



Co-production in action: Improving the relevance of a Cochrane Review on person-centred care

Bronwen Merner

Centre for Health Communication and Participation, La Trobe University, Australia
Managing Editor, Cochrane Consumers and Communication
@cochranecrg @BronMerner

Cochrane Colloquium, Edinburgh, 16th September 2018

Disclosure and acknowledgements

- I have no actual or potential conflict of interest in relation to this presentation.
- Co-authors:
 - **Sophie Hill**, La Trobe University, Australia
 - **Cinzia Colombo**, Istituto di Ricerche Farmacologiche Mario Negri IRCCS, Italy
 - **Vicki Xafis**, National University of Singapore, Singapore and Sydney Children's Hospitals Network, Australia
 - **Carolyn M Gaulden**, Chicago, IL, USA
 - **Lisa Graham-Wisener**, Queen's University Belfast, UK
 - **Dianne Lowe**, La Trobe University, Australia
 - **Louisa Walsh**, La Trobe University, Australia

Person-centred care as a priority topic

- Cochrane Consumers and Communication priority-setting process (Synnot et al. 2018)
- Interventions to improve person-centred care – one of top 5 priorities
- Update existing Cochrane Review? *Interventions for providers to promote a patient-centred approach in clinical consultations* (Dwamena et al. 2012)
- Committed to stakeholders to co-produce priority reviews

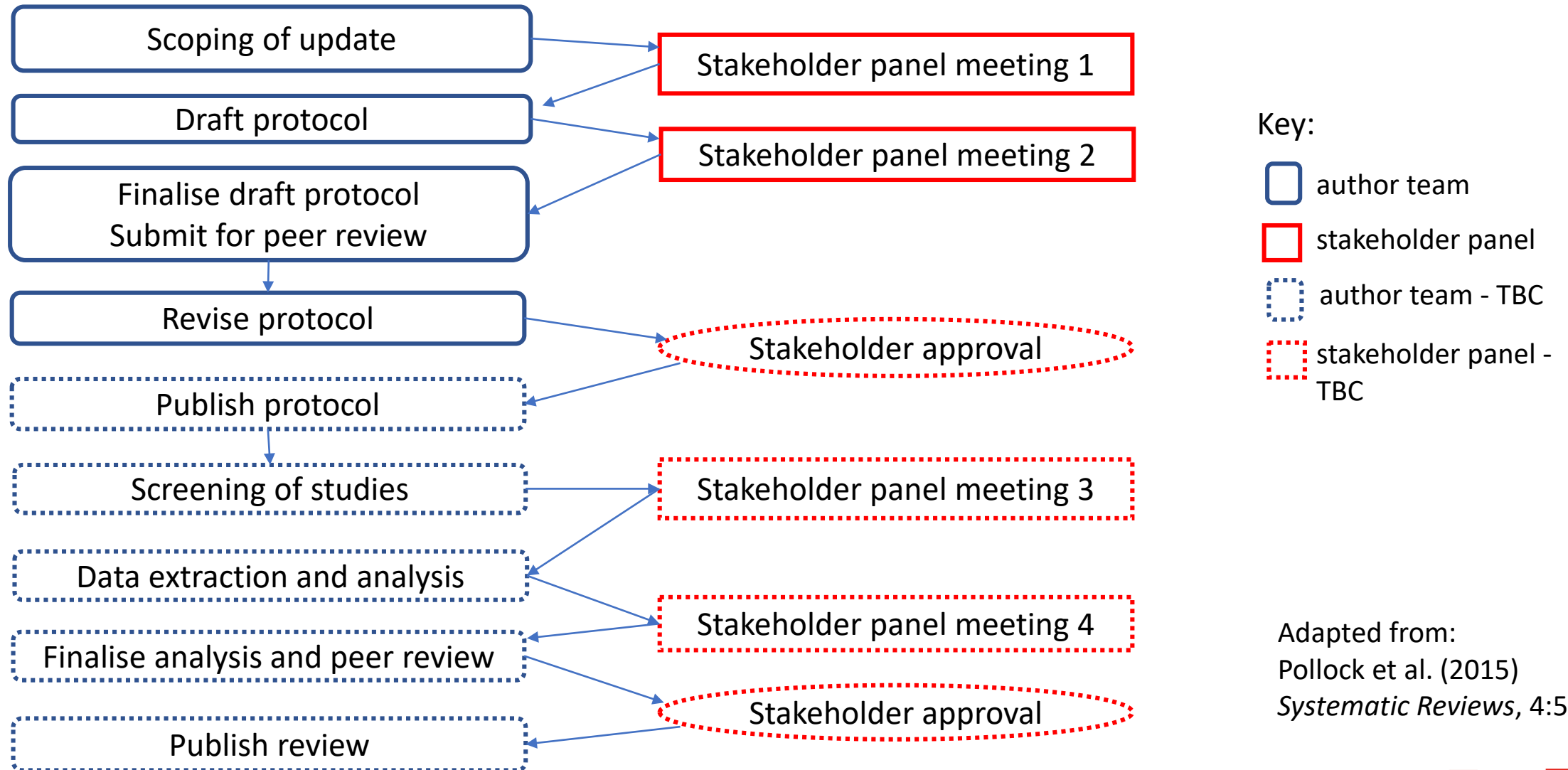


Co-production approach: stakeholder panel

- Explored methods of co-production of systematic reviews (Pollock et al. 2015, 2016)
- Recruited by invitation, plus circulated via an Australian person-centred care network
- 18 stakeholders across Australia
 - 6 health service decision makers or policy makers
 - 6 clinicians
 - 6 consumer representatives



Co-producing the review: our process

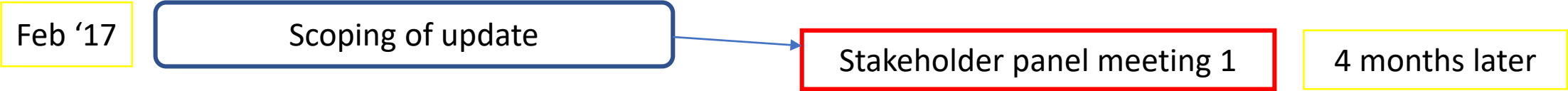


Key:

- author team
- stakeholder panel
- author team - TBC
- stakeholder panel - TBC

Adapted from:
Pollock et al. (2015)
Systematic Reviews, 4:55.

Stage 1: Deciding topic and review type

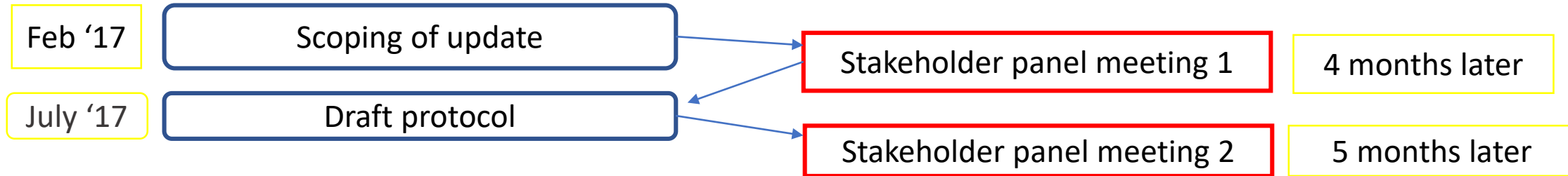


Questions for stakeholders:

- 1. What are your thoughts/impressions of the current version of the Review?
- 2. What would you like to see ultimately achieved by undertaking this Cochrane review?
- 3. Vote for your preferred option for taking this review forward (via anonymous survey):

Option	Votes
Option A: Limit the update to interventions focusing on ‘partnering with patients’ rather than ‘patient-centred care’	2
Option B: Conduct a qualitative review to complement the existing review	13
Option C: Commence a new review on an emerging topic in the field of patient-centred care (suggestions welcome)	0

Stage 2: Drafting and feedback



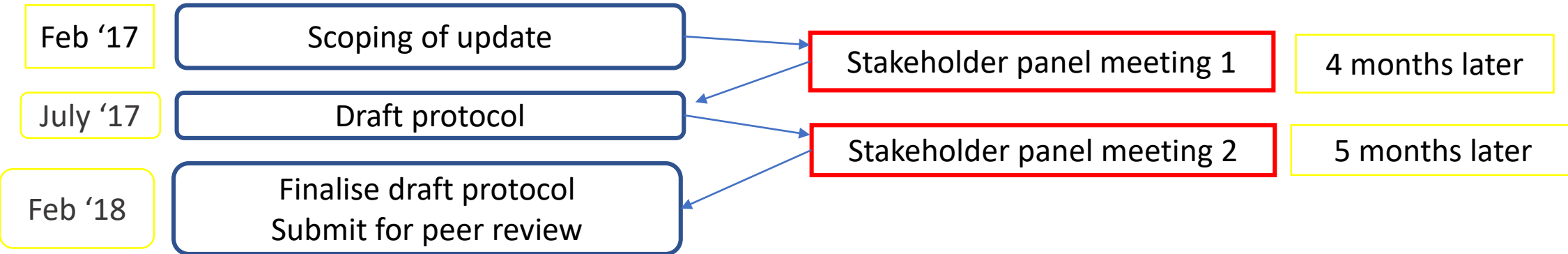
QES protocol drafted on topic: *Consumers and health providers working in partnership for the promotion of person-centred health services: a co-produced qualitative evidence synthesis*

Stakeholder panel meeting 2 (teleconference)

Examples of feedback:

- **Background:** “Difficult to understand what the review was about until p. 3 (objectives plus included/excluded studies)”
- **Objective:** “A further objective is needed about identifying successful strategies that work for both health professionals and consumers.”
- **Inclusion/exclusion criteria:** “The exclusion rationale for working in partnership for community development was confusing.”

Stage 3: Revising and peer review



Content specialist peer review

- Feedback received and implemented

Methods peer review

- Submitted to Qualitative and Implementation Methods Group
- Rejected x 2 – not sufficiently linked to a Cochrane effectiveness review

Solutions

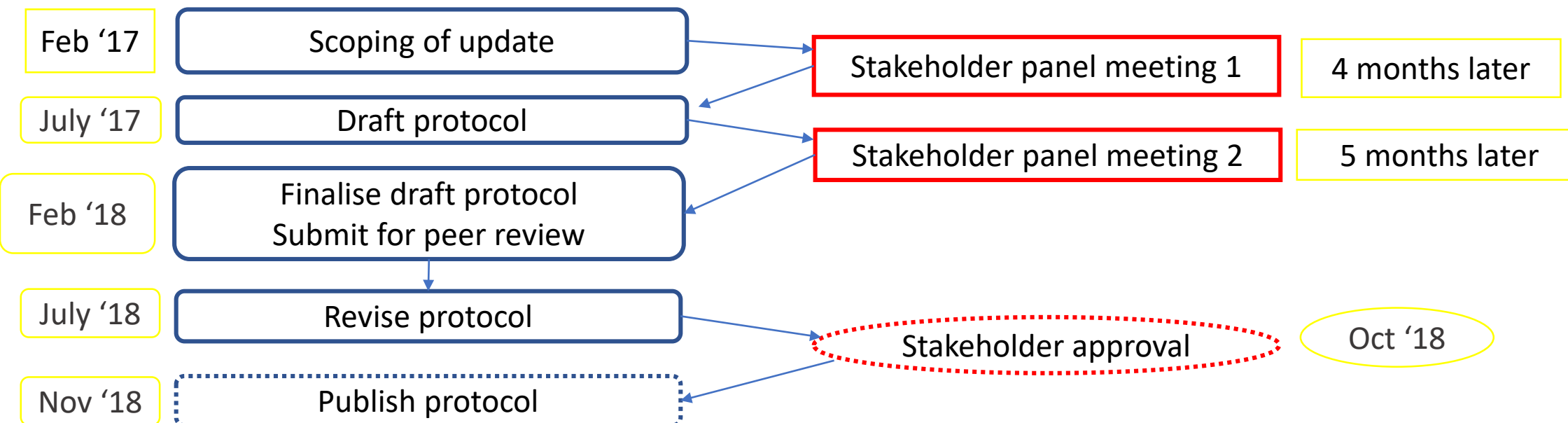


Start a new effectiveness review matched to the person-centred care QES
(Lowe et al. forthcoming)



Policy change for future standalone QES in our Network - proposal drafted by Rebecca Ryan, Deputy
Co-ed, Cochrane Consumers and Communication and accepted as pilot

Stage 4: Revising, approving and publishing



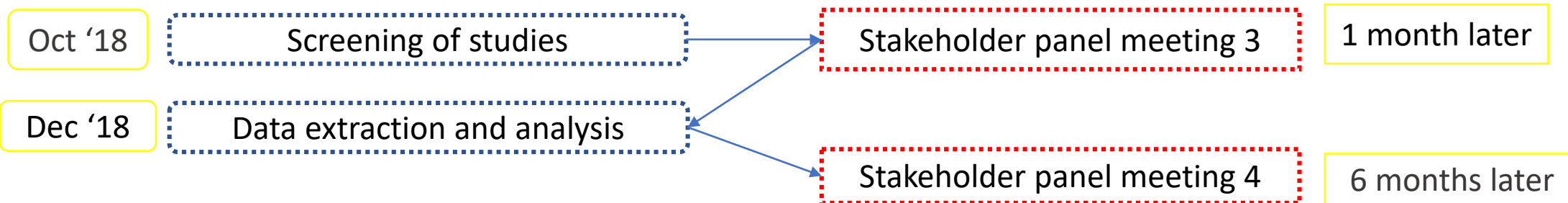
Stage 5: Stakeholder involvement in review methods



Face-to-face panel meeting in Melbourne (successful funding application)

- Update stakeholders
- Train stakeholders in how-to-screen
- Do some screening
- Feedback on linked Lowe et al effectiveness protocol

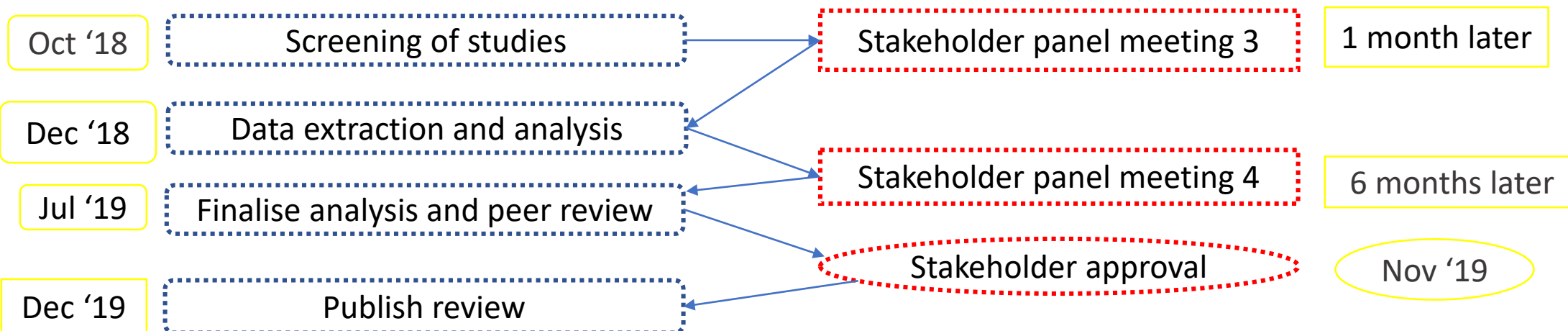
Stage 6: Analysis and drafting of review



Panel meeting 4 (via teleconference)

- Discuss results and their implications
- Ideas for dissemination of review

Final stages: Peer review, approval & publication



Publication of review

- Stakeholders may assist with dissemination of published review
- Evaluate stakeholders' experiences of the co-production process

Co-production: an author's perspective

- Transformative
 - what we started out doing, turned into something very different
 - has changed how we think about the research process
- Organic
 - need to let go of control
 - be flexible
- Pushing the boundaries
 - pushes our boundaries as researchers
 - pushes Cochrane's policy boundaries

References

Dwamena et al. (2012) Interventions for providers to promote a patient-centred approach in clinical consultations. *Cochrane Database Syst Rev*. 12:CD003267.

Lowe et al. (Forthcoming) Interventions for working in partnership for the promotion of person-centred care at the health service level (protocol). *Cochrane Database Syst Rev*.

Merner et al. (Forthcoming) Consumers and health providers working in partnership for the promotion of person-centred health services: a co-produced qualitative evidence synthesis (protocol). *Cochrane Database Syst Rev*.

Pollock et al. (2015) User involvement in a Cochrane systematic review: using structured methods to enhance the clinical relevance, usefulness and usability of a systematic review update. *Systematic Reviews*. 4(55).

Pollock et al. (2016) Involving People: A learning resource for systematic review authors. London: Cochrane Training. <http://training.cochrane.org/involving-people>

Synnot et al. (2012) Research priorities in health communication and participation: international survey of consumers and other stakeholders. *BMJ Open*. 8:e019481-e019481