

CONSUMER ENGAGEMENT IN HEALTH SERVICES ACROSS QUEENSLAND

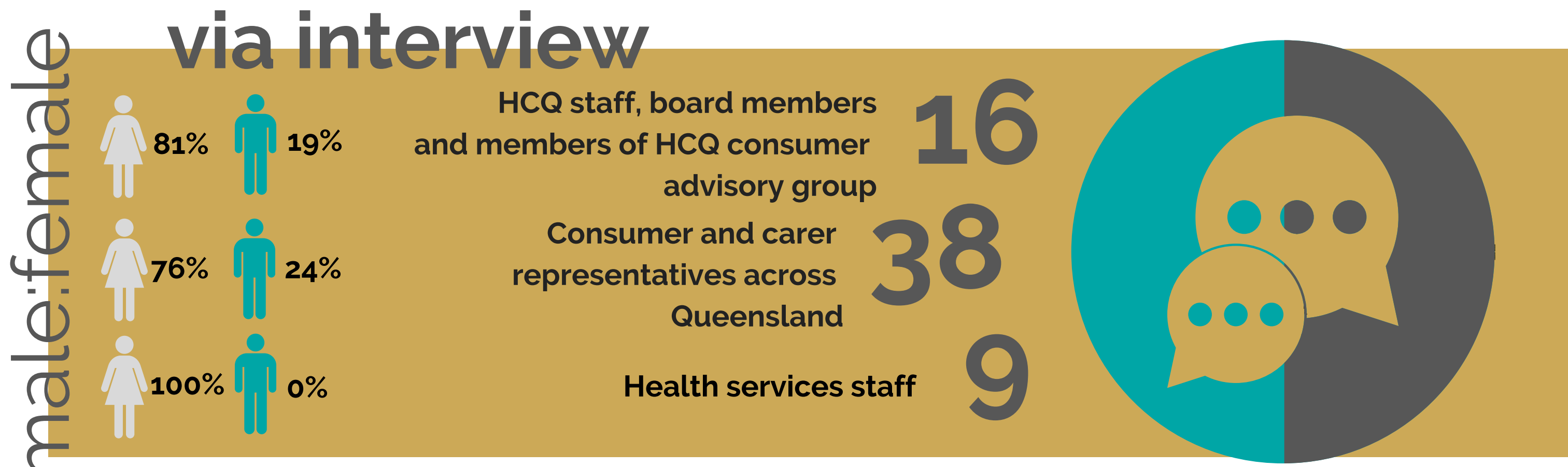


WHAT WERE THE RESEARCH QUESTIONS?

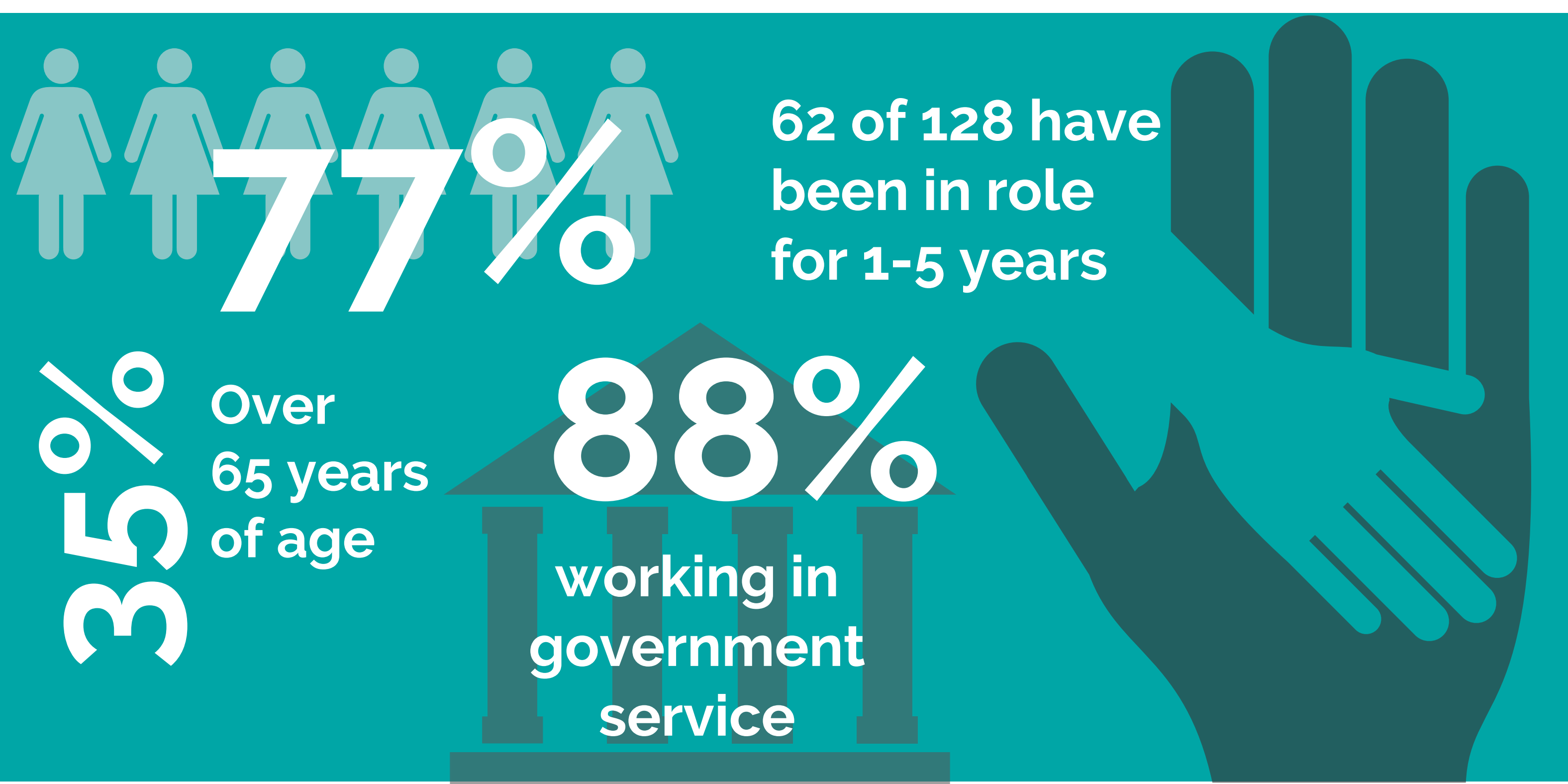
What roles do consumers and carers currently have in health services?

What impact does Health Consumers Queensland (HCQ) have on consumer engagement in Queensland?

WHO DID WE GET FEEDBACK FROM?



WHO ARE THE CONSUMER & CARER REPRESENTATIVES?



WHAT DID THE STUDY FIND?

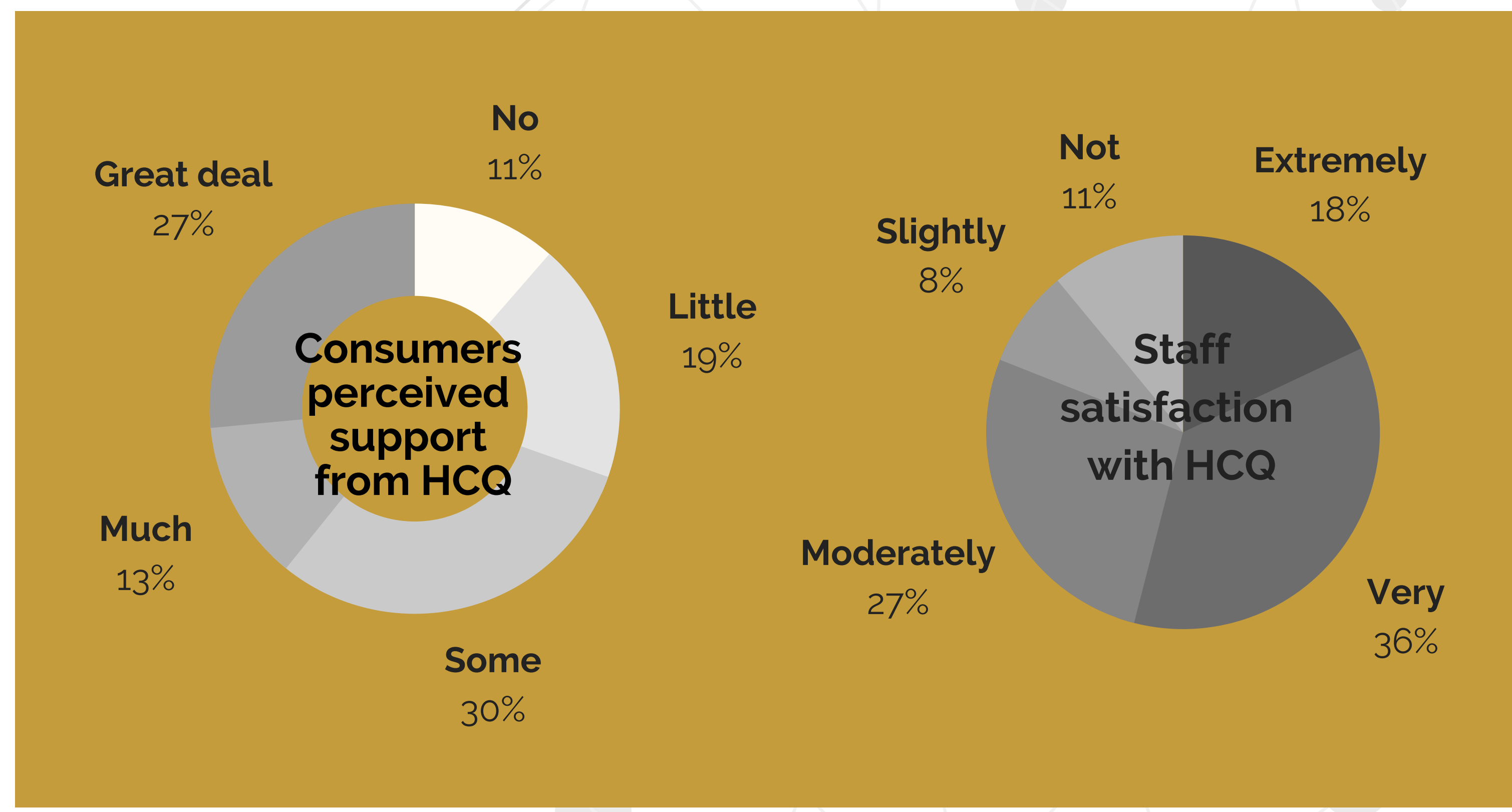
Requests for HCQ services: HCQ staff reported increasing requests for their services.

Value for consumer engagement: Consumers reported feeling valued and validated by health service organisations.

Type of consumer engagement: Consumer engagement occurred on a continuum from simple passive activities to more meaningful and influential activities.

Remuneration of consumers and carers: is inconsistent and contested. A statewide policy for remuneration is required.

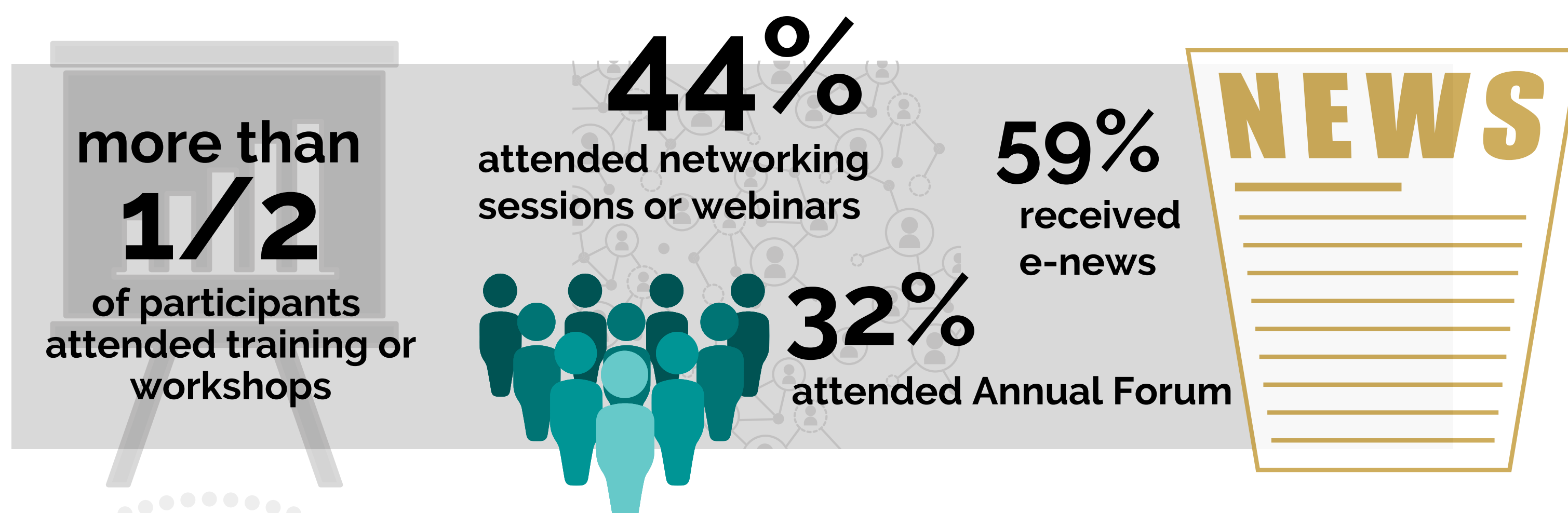
WHAT DID PEOPLE TELL US ABOUT THEIR INTERACTIONS WITH HCQ?



“HCQ have made an enormous impact”

WHAT DID PEOPLE TELL US ABOUT THE IMPACT OF HCQ?

- Most useful engagement strategies**
- Training and workshop
 - Electronic newsletter
 - Networking sessions
 - Annual Forum



Interesting result

Attending networking sessions and webinars was perceived to be most useful by people who were from an Aboriginal and Torres Strait or culturally and linguistically diverse background

“HCQ helps me to connect a lot of dots”

“HCQ have been really instrumental”

The more that HCQ helped individuals prepare for their role, the more likely they were to report higher levels of self-efficacy in their role.