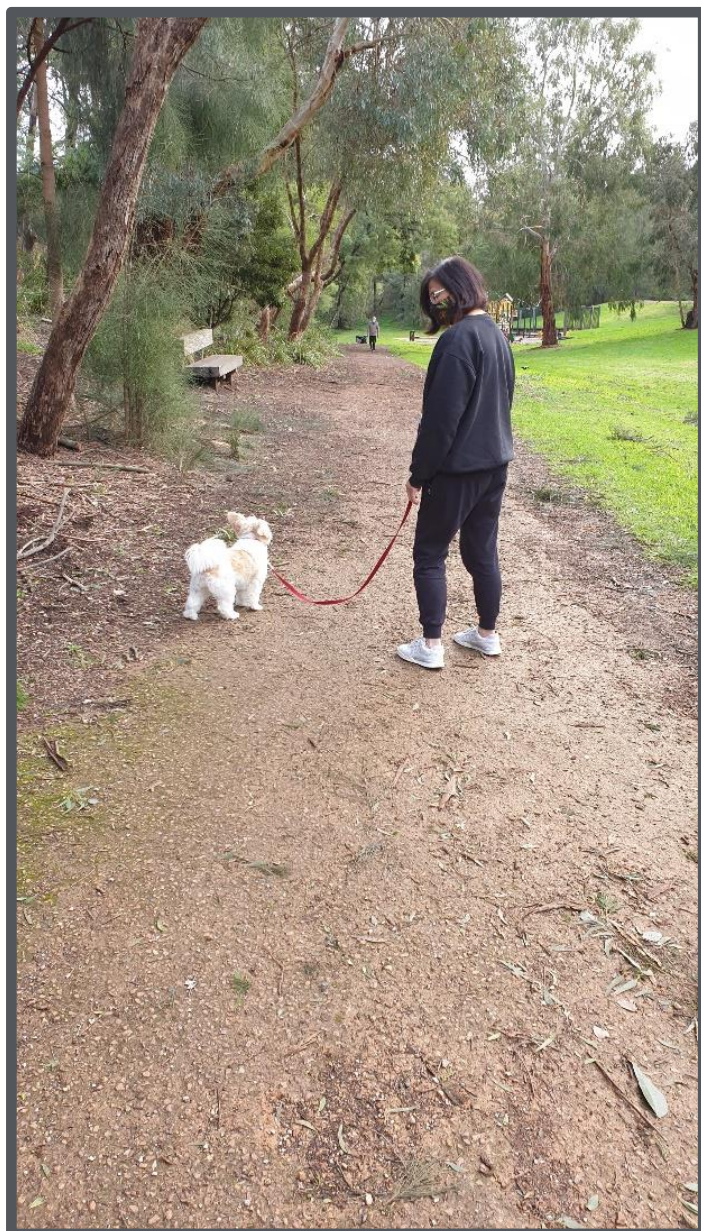
Mackintosh NJ, Davis RE, Easter A, Rayment-Jones H, Sevdalis N, Wilson S, Adams M, Sandall J. Interventions to increase patient and family involvement in escalation of care for acute life-threatening illness in community health and hospital settings. Cochrane Database of Systematic Reviews 2020, Issue 12. Art. No.: CD012829. DOI: 10.1002/14651858.CD012829.pub2

Palmer MJ, Henschke N, Villanueva G, Maayan N, Bergman H, Glenton C, Lewin S, Fønhus MS, Tamrat T, Mehl GL, Free C. Targeted client communication via mobile devices for improving



sexual and reproductive health. Cochrane Database of Systematic Reviews 2020, Issue 8. Art. No.: CD013680. DOI: 10.1002/14651858.CD013680

Palmer MJ, Henschke N, Bergman H, Villanueva G, Maayan N, Tamrat T, Mehl GL, Glenton C, Lewin S, Fønhus MS, Free C. Targeted client communication via mobile devices for improving maternal, neonatal, and child health. Cochrane Database of Systematic Reviews 2020, Issue 8. Art. No.: CD013679. DOI: 10.1002/14651858.CD013679



*Terry Hoo is the
Administration Officer
at the Centre. Here
she is walking her dog
Coco near Bellbird
Deli (Photo T Hoo).*

Cochrane authors presented podcasts and their work was translated

Treanor, C. et al. Psychosocial support for informal caregivers of people living with cancer. 2020. English.

Treanor, C. et al. Psychosocial interventions for informal caregivers of people living with cancer. Chinese version. February 2020.

Cross, A. et al. Interventions for helping older adults prescribed multiple medications to use and take their medications. 8 May 2020.

Cross, A. et al. Interventions for helping older adults prescribed multiple medications to use and take their medications (Spanish version). 8 May 2020.

Cochrane Consumer and Communication reviews featured on Cochrane Library app

Interventions to increase patient and family involvement in escalation of care for acute life-threatening illness in community health and hospital settings by Mackintosh et al. was selected for inclusion in the January 2020 edition of the Cochrane Library App.

Interventions for involving older patients with multi-morbidity in decision-making during primary care consultations by Butterworth et al. was selected for inclusion in the special edition of the Cochrane Library App curated by Cochrane Campbell Global Ageing Partnership in December 2020.

Cochrane authors with high profile reviews

Professor Dawn Stacey and colleagues' Cochrane review, Decision aids for people facing health treatment or screening decisions, was the highest cited review in the Cochrane Database of Systematic Reviews, cited 271 times in 2019.

Inclusion of Cochrane reviews in international guidelines

From 1 January 2018 to 30 June 2020, 26 Cochrane Consumers and Communication Reviews were cited across 61 national and international clinical practice guidelines.

The five reviews most highly-cited were:

- Decision aids for people facing health treatment or screening decisions by Stacey et al. (cited in 23 guidelines)
- Interventions for enhancing medication adherence by Nieuwlaat et al. (cited in 18 guidelines)
- Personalised care planning for adults with chronic or long-term health conditions by Coulter et al. (cited in 6 guidelines)

- Self-management education programmes by lay leaders for people with chronic conditions by Taylor et al. (cited in 5 guidelines)
- Interventions to enhance adherence to dietary advice for preventing and managing chronic diseases in adults by Desroches et al. (cited in 4 guidelines).

The international editorial team for the Cochrane Consumers and Communication Group, 2019-2020

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 Adrian Edwards, Cardiff University, UK

Professor Bronwyn Hemsley, University of Technology Sydney, University of Newcastle, Australia

Associate Professor Sophie Hill, La Trobe University, Australia

Dr Dell Horey, La Trobe University, Australia

Dr Jessica Kaufman, La Trobe University, Australia

Dr Dianne Lowe, La Trobe University, Australia

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

Dr Rebecca Ryan, La Trobe University, Australia

Associate Professor Nancy Santesso, McMaster University, Canada

Professor 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, (2019) Department of Health and Human Services, Victoria, Australia

Our publications

Articles in peer-reviewed journals, 2019

Merner, B., Hill, S., Colombo, C., Xafis, V., Gaulden, CM., Graham-Wisener, L., **Lowe, D., Walsh, L.,** Biggar, S., Bourke, N., Chmielewski, R., Gill, M., Martin, F., Martinek, N., McKinlay, L., Menzies, D., Mussared, A., Refahi, N., Smith, L., Sonawane, R., Wardrope, C. (2019). Consumers and health providers working in partnership for the promotion of person-centred health services: a co-produced qualitative evidence synthesis. Protocol. Cochrane Database of Systematic Reviews 2019, Issue 2. Art. No.: CD013274. doi: 10.1002/14651858.CD013274

Toupin April, K., Barton, J.L., Fraenkel, L., Meara, A., Li, L.C., Brooks, P., De Wit, M., Stacey, D., Légaré, F., Shea, B., Lyddiatt, A., Hofstetter, C., Christensen, R., Scholte Voshaar, M., Suarez-Almazor, M.E., Boonen, A., Meade, T., March, L., Jull, J.E., Campbell, W., Alten, R., Karuranga, S., Morgan, E.M., **Kaufman, J., Hill, S.,** Maxwell, L.J., Beaton, D., El-Miedany, Y., Mittoo, S., Bartlett, S.J., Singh, J.A., Tugwell, P. (2019). Development of a core domain set of outcomes for shared decision making interventions: An OMERACT white paper with stakeholders' input. Journal of Rheumatology. doi.org/10.3899/jrheum.181071

Meyer, C., **Hill, S.,** Hill, K.D., Dow, B. (2019). Inclusive decision-making for falls prevention: A discussion tool for use with people with dementia and their caregivers. Journal of Aging and Physical Activity. doi.org/10.1123/japa.2018-0167

Hemsley, B., Meredith, J., Bryant, L., Wilson, N., Higgins, I., Georgiou, A., **Hill, S.,** Balandin, S. and McCarthy, S. (2019). An Integrative Review of Stakeholder Views on Advance Care Directives (ACD): Barriers and Facilitators to Initiation, Documentation, Storage, and Implementation. Patient Education and Counselling. doi: 10.1016/j.pec.2019.01.007.

Steel, J., Georgiou, A., Balandin, S., **Hill, S.,** Duggan, A., Wakefield, J., Worrall, L., Hemsley, B. (2019). A content analysis of documentation on communication disability in hospital progress notes: Diagnosis, function, and patient safety. Clinical Rehabilitation. doi:10.1177/0269215518819717

Ryan, R., Hill, S. (2019). Supporting implementation of Cochrane methods in complex communication reviews: resources developed and lessons learned for editorial practice and policy. Health Research Policy and Systems, 17:32. doi.org/10.1186/s12961-019-0435-0

Merner, B., Hill, S., Taylor, M. (2019). "I'm trying to stop things before they happen": Carers' contributions to patient safety in the hospital setting. Qualitative Health Research. doi: 10.1177/1049732319841021

Pollock, A., Campbell, P., Struthers, C., **Synnot, A., Nunn, J., Hill, S.,** Goodare, H., Morris, J., Watts, C., Morley, R. (2019). Development of the ACTIVE framework to describe stakeholder involvement in systematic reviews. Journal of Health Services Research and Policy. doi: 10.1177/1355819619841647

Synnot, A., Tong, A., Bragge, P., **Lowe, D., Nunn, J.S.,** O’Sullivan, M., Horvat, L., Kay, D., Gherzi, D., McDonald, S., Poole, N., Bourke, N., Lannin, N., Vadasz, D., Oliver, S., Carey, K., and **Hill, S.J.** (2019). Selecting, refining and identifying priority Cochrane Reviews in health communication and participation in partnership with consumers and other stakeholders. *Health Research, Policy and Systems*. doi.org/10.1186/s12961-019-0444-z

Lowe, D., Merner, B., Graham-Wisener, L., **Walsh, L., Hill, S.** (2019). The effects of consumers and health providers working in partnership as an intervention for the promotion of person-centred health services. *Protocol. Cochrane Database of Systematic Review*. Issue 7. Art. No.: CD013373. doi.org/10.1002/14651858.CD013373

Dreesens, D., Stiggelbout, A., Agoritsas, T., Elwyn, G., Flottorp, S., Grimshaw, J., Kremer, L., Santesso, N., Stacey, D., Treweek, S., Armstrong, M., Gagliardi, A., **Hill, S.,** Légaré, F., **Ryan, R.,** Vandvik, P., & van der Weijden, T. (2019). A conceptual framework for patient-directed knowledge tools to support patient-centred care. Results from an evidence-informed consensus meeting. *Patient Education and Counseling*. doi: 10.1016/j.pec.2019.05.003

Synnot, A., Tong A., Bragge, P., Lowe, D., **Nunn, J.,** O’Sullivan, M., Horvat, L., Kay, D., Gherzi, D., McDonald, S., Poole, N., Bourke, N., Lannin, N., Vadasz, D., Oliver, S., Carey, K., **Hill, S.** (2019). Selecting, refining and identifying priority Cochrane Reviews in health communication and participation in partnership with consumers and other stakeholders. *Health Research Policy and Systems*, 17:45. doi.org/10.1186/s12961-019-0444-z

Walsh, L., Hemsley, B., Allan, M., Dahm, M.R., Balandin, S., Georgiou, A., Higgins, I., McCarthy, S., **Hill, S.** (2019). Assessing the information quality and usability of My Health Record within a health literacy framework: What’s changed since 2016? *Health Information Management Journal*. doi.org/10.1177/1833358319864734

Kaufman, J., Ryan, R., Betsch, C., Parkhill, A., Shapiro, G., Leask, J., Menning, L., Tugwell, P., Costa, D., Danchin, M., Rada, G., **Hill, S.** (2019). Instruments that measure psychosocial factors related to vaccination: A scoping review protocol. *BMJ Open*. doi.org/10.1136/bmjopen-2019-033938

Meyer, C., Hill, K., **Hill, S.,** Dow, B. (2019). Falls prevention for people with dementia: a knowledge translation intervention. *Dementia*. doi.org/10.1177/1471301218819651

Kaufman, J., Attwell, K., Hauck, Y., Omer, SB., Danchin, M. (2019). Vaccine discussions in pregnancy: interviews with midwives to inform design of an intervention to promote uptake of maternal and childhood vaccines. *Human Vaccines & Immunotherapeutics*. doi.org/10.1080/21645515.2019.1607131



Jessica Kaufman is an Honorary Fellow with the Centre. She drew this and wrote: 'Laying on the couch with Sammy is what I will be doing tonight too' (Photo J Kaufman).

Karras, J., Dube, E., Danchin, M., **Kaufman, J.**, Seale, H., (2019). A scoping review examining the availability of dialogue-based resources to support healthcare providers engagement with vaccine hesitant individuals. *Vaccine*. doi.org/10.1016/j.vaccine.2019.09.039

Tong, A., Synnot, A., Crowe, S., **Hill, S.**, Matus, A., Scholes-Robertson, N., Oliver, S., Cowan, K., Nasser, M., Bhaumik, S., Gutman, T., Baumgart, A., Craig, J.C. (2019). Reporting guideline for priority setting of health research (REPRISE). *BMC Medical Research Methodology*. doi.org/10.21203/rs.2.14215/v2

Kaufman, J., Ryan, R., Betsch, C., Parkhill, A., Shapiro, G., Leask, J., Menning, L., Tugwell, P., Costa, D. S.J., Danchin, M., Rada, G., **Hill, S.** (2019). Instruments that measure psychosocial factors related to vaccination: a scoping review protocol. *BMJ Open*. doi.org/10.1136/bmjopen-2019-033938

Hemsley, B., Steel, J., Worrall, L., **Hill, S.**, Bryant, L., Johnston, L., Georgiou, A., Balandin, S. (2019). A systematic review of falls in hospital for patients with communication disability: Highlighting an invisible population. *Journal of Safety Research*. doi.org/10.1016/j.jsr.2018.11.004.

Millard, T., **Synnot, A.**, Elliott, J., Green, S., McDonald, S., Turner, T. (2019). Feasibility and acceptability of living systematic reviews: results from a mixed-methods evaluation. *Systematic Reviews*. doi.org/10.1186/s13643-019-1248-5.

Ryan, R., Hill, S. (2019). Qualitative evidence synthesis informing our understanding of people's perceptions and experiences of targeted digital communication. Editorial. *Cochrane Database of Systematic Reviews*, Issue 10. doi: 10.1002/14651858.ED000141



Articles in peer-reviewed journals, 2020

Campbell, M., McKenzie, J.E., Sowden, A., Katikireddi, S.V., Brennan, S.E., Ellis, S., Hartmann-Boyce, J., **Ryan, R.**, Shepperd, S., Thomas, J., Welch, V., Thomson, H. (2020). Synthesis without meta-analysis (SWiM) in systematic reviews: a reporting guideline. *BMJ*. doi.org/10.1136/bmj.l6890

Synnot, A., Tong, A., **Ryan, R.**, **Hill, S.** (2020). Evaluation of the Cochrane Consumers and Communication Group's systematic review priority setting project. *Health Research Policy and Systems* 18: Art no. 98. doi.org/10.1186/s12961-020-00604-x

Power, J., Dowsett, G.W., Westle, A., Tucker, J.D., **Hill, S.**, Sugarman, J., Lewin, S.R., Brown, G., Lucke, J. (2020). The significance and expectations of HIV in Australia. *PLoS One* 15(3). doi.org/10.1371/journal.pone.0229733

Lannin, N.A., Coulter, M., Laver, K., Hyett, N., Ratcliffe, J., Holland, A.E., Callaway, L., English, C., Bragge, P., **Hill, S.**, Unsworth, C.A. (2020). Public perspective on acquired brain injury rehabilitation and component of care: A Citizens' Jury. *Health Expectations*. doi.org/10.1111/hex.13176

Book chapters:

Synnot, A., **Hill, S.** (2019). Public involvement in health research, in Saks, M., and Allsop, J. (Eds). *Researching Health. Qualitative, Quantitative and Mixed Methods*. Third Edition. SAGE Publications. <https://au.sagepub.com/en-gb/oce/researching-health/book254604>

McKenzie, J.E., Brennan, S.E., **Ryan, R.E.**, Thomson, H.J., Johnston, R.V., Thomas, J. (2019). Chapter 3: Defining the criteria for including studies and how they will be grouped for the synthesis. In: Higgins, J.P.T., Thomas, J., Chandler, J., Cumpston, M., Li, T., Page, M.J., Welch, V.A. (editors). *Cochrane Handbook for Systematic Reviews of Interventions*. London: Cochrane. Version 6.0 (updated July 2019). Cochrane, 2019 <http://www.training.cochrane.org/handbook>

McKenzie, J.E., Brennan, S.E., **Ryan, R.E.**, Thomson, H.J., Johnston, R.V. (2019). Chapter 9: Summarising study characteristics and preparing for synthesis. In: Higgins, J.P.T., Thomas, J., Chandler, J., Cumpston, M., Li, T., Page, M.J., Welch, V.A. (editors). *Cochrane Handbook for Systematic Reviews of Interventions*. London: Cochrane. Version 6.0 (updated July 2019) <http://www.training.cochrane.org/handbook>

Reports:

Walsh, L., Hyett, N., & **Hill, S.** (2019, March 18). *The use of social media by health service providers and consumers as a tool for health service design and quality improvement: A scoping review protocol* (Version 2). figshare. doi.org/10.26181/5c901a9d75618

Nelson, N., **Hill, S.**, **Ryan, R.**, **Merner, B.** (2019). *Partnering in Healthcare: Strengthening opportunities for patients, carers and family members to escalate care in Victorian health services -*

A rapid review of research and practice evidence. Centre for Health Communication and Participation, La Trobe University, Melbourne. figshare. doi.org/10.26181/5d14557009b4c

Walsh, L., Hill, S., Waterhouse, T. (2019). *Guide to producing and sourcing quality health information: Guidelines to support high-quality health information for consumers and carers in Victoria.* Centre for Health Communication and Participation, La Trobe University, Victoria. doi: 10.26181/5cda55cdaca30

Newsletters and blogs

Cochrane Consumers and Communication published 2 newsletters: April, September 2019. By December 2019, there were 1317 subscribers to the Cochrane Consumers and Communication online newsletter.

Cochrane Consumers and Communication prepared the following resources for authors:

Dr **Rebecca Ryan**, Coordinating Editor, was involved in the development of this youtube for Cochrane “Evidence Synthesis – What is it and why do we need it” (2019).

<https://www.youtube.com/watch?v=nZR0xQmZVQg&feature=youtu.be>

Merner, B., Lowe, D., Walsh, L., Hill, S., Mussared, A., Wardrope, C. (2019). Involving stakeholders in Cochrane Review screening. Cochrane Community Blog.

<https://community.cochrane.org/news/involving-stakeholders-cochrane-review-screening>

Nelson, N. Shared decision-making newsletter, 3 issues in 2019.

Nelson, N., Stacey, D., Hill, S. (April 2020). Shared decision-making and COVID-19. <https://shared-decision-making.blogs.latrobe.edu.au/2019/04/05/shared-decision-making-and-covid19/>

Nelson, N., Stacey, D., Hill, S. (April, 2020). Myths and misconceptions of shared decision-making. <https://shared-decision-making.blogs.latrobe.edu.au/2020/04/20/myths-and-misconceptions/>

Nelson, N., Stacey, D., Hill, S. (April, 2020). What is a ‘decision aid’? <https://shared-decision-making.blogs.latrobe.edu.au/2020/04/21/what-is-a-decision-aid/>

Nelson, N., Stacey, D., Hill, S. (April, 2020). What is shared decision-making? <https://shared-decision-making.blogs.latrobe.edu.au/2020/04/20/what-is-shared-decision-making/>

Nelson, N., Stacey, D., Hill, S. (April 2020) Measuring shared decision-making; How to know if you are already doing shared decision making? <https://shared-decision-making.blogs.latrobe.edu.au/2020/04/20/measuring-shared-decision-making/>

Nelson, N., Hill, S. (August 2020). Shared decision-making as a quality improvement mindset. <https://shared-decision-making.blogs.latrobe.edu.au/2020/08/18/shared-decision-making-as-a-quality-improvement-mindset/>

Nelson, N. (September 2020) Adapting shared decision-making for culturally and linguistically diverse communication needs. 2019. <https://shared-decision->

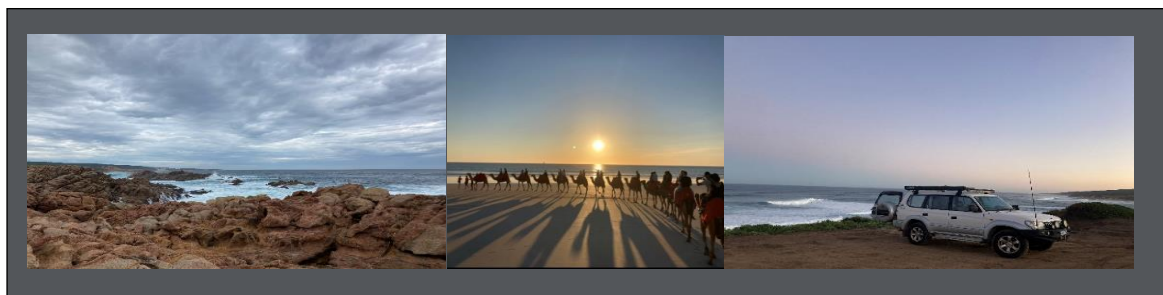


making.blogs.latrobe.edu.au/2020/09/30/adapting-shared-decision-making-and-decision-aids-for-diverse-cultural-and-linguistic-communication-needs/

Other social media

On Twitter we had 1632 followers by the end of 2020.

Bronwen Merner participated as an expert panel member in a Tweet Chat convened by the La Trobe University Centre for Research Excellence in Aphasia Recovery and Rehabilitation (@aphasiaCRE) about “healthcare communication for all” on 16 September 2020.



Lina Schonfeld was the Centre's Research Assistant in 2019 and in 2020 she moved to WA – and escaped Victorian lockdowns!

'I bought a 4wd earlier in the year as I discovered for myself that I love driving off on weekends and be in nature. As you know, WA is the perfect spot for this' (Photos L Schonfeld).

Presenting our work

2019

Hill S, Walsh L. (Joint presenters). From text size to target audiences and beyond! Exploring the new Health Information Guidelines, Partnering in Healthcare Forum. Safer Care Victoria, Melbourne, 30 April 2019 [Oral presentation].

Walsh L. Building relationships for change: The Collaborative Pairs Australia demonstration trial, Partnering in Healthcare Forum. Safer Care Victoria, Melbourne, 30 April 2019 [Oral presentation].

Hill S. Shaping health care to your needs, University of the 3rd Age, Yarra, 11 June 2019 [Oral presentation].

Hill S, Walsh L. (Joint presenters). From text size to target audiences... and beyond! Exploring the new Health Information Guidelines for Victoria, Victorian Patient Experience Leads Network meeting. The Women's, Melbourne, 21 June 2019 [Oral presentation].

Hill S, Walsh L. (Joint presenters). Providing high quality health information for consumers and carers. Blood Matters Transfusion Forum. Melbourne, 11 November 2019 [Oral presentation].

Stacey D (guest and lead), **Hill, S.** Shared Decision Making Master Class and In-depth Training for Victorian pilot sites. Centre for Health Communication and Participation. In collaboration with Professor Dawn Stacey, University of Ottawa, and Safer Care Victoria, Melbourne, 28 November 2019.

Hill, S. An introduction to the Centre for Health Communication and Participation. La Trobe University, Bendigo, 5 November 2019 [Seminar].

Merner, B. (presenter) & **Hill, S.** Carers as safety contributors in hospitals: From the periphery to partnership, Partnering in Healthcare Forum. Safer Care Victoria, Melbourne, 30 April 2019 [Oral presentation].

Merner, B. (presenter) & **Hill, S.** Developing the voluntary assisted dying community and consumer information, Victorian Voluntary Assisted Dying Implementation Conference. Victorian Dept of Health and Human Services, Melbourne, 9 & 10 May 2019 [Oral presentation].

Merner, B. (presenter) **Hill, S.** & Taylor, M. Patient-safety caring: family carers' experiences of preventing medical harm in Australian hospitals, Communication. Medicine and Ethics (COMET) conference. Adelaide, 27 June 2019 [Oral presentation].

Merner, B., (presenter), **Hill, S., Lowe, D., Walsh, L.,** Wardrope, C., Colombo, C., Gaulden, CM., Graham-Wisener, L., Xafis, V., Schonfeld, L., Bryden, P., Chmielewski, R., Martin, F., Menzies, D., Refahi, N., Sonawane, R. Co-producing a Cochrane qualitative evidence synthesis: applying real-world perspectives to full-text screening, virtual Cochrane Colloquium. , Santiago, 2-6 December 2019 [Online presentation].

Parkhill, A. Classifying search results to reduce numbers to screen, all about data - what do health librarians need to know in the data driven world of ehealth. ALIA HLA: Professional Development Days 2019, Melbourne, 18 July 2019 [Oral presentation].

Ryan, R. Planning for synthesis. Australasian Cochrane Symposium, Melbourne, 27 November 2019 [Oral presentation].

2020

Hill, S. New guidelines for raising the quality of health information for consumers, seminar via Zoom. Canberra Health Literacy Network, Health Care Consumers Association. 26 November 2020 [Seminar].

Nelson, N. Shared decision making project presentation. Consumers Health Forum of Australia, Patient Safety and Quality Special Interest Group. 19 May 2020 [Online presentation].

Nelson, N. Shared decision making project presentation. Patient Experience Network, Chaired by Safer Care Victoria. 7 October 2020 [Online presentation].

Nelson, N. Shared decision making overview presentation. Austin Health. 26th November 2020 [Online presentation].

Nelson, N. Shared decision making overview presentation. Northern Health. 14 December 2020 [Online presentation].

Parkhill, A. Now, Next, Beyond COVID-19 – Health Librarians Experiences. Health Libraries Australia. 16 July 2020 [Virtual attendance].

Parkhill, A. A day with... Information Retrieval Methods Group (Cochrane IRMG). Cochrane Information Retrieval Methods Group. 22 October 2020 [Virtual attendance].

Parkhill, A. COVID - 19: Resilience & Service Continuity. Health Libraries Australia. 30 October 2020 [Virtual attendance].

Parkhill, A. Future Gazing – Innovation, Disruption, Transformation! Health Libraries Australia. 26 November 2020 [Virtual attendance].

Ryan, R., Hill, S. Common traps for systematic reviewers and how to overcome them. La Trobe University, Bendigo, 5 November 2019 [Seminar].

Teaching, students, mentoring and student panels

Teaching

Walsh L. Lecturer for Systematic Review and Evaluation of Healthcare Research (RMD5EHR), 2019.

Walsh L. Lecturer for Strategic communication research, planning and evaluation (STC2SCR), 2020.

Walsh L. Lecturer for Strategic communication research (STC5SER), 2020.

Research students

Guida A. DPH. (Primary supervisor: S Hill; Secondary supervisor: B Merner), 2019-2020 (including some leave).

Hyder R. Communicating Hearing test diagnosis information to parents. MPH. (Primary supervisor: S Hill; co-supervisor: S Callinan), 2019 [Awarded 88A, 2020].

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), 2019-2020.

Tzimourtas N. MPH-MHA. (Primary supervisor: S Hill; Secondary supervisor: R Stuckey), from November 2020.

Walsh L. Social media use in public hospitals to enhance consumer engagement in health service design and delivery. PhD. (Primary supervisor: S Hill; co-supervisor N Hyett), 2019-2020.

Mentoring

Sophie Hill is the named mentor for Associate Professor Jodi Oakman, who was awarded a Translating Research into Practice Fellowship for 2 years, for 'Closing the evidence-practice gap in occupational health practices to prevent musculoskeletal disorders.' [\$181,066]. MRFF Next Generation Clinical Researchers Program. 2019-2020.

Sophie Hill was a La Trobe University Mentor for Dr Rwth Stuckey, School of Psychology and Public Health, during 2019.

Rebecca Ryan is a Cochrane Consumers and Communication Group mentor for two Evidence Synthesis Ireland Fellows working with teams undertaking Cochrane reviews with the Group:

- Associate Professor Michael Connolly: April 2019 to present, co-author on a review to improve communication at the end of life
- Dr Charlotte Silke: October 2020 to present, co-author on a rapid review update on communication to support physical distancing measures to prevent and control COVID-19

Bronwen Merner is a mentor in the Cochrane Knowledge Translation Mentoring Program.



Research progress panels

Sophie Hill, Chair, Research Progress Panel for Ms Chris Murray, DPH, School of Nursing, La Trobe University, 2019-2020.

Sophie Hill, Chair, Research Progress Panel for Mr Md Shapin Ibne (Shapin) Sayeed, PhD, School of Psychology and Public Health, La Trobe University, 2019-2020.

Sophie Hill, Chair, Research Progress Panel for Ms Robyn Ball, PhD, School of Psychology and Public Health, La Trobe University, 2020.

Sophie Hill, Member, Research Progress Panel for Ms Alex Waddell, PhD, Monash University, 2020.

Peer review and editorial activities outside of Cochrane roles

Peer review, 2019

Health Research Policy and Systems (BM)

Qualitative Evidence Symposium (JK)

Health Information Management Journal (LW)

Journal of Medical Internet Research (LW)

Asia-Pacific Journal of Health Management (LW)

Integrated Healthcare Journal (LW)

Digital Health (LW)

Routledge (LW)

Health Expectations (SH)

Cancer (SH)

Health and Social Care in the Community (SH)

Peer review, 2020

Health Research Board (HRB) Open Research (AS)

American Journal of Public Health (AS)

Global Transitions (DL)

International Journal of Health Policy and Management (BM)

Integrated Healthcare Journal (LW)

Health Information Management Journal (LW)

Information Processing and Management Journal (LW)



LA TROBE
UNIVERSITY



Cochrane
Consumers and
Communication

International Journal of Qualitative Methods (LW)

Qualitative Health Research (BM)

Research Involvement and Engagement (LW)

BMJ Open (SH)

Reviewing grants

Austrian Science Fund Project grants, 2020 (SH)

Editorial Boards

Walsh L. 2019-2020, Member, Editorial Board, Integrated Healthcare Journal

Hill S. 2019, Member, Editorial Board, Health Expectations Journal

Hill S, 2019. Member, Editorial Board, Research Involvement and Engagement Journal



Dianne Lowe is a Research Officer with the Centre: 'A real highlight during lockdowns at our place was the introduction of a bird feeder; the visitors provided a lot of joy and distraction throughout the day' (Photo D Lowe).

Advisory committees at the Centre

Advisory Committee for the Centre for Health Communication and Participation, 2019-2020

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 Stephen Kent. Head of School of Psychology and Public Health, College of Science, Health and Engineering, La Trobe University

Louise McKinlay. Director, Consumers as Partners, Safer Care Victoria

Stakeholder Advisory Panel, 2019-2020. Consumers and health providers working in partnership for the promotion of person-centred health services: a co-produced qualitative evidence synthesis

Leslie Arnott, Consumer representative, Victoria

Susan Biggar, Australian Health Practitioner Regulation Agency (AHPRA), Melbourne, Australia and Consumer Representative, Melbourne

Noni Bourke, Chief of Organisational Support & Development, Bass Coast Health, Victoria

Paul Bryden, Consumer representative, Queensland

Renee Chmielewski, Manager, Planning and Patient Experience, The Royal Victorian Eye and Ear Hospital, Victoria

Leia Earnshaw, Consumer representative, ACT

Marie Gill, Gill and Wilcox consultancy, Victoria

Fiona Martin, Clinical Practice Lead/Health Psychologist, Catholic Care, Victoria

Nathalie Martinek, Practitioner Trauma & Fatigue: Prevention & Recovery Professional Mentor & Mediator for Physicians & other health professionals (until October 2018)

Louise McKinlay, Director, Patient Experience & Partnerships, Safer Care Victoria

David Menzies, Manager, Chronic Disease Programs, South Eastern Melbourne Primary Health Network, Victoria

Nancy Messino, Clinical Trials Quality Officer, Victorian Comprehensive Cancer Centre, Victoria

Anne Mussared, Consumer representative, South Australia

Naomi Poole, Program Manager, Partnering with Consumers, Australian Commission on Safety and Quality in Health Care, New South Wales

Nora Refahi, Consumer representative, Victoria

Lorraine Smith, School of Pharmacy, Faculty of Medicine and Health, University of Sydney, Camperdown, New South Wales

Roshni Sonawane, Consultant Paediatrician, Rockingham General Hospital and Wexford Specialist clinics, Murdoch, Western Australia

Cheryl Wardrope, Patient Safety and Quality Service, Children's Health Queensland Hospital and Health Service, South Brisbane, Queensland

Consumer-Initiated Escalation of Care Advisory Group, 2019

Khanh Do, Manager, Consumer Partnerships and Diversity, Western Health

Andrea Doric, Eastern Health Clinical Lead, Clinical Deterioration and Resuscitation

Cherann Edwards, Senior Project Officer, Consumers as Partners Branch, Safer Care Victoria

Hilary Kerrison, Consumer, Bass Coast Health

Adriana Mulla, Consumer, Western Health

Anna Muldowney, Senior Policy Advisor, Carers Victoria

Vickie Veitch, Principal Policy Advisor, Consumers as Partners Branch, Safer Care Victoria

Kirsten Weinzierl, Operations Manager, Bass Coast Health

The Use of Social Media to Facilitate Consumer Engagement PhD Advisory Committee, 2019-2020

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



MOVE (Measurement Outcomes for Vaccination Evaluations) Advisory Group:

Associate Professor Cornelia Betsch (Germany)

Dr Dan Costa (Australia)

Professor Julie Leask (Australia)

Associate Professor Margie Danchin (Australia)

Steve McDonald (Australia)

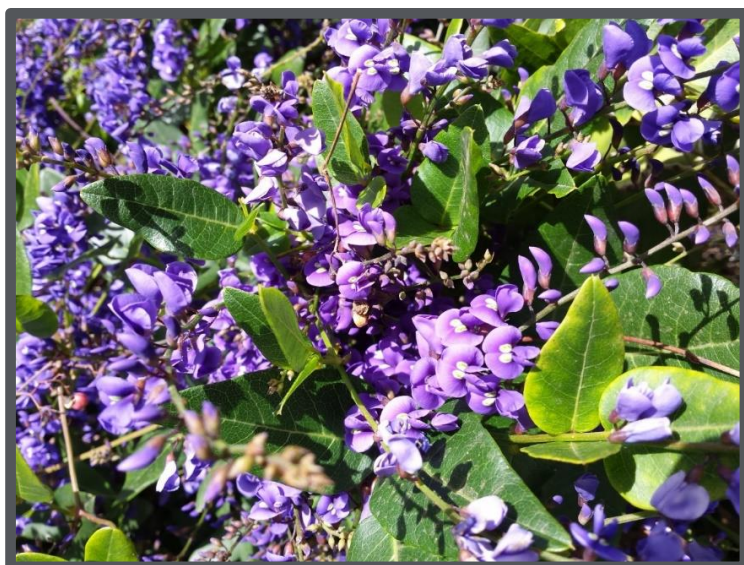
Lisa Menning (Switzerland)

Anne Parkhill (Australia)

Associate Professor Gabriel Rada (Chile)

Dr Rebecca Ryan (Australia)

Professor Peter Tugwell (Canada)



*My
hardenbergia
(Photo S Hill).*

Grants

- 2019-2020. Bero. L., Chong, LY., Opiyo, N., Naude, C., Ryan, R., Hill, S., Lewin, S., Garner, P., Wolfenden, L., Thomson, H., Aveyard, P., Verbeek, J. Public health relevance in Cochrane reviews. Cochrane CRG Networks Innovation Fund 2019. [\$27,338.56]
- 2019-2020. Hill, S., Stacey D., Nelson, N. Centre for Health Communication and Participation. Shared decision making Project. Safer Care Victoria. [149,884.00]
- 2019-2020. Hill, S., Merner, B. Centre for Health Communication and Participation. HEAR Me Service Pilot Process Evaluation. Safer Care Victoria. [\$133,417.00]
- 2019-2020. O'Halloran, R., Rose, M., Sundararajan, V., Merner, B., Hill, S., Walker, V., Daws, K., and Gock, H. Reducing the risk of adverse events for people with communication difficulties in hospital. Building Healthy Communities Research Focus Area Grant Ready Scheme, La Trobe University. [\$42,083.00]
- 2019-2020. Hill, S., Elliott, J., Green, S., Humbert, P., Merner, B. Coproduction Community: Methods and Practicalities (CoCoMaP). Building Healthy Communities Research Focus Area Grant Ready Scheme, La Trobe University. [\$31,048.00]
2019. Hill S. Developing a shared decision-making program. School of Psychology and Public Health, Income Growth Grants Scheme, La Trobe University. [\$18,379.00]
2019. Centre for Health Communication and Participation (Hill S). HEAR Me Project Secondment. Safer Care Victoria. [\$51,151.70]
2019. Centre for Health Communication and Participation (Hill S). Department of Health and Human Services. Development of consumer/community information. [\$19,828.00]
2019. Walsh, L. Intellectual Climate Fund. La Trobe. [\$500.00]
- 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]
2020. Ryan, R., Hill, S. Development of two rapid reviews for COVID-19 response. World Health Organization. [\$20,000.00]
2020. Walsh, L., Merner, B., Lowe, D. Intellectual Climate Fund. La Trobe. [\$500.00]
2020. Merner, B., Hill, S. and Lowe, D. Publication of two Cochrane Reviews on partnering with patients to improve person-centred care. Social Research Assistance Platform, La Trobe University. [\$1,622.00]
- 2020-2021. Hill, S. Burnet Institute. Optimise study. Consumer and Community Engagement Group. [\$24,716.00]

Acknowledgements

The Centre would like to acknowledge the very supportive place that La Trobe University has been during 2020, considering the very challenging circumstances of the pandemic. In particular, the Centre has been fortunate to have the support and wise leadership of Professor Stephen Kent, Dean and Head of the School of Psychology and Public Health, and of Jacquie Burnham, our School Manager.

Awards

October 2020. Sophie Hill was awarded Anne Anderson award for her contribution to the promotion of women as leaders and contributors to Cochrane.



*On a walk
during
lockdown
(Photo S Hill).*



Staff

Associate Professor Sophie Hill, Head

Dr Rebeca Ryan, Senior Research Fellow

Dr Bronwen Merner, Research Fellow

Ms Anneliese Synnot, Research Fellow

Dr Dianne Lowe, Research Officer

Ms Nami Nelson, Research Officer

Ms Louisa Walsh, Research Officer

Ms Anne Parkhill, Information Specialist

Ms Kow Lin Leong, Senior Administration and Planning Officer

Ms Terry Hoo, Administrative Assistant

Ms Lina Schonfeld, Research Assistant

Ms Ann Jones, Assistant Managing Editor (2019)

Honorary Associates

Dr Artur Manuel Muloliwa, Ministry of Health, Mozambique

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

Dr Claudia Meyer, Bolton Clarke Research Institute, Victoria

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



*Inching
through
lockdown.
Silver cassia
in September
2020 (Photo
S Hill).*