

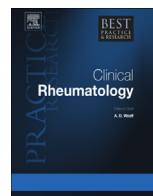


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# Harnessing and supporting consumer involvement in the development and implementation of Models of Care for musculoskeletal health



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### A B S T R A C T

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Consumer involvement in the design and delivery of their healthcare is an integral strategy to ensure that health services and systems meet consumers' needs. This is also true for the design and delivery of Models of Care. This chapter presents the identified healthcare needs of people with musculoskeletal conditions and focuses on the current systematic review evidence for consumer involvement interventions in musculoskeletal Models of Care across the micro, meso and macro levels of healthcare.

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This chapter also presents three case studies of consumer involvement in different aspects of healthcare, offers a series of practice points to help translate the systematic review evidence into practice, and also provides direction to available resources, which support the implementation of consumer involvement within Models of Care.

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## Introduction

Consumer involvement is becoming an increasingly important part of health systems, health policy and service design. Consumer involvement is seen as ‘an important way to improve our healthcare system’ [1], and encompasses not only consumers being involved in decisions about their own care but also in decisions about how health services and systems are designed and delivered [2]. In some countries, such as Australia [3], New Zealand [4] and Canada [5], consumer involvement is embedded into the national accreditation standards for health services. Internationally, the World Health Organization has promoted concepts such as informed and empowered individuals and families as one strategy for achieving improved health outcomes worldwide [6].

Alongside this environment of increasing consumer participation, there is also increased focus on using Models of Care (MoCs) as a vehicle to drive evidence into policy and practice through whole-of-sector changes at a health system, health service, health professional and consumer level as a way to manage the increasing burden of chronic disease care. MoCs are defined by Briggs et al. (2014) as “an evidence-informed policy or framework that outlines the optimal manner in which condition-specific care should be made available and delivered to consumers. MoCs aim to address current and projected community needs in the context of local operational requirements. The guidance provided is coined as ‘the right care, delivered at the right time, by the right team, in the right place, with the right resources’” [7]. A MoC approach ideally encourages co-design for health policy, programme and service delivery between clinicians and consumers and also between policy makers and consumers, ensuring comprehensive embedding of consumers’ perspectives and needs. This intersection of increasing consumer involvement and increased focus on MoC development provides an exciting opportunity to harness consumer involvement activities to inform and strengthen the design and implementation of MoCs.

This chapter will present contemporary, state-of-the-art and practice-relevant reviews for different strategies for consumer involvement informed by the strongest evidence (from systematic reviews [8]). The evidence will be the focus of this chapter, and where possible we have drawn a series of practice points from the systematic reviews to show how to facilitate implementation of consumer involvement across all levels of healthcare design and delivery. Additionally, we have provided some directions to different guides and toolkits from around the world that can be used to support the local implementation of consumer involvement activities as it relates to MoCs.

Importantly, while there are recommendations included in this chapter, it is not intended as a manual for implementation of consumer involvement in musculoskeletal MoCs. The design and implementation of consumer involvement activities is necessarily dependent on local context – including features of the health system, health service, environment and the consumers themselves. Importantly, the ‘one-size-fits-all’ approach is not available to implement consumer involvement activities within MoCs, instead this chapter aims to provide information on the many options available.

This chapter will examine aspects of musculoskeletal MoCs which provide opportunities for consumer involvement and present the systematic review evidence relating to each. To examine the levels of intervention and influence within the health system, we have used the three levels of micro, meso and macro identified by Speerin et al. (2014) [9]:

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