



Making Space for Consumers in Research

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ACT Government

Canberra Health Services

BACKGROUND

Each year, our department conducts a research planning session. This, together with incident data, national indicators, and priorities from the departmental strategic plan, forms the basis of our research strategy.

A consumer voice hadn't previously been sought when determining research ideas or prioritising current ideas.

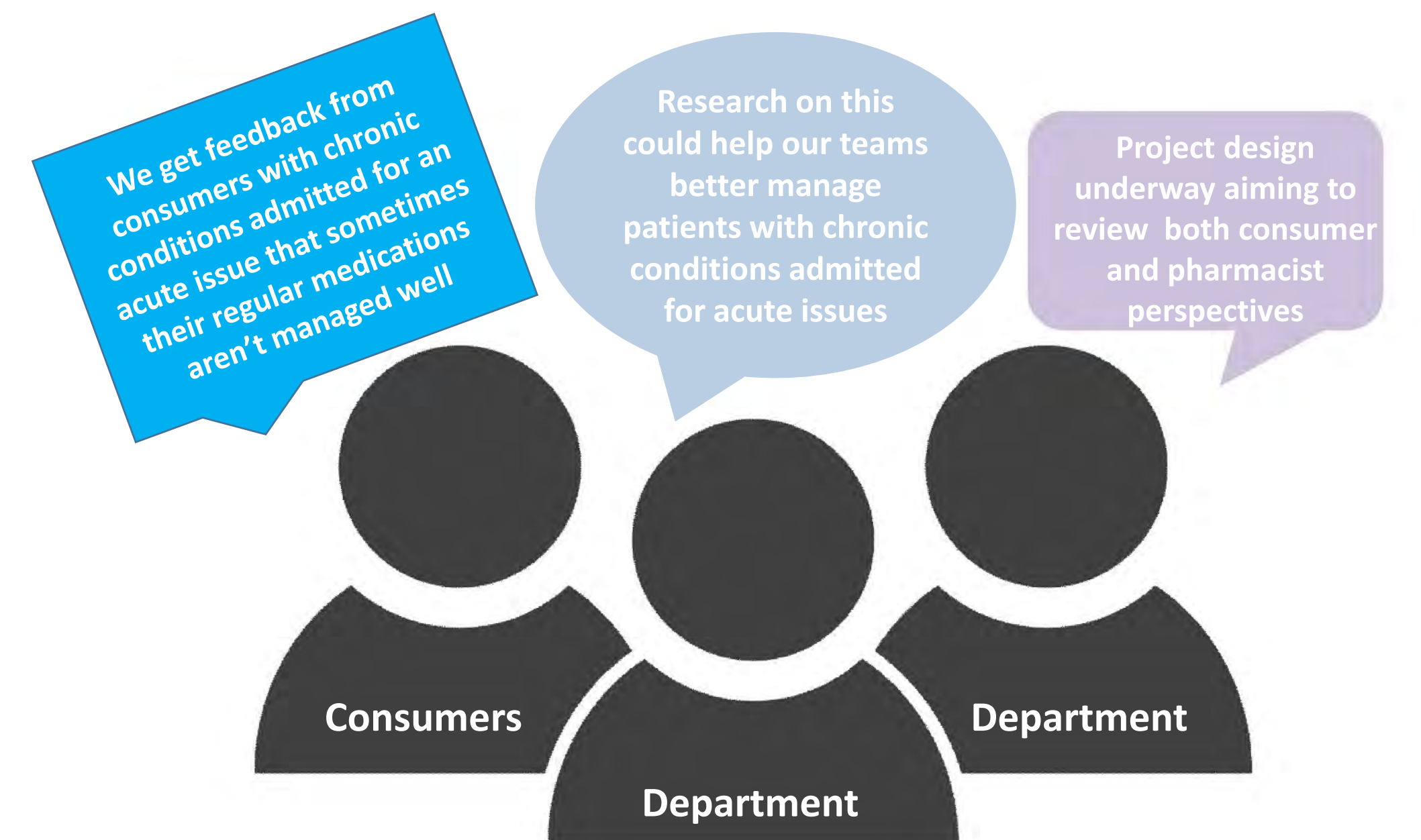
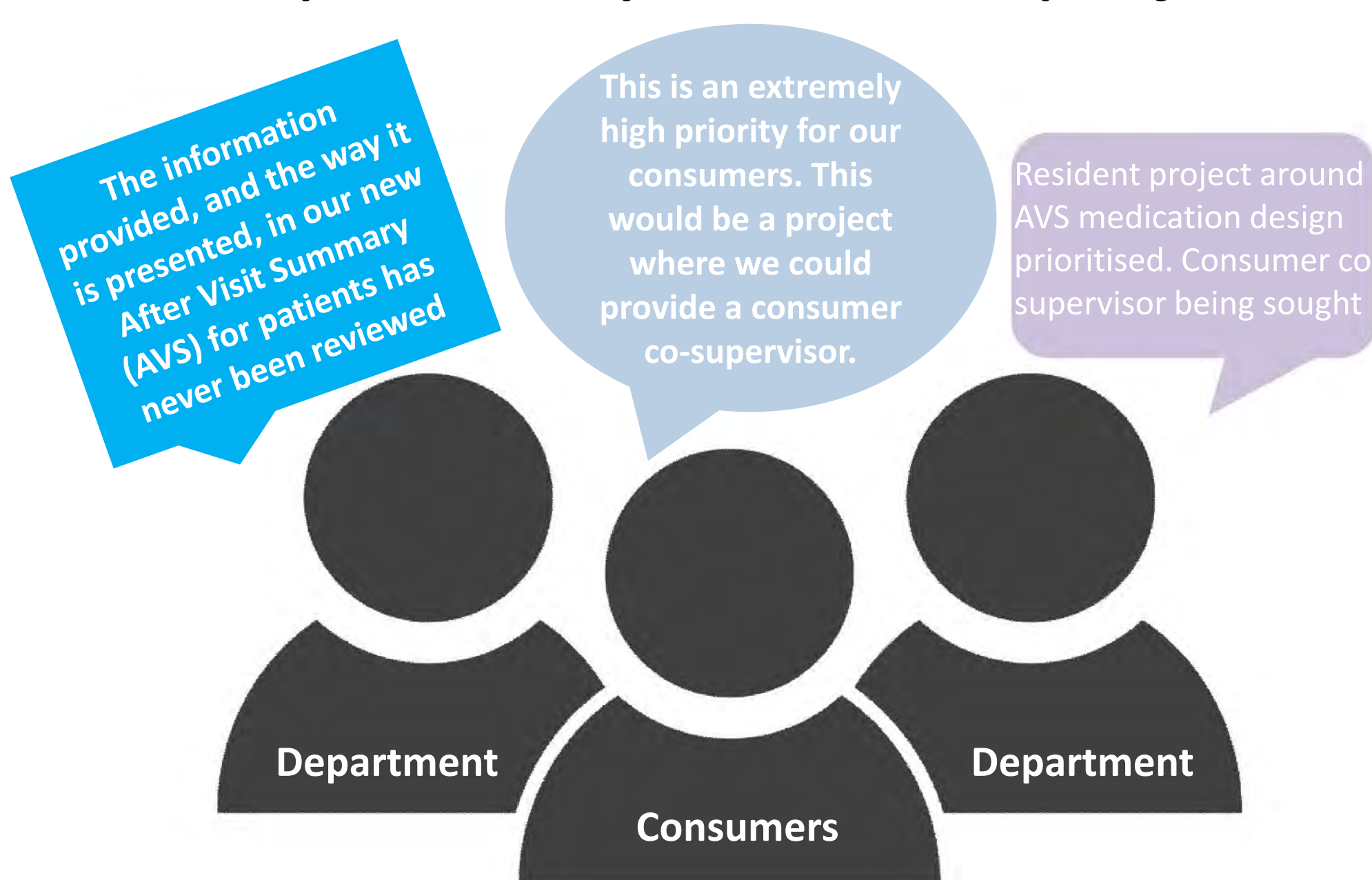
OBJECTIVE

To describe the process and outcomes from engaging consumers in departmental research planning and prioritisation.

ACTIVITY

A research planning session was held with pharmacy staff to determine key themes and areas for study.

A consumer representative from our Standard 2 (Partnering with Consumers) Committee, an employee of the Health Care Consumers Association (HCCA), agreed to review the departmental research priorities with their colleagues to provide input, ideas and further enhance prioritisation of pharmacy identified projects.



EVALUATION

The department initially identified 16 themes and approximately 60 project ideas which were reviewed by four HCCA staff members. HCCA also shared the ideas with their Chronic Disease Committee for further input.

HCCA members help prioritise projects from a consumer perspective. They also gave ideas on how consumers could be engaged as co-researchers/supervisors and the type of input they could provide for some projects.

Four project ideas were identified as being high priorities including two projects regarding transitions of care, one focussing on consumer communication and one improving experiences of consumers with chronic diseases admitted with an acute condition.

DISCUSSION

Consumer input was invaluable to highlight a projects' potential impact on the consumer experience. Resident pharmacists were particularly interested in pursuing projects with a consumer focus due to the opportunity to work with a consumer co-supervisor. Two projects with a consumer focus are currently in the planning phase.

Incorporating consumers in research planning and priority setting broadened ideas generated by the department alone, sparked new research agendas and enhanced research project prioritisation

