



# Consumer involvement strategies for health professionals

## Strategies for involving consumers:

- establish working groups with consumers
- aim to place two consumers on all existing committees
- use consumers to assist in service planning, staff training and policy development
- record or video patient stories to use in training
- train consumers to provide peer support programs
- use traditional patient surveys
- include consumers in evaluation of service delivery and specific programs
- develop focus groups
- run patient forums
- conduct in-depth interviews.

## Resources for health professionals and consumers

- Decision aids:  
<http://decisionaid.ohri.ca/>
- Question prompt lists:  
[http://www.psych.usyd.edu.au/cemped/com\\_question\\_prompt.shtml](http://www.psych.usyd.edu.au/cemped/com_question_prompt.shtml)
- Provide recordings or written summaries:  
<http://summaries.cochrane.org/CD001539/audio-recordings-or-written-summaries-of-key-consultations-for-adults-with-cancer>
- Patient held diaries:  
<http://familydoctor.org/familydoctor/en/healthcare-management/working-with-your-doctor/creating-a-health-journal.html>
- Patient medicine list:  
[http://www.nps.org.au/consumers/tools\\_and\\_tips/medicines\\_list](http://www.nps.org.au/consumers/tools_and_tips/medicines_list)