



Below is a list of references providing evidence for consumer involvement. Although there is still limited literature available to support consumer engagement at organisational levels, there is significant evidence for involving consumers and carers at the individual level of care; this is, in their own care and treatment.

Evidence for consumer and carer involvement at the individual level of care and treatment:

Boulding W, Glickman S, Manary M, Schulman K, Staelin R. Relationship between patient satisfaction with inpatient care and hospital readmission within 30 days. *The American Journal of Managed Care* 2011; 17(1):41-48.

Arbuthnott A, Sharpe D. The effect of physician patient collaboration on patient adherence in non-psychiatric medicine. *Patient Education and Counseling* 2009; 77(1):60-67.

Meterko M, Wright S, Lin H, Lowy E, Cleary PD. Mortality among patients with acute myocardial infarction: The influences of patient-centered care and evidence-based medicine. *Health Services Research* 2010; 45(5p1):1188-1204.

DiGioia A, Greenhouse P, Levison T. Patient and family-centered collaborative care: An orthopaedic model. *Clinical Orthopaedics and Related Research* 2007; 463: 13-19.

Arbuthnott A and Sharpe D. The effect of physician-patient collaboration on patient adherence in non-psychiatric medicine. *Patient Education and Counseling* 2009; 77: 60-67

Stone S. A Retrospective Evaluation of the Impact of the Planetree Patient-Centered Model of Care on Inpatient Quality Outcomes. *Health Environments Research & Design Journal* 2008; 1 (4)

Choy ET, Chiu A, Butow P, et al. 2007. A pilot study to evaluate the impact of involving breast cancer patients in the multidisciplinary discussion of their disease and treatment plan. *Breast*. 16(2):178-189
<http://www.ncbi.nlm.nih.gov/pubmed/17158048>

Summaries of evidence for consumer involvement in health:

Consumer Focus Collaboration. The evidence supporting consumer participation in health 2001. Viewed at

<http://www.healthissuescentre.org.au/documents/items/2008/08/226174-upload-00001.pdf>

Health Consumers Queensland ... your voice in health. 2012. Consumer and community engagement: Evidence of improved individual health outcomes, services and systems. Viewed at
<http://www.health.qld.gov.au/hcq/publications/improved-health.pdf>

Several studies have demonstrated an economic case for consumer engagement:

Charmel P and Frampton S. Building the business case for patient-centred care. *Healthcare Financial Management* 2008; March 62 (3):80-85.

Gilbert D. An Economic Case for Involvement. InHealth Associates. Viewed 24 August 2012 at
<http://www.inhealthassociates.co.uk/uploads/documents/An%20economic%20case%20for%20involvement%20v4.pdf>

Evidence for consumer involvement in research has been documented by the NHS in the UK:

Staley K. Exploring Impact: Public involvement in NHS, public health and social care research. 2009.

INVOLVE, Eastleigh. Viewed at

http://www.invo.org.uk/wp-content/uploads/2011/11/Involve_Exploring_Impactfinal28.10.09.pdf

Evidence for consumer involvement in policy:

Nilsen ES, Myrhaug HT, Johansen M, Oliver S, Oxman AD. 2010. Methods of consumer involvement in developing healthcare policy and research, clinical practice guidelines and patient information material (Review). The Cochrane Collaboration. John Wiley & Sons, Ltd

<http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD004563.pub2/pdf/standard>

