



Consumer & Community Online Forum 2020

Welcome:	Professor Trevor Russell
Overview:	Ms Alison Bell
Presentations:	Associate Professor Jane Nikles, Dr Atiyeh Vaezipour and Associate Professor Venerina Johnston
Consultation:	All attendees Groups led by Dr Carrie Ritchie and Dr Esther Smits

Today's program

1. Housekeeping - Zoom
2. Welcome from Professor Trevor Russell, Director
3. Overview of our consumer engagement program
4. How does consumer engagement differ from research participation?
5. Three presentations giving examples of how RECOVER researchers are engaging consumers in their research
- 6. 5 minute break for all**
7. Break into two groups:
 - Gain your views on the framework document
 - Any other feedback or suggestions
8. Thank you and wrap up





Acknowledgment of **Country**

I acknowledge the Traditional Owners and their custodianship of the lands on which we meet today.

On behalf of the RECOVER Injury Research Centre, I pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country. We recognise their valuable contributions to Australian and global society.



Facilities



Research Streams



Improving health
outcomes after
musculoskeletal injury



Optimising recovery
after compensable injury



Technology-enabled
rehabilitation

Any questions or comments for Trevor?

Overview of consumer engagement program

- Inspired by others
- Formed working group
- Held forum end 2019
- Created website
- Mailing list
- Invited consumers to engage with researchers
- Creation of consumer advisory group
- Generated draft framework document
- Scheduled 2020 forum

How does consumer engagement differ from research participation?

Research participation

- Research participation is when consumers are recruited to a research project as a subject
- Research participants need to meet the study inclusion criteria
 - e.g. the person has a specific health condition or attribute which is under study by the researcher
- Researchers collect data (information) from the participant
 - e.g. by a survey or interview
- Research participants *are not* invited to contribute to the study design or study methods.



Consumer engagement or involvement

“Involvement is consumers and community working alongside health professionals and researchers, in partnership, to shape what research or project is done, how it is carried out and how results are shared and applied in practice.” Monash Partners Group

The level of consumer involvement can vary across the research spectrum and within different research projects.



Any questions or comments about our
consumer engagement program?



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

Engaging consumers at RECOVER

Three examples of recent consumer engagement activities

Medicine use after a road traffic crash injury

Research aim

To understand peoples experience of medication use for pain management after an injury

Consumer engagement activity

Consulted two consumers and asked them to review the study recruitment materials and provide feedback.

- This activity involved consumers at the *recruitment phase* of research
- This type of engagement is consumer *consultation*



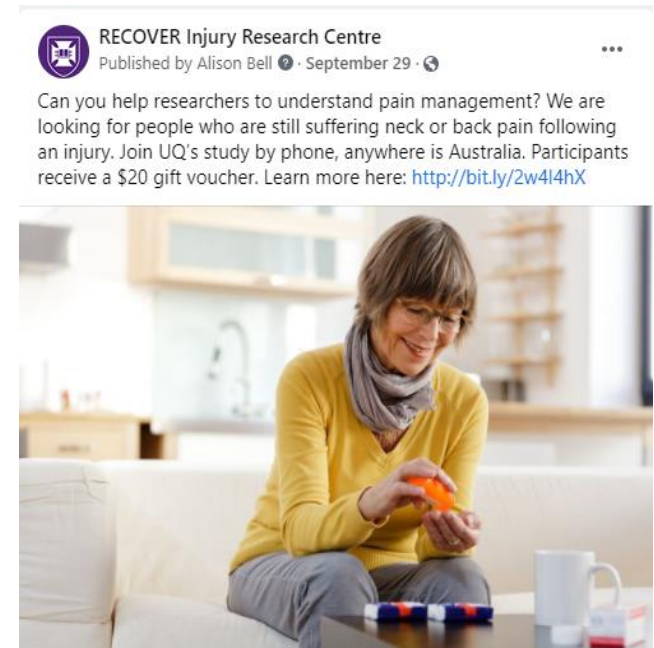
Medicine use after a road traffic crash injury

Consumer suggestions

- Change image away from a focus on medications or images that look like a accident lawyer advertisement
- Suggest image of people taking medications in regular settings
- Shift focus of wording to “are you having problems with your pain management?” or “are you still suffering pain from a car crash?” or “can you help researchers to understand pain management?” (focus about them)
- Editorial changes to study information sheet

Outcome from consultation

- Changed images
- Changed wording of advertisements
- Editorial changes to information sheet
- Consumer advised on how their contribution informed the recruitment materials.

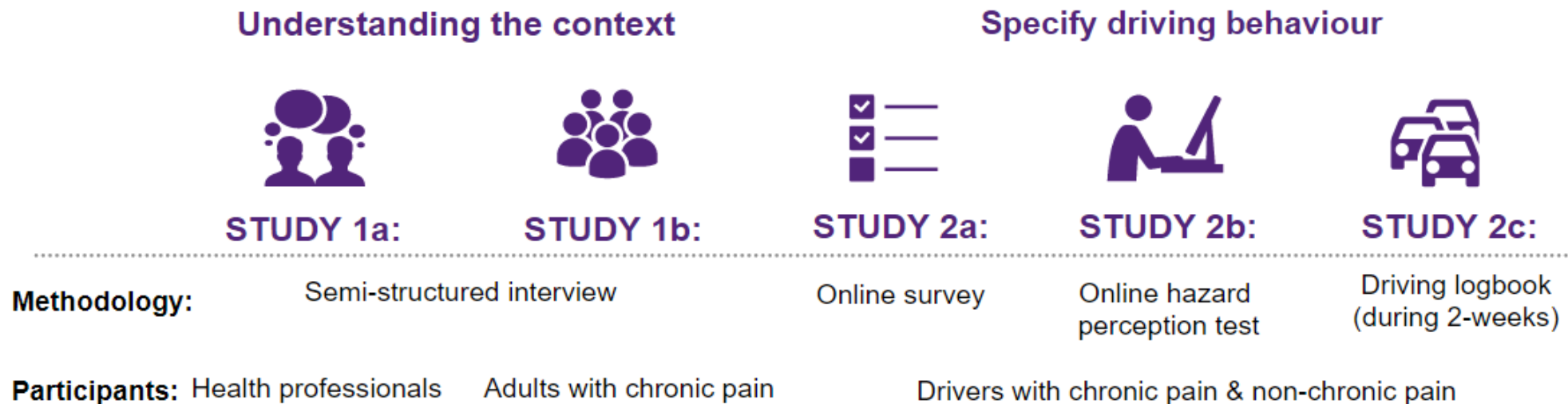


Any questions or comments for Jane?

Driving behaviour in individuals experiencing chronic pain

Research aim

- Enhance our understanding of the needs and challenges associated with driving (perspective of health professionals & adults with chronic pain).
- Provide recommendations and strategies for health professionals & people with chronic pain to improve safe driving/driving challenges.



Driving behaviour in individuals experiencing chronic pain

Consumer engagement activity

- Two consumers with a lived-experience of chronic pain were invited to read a summary of the study findings and comment on the study recommendations.
- The consumers also participated in an online workshop. The workshop included members of the research team – an occupational therapist, health professionals, road safety experts in Australia, an international road safety expert and a knowledge translation officer and RACV representatives.
- This activity involved consumers at the *data analysis phase* of research
- This type of engagement is consumer *consultation/involvement*

Driving behaviour in individuals experiencing chronic pain

Outcome of consumer consultation

- The workshop discussions further supported the validation of the research findings, and through this, the RECOVER team was able to develop recommendations for improving the management of driving behaviour for adults experiencing chronic pain in Australia.
- Consumers were advised about how their contribution informed the research.
- Consumers will be sent a link to the final report when it is released.

If you have any further questions/suggestions email me at: a.vaezipour@uq.edu.au

Any questions or comments for Ati?

Navigating compensation systems in Queensland



**To make
accident
recovery a
simpler
journey**

Navigating compensation systems in Queensland

Consumer engagement activity

- Consumers with a lived experience of navigating a compensation system in Queensland were invited to be part of an advisory panel with UQ researchers.
- Panel members helped researchers to understand how they found out what to do in the systems
- Contributed to the design of new resources to assist people navigate the compensation system
- This activity involved consumers at the *design phase* of research
- This type of engagement is to *involve* consumers.

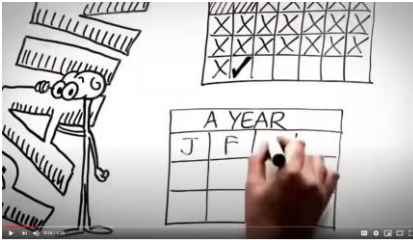
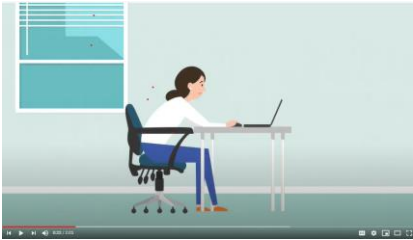


RECOVER INJURY
RESEARCH CENTRE AT UQ

**EXPERIENCED
AN INJURY IN
THE QLD
COMPULSORY
THIRD PARTY
SCHEME?**

*Help us make a difference
and make recovery a
simpler journey.*

Navigating Queensland compensation systems



Consumer suggestions:

- Easy to follow mind map to help consumers navigate the system
- Cartoon/Avatar preferred
- Written information in easy to digest format
- Information needs to be independent and trustworthy

Outcome from consultation:

- Influenced the project direction
- Adopted consumers choice of presentation
- New research project designed
- Consumers advised on how their contribution informed the development of research



Any questions or comments for
Venerina?

5 minute break for all

Consultation activity

Consumer feedback on the RECOVER Consumer Engagement Framework

Attendees will be divided into two groups for discussions.
Groups will be led by Dr Carrie Ritchie and Dr Esther Smits

Types of engagement

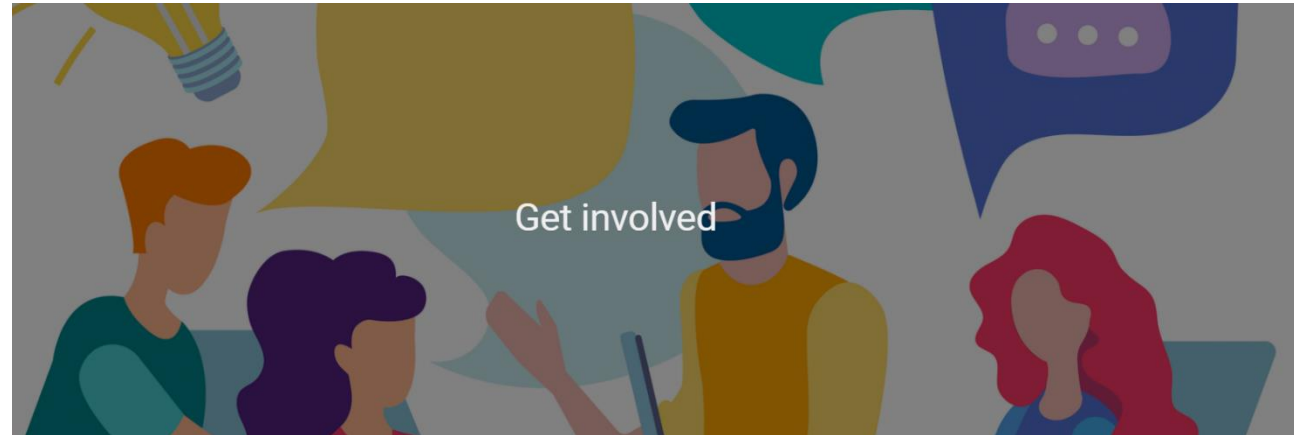
	Passive			Active	
	Inform	Consult	Involve	Collaborate	Consumer-led
Description	We want to inform our consumers something about our research activities or research findings.	We want to consult consumers to gather new ideas, or we are seeking feedback on an issue.	We need an in-depth discussion with people about an issue.	We want to develop a solution in equal partnership with people.	We want consumers to generate the solution and manage the process.
Mechanism examples	<p>Researchers publish study findings on our website or via social media channels.</p> <p>Researchers inform consumers of the latest research at a research forum.</p>	<p>Researchers consult with consumers to gain their views and feedback. Consultation could occur via focus groups or an online forum.</p> <p>Consumers are informed about how the study team used their feedback.</p>	<p>Consumers are invited to become involved on advisory panels or committees where their contribution is understood, valued, and incorporated.</p> <p>Consumers are informed about how the discussions influenced decision making.</p>	<p>Consumers are invited to be partners in the research. Consumers may co-present findings at workshops and forums.</p> <p>Consumers may be invited to co-design a project (e.g. Virtual reality program).</p> <p>Consumers are involved at all phases of the research.</p>	<p>A consumer organisation or advocacy group leads on a piece of research. RECOVER acts as research partner or collaborator.</p> <p>Consumers decide research priority, research design and methods of translation.</p>

How can researchers connect with consumers?

Mechanisms for connecting with consumers

RECOVER researchers can connect with consumers through the following methods:

1. Consumer web portal 'Get Involved.'
 - For example, researchers can post advertisements on the 'Calls for consumer feedback' page.
2. RECOVER consumer e-mailing list
3. Consumer brainstorming/consultation forums
4. Consumer advisory group (not yet active)





Thank you for coming

Contact me anytime via:

Alison Bell

Knowledge Translation and Community Liaison Officer

RECOVER Injury Research Centre, UQ

alison.bell@uq.edu.au