

## CONFERENCE ABSTRACT

### The consumer voice: Using co-design to improve transitions across the healthcare continuum

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**Background:** Transition of care can encompass many different types of journeys. This includes moving between health professionals, between age-specific services, and/or clinical settings. Various preventable adverse events are reported to be higher when patients are moving between care settings and health professionals. For example when moving from acute care settings, there may be an incomplete transfer of information, patient confusion and lack of clear ownership or accountability of outcomes. Patient and family-centred care is a key dimension of high quality and safe care, which leads to improved health outcomes, satisfaction of care, prevention of future adverse outcomes, and reduction of readmissions to hospital.

**Aims and Objectives:** This workshop aims to explore consumer's experiences in the following examples of transitions of care:

A child transitioning to an adolescent; medical, mental health and social needs; healthcare, disability and social services.

A young person transitioning into school (kindy, primary school, high school, new school, special school or mainstream school).

An adolescent transitioning to an adult; medical, mental health and social needs; healthcare, disability and social services; service age cut-offs.

Transitioning from primary care services to tertiary care services and back again.

Transitioning from being unwell, to being well, to potentially being unwell again; e.g chronic diseases, cancer

**The objectives of the workshop are:** Share consumer experiences of various transitions of care episodes to highlight importance of the consumer voice.

Develop awareness about the importance of the consumer-voice and the benefits of co-design.

Workshop innovative ideas and potential solutions for improving transition of care with consumers.

**Format:**

2 consumers present their real life scenarios to a captive audience of delegates for the first 25 mins (10 minutes each).

Five post-it notes/butcher's paper will be set up around the room, each addressing one of the five transitions of care examples (listed under in the 'Aim' section). Each station will have a consumer or two who have a personal situation that is relevant to the topic.

The audience would be asked to split up into the five stations and workshop the transitional issue by collaborating with their colleagues. They will be asked to identify the issues, either raised by the consumer, and more issues they can think of, and brainstorm potential integrated care solutions; in collaboration with the consumer who is present.

Each station can present a summary of their brainstorming to the wider group.

**Target Audience:** All delegates interested in working with consumers to improve their care journey.

**Learnings/Take away:** To recognise:

The benefits of co-design to address consumer needs and concerns.

How co-design can improve the way a service delivers care from patient outcome and satisfaction perspective.

How rewarding the work can be for health professionals when patient outcomes and satisfaction are realised through co-design and patient and family-centred care.

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**Keywords:** consumer-driven care; co-design; transition; consumer; experience

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