

Engaging consumers early/ Building genuine partnerships: Learning by doing

Associate Professor Zephania Tyack



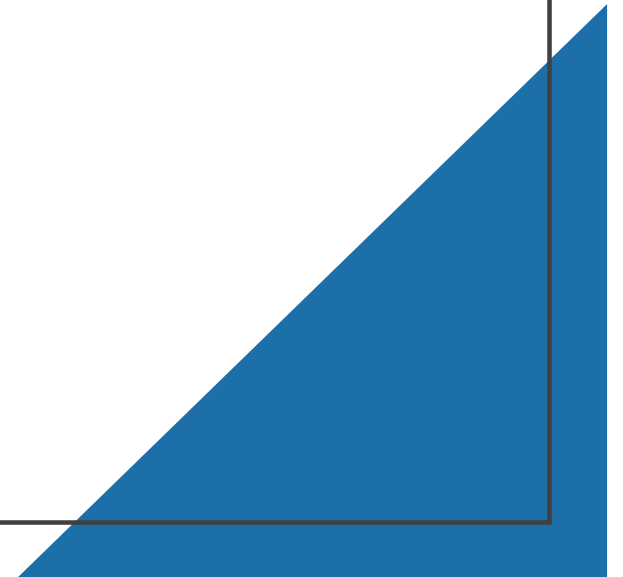
About me

Implementation scientist &
occupational therapist

Health services + community-
based research

Small & large scale research

Special interest: youth, paediatrics



Practical guidance from projects

*Learning by doing
Thinking about **before**,
during, after...*



One-stop burn survivors toolkit project awarded MRFF Grant

Associate Professor Zsolt Tyack, from the Australian Centre for Health Services Innovation and QUT Centre for Healthcare Transformation, has been awarded \$992,441 from the Medical Research Future Fund Survivorship Care and Collaborative Research Prioritisation Grant program for the project, 'Ember to Empower': developing and piloting a one-stop burn recovery toolkit for burn survivors.

For burn survivors and their families, navigating access to post-acute support, resources and follow-up processes is challenging. Professor Tyack said the project aimed to develop and pilot a novel recovery toolkit called 'Ember to Empower' to address these issues, identified as a high priority by burn survivors. The toolkit will be able to be accessed by burn survivors at any time in their recovery, wherever they live in Australia.



Ember to Empower is an MRFF Funded project (GNT#2040537) led by the Australian Centre for Health Services Innovation at the Queensland University of Technology, in collaboration with Monash University, Fiona Wood Foundation, Children's Health Queensland Hospital and Health Service, The University of Notre Dame, K.I.D.S Foundation, and the Australia New Zealand Burns Association. The Ember to Empower logo was designed by the Australia New Zealand Burns Association Consumer Advisory Group.



Tips for
relationship
building, managing
expectations and
fair compensation

Connect
Check-in
Don't assume
Plan





- Not timely (engaging early, sufficient time)
- Tokenistic engagement
- Lack of capacity building
- Not providing safe, sensitive, easily accessible environment
- Misunderstanding who a consumer is & when to include
- Lack of prioritisation in everyday work
- Range of prior experiences regarding consumer involvement
- Not included in research metrics

Barriers

Enablers



- High level support/ advocacy
- Long term strategy & support from consumers & organisations – becomes normalised
- Consumers with leadership, communication & marketing, & research skills
- Grants with a strong consumer focus
- A key contact/ workgroup

Thank you

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