Person-centred care: key contributing organisation

In 2015 the Health Foundation commissioned Health Policy Partnership to undertake an international environment scan of the field of person-centred care. (The full research report is available from: www.healthpolicypartnership.com/example-work/person-centred-care).

This document provides a profile of an organisation identified by the scan as a key contributor in the field. The profile is intended to give a broad overview of their activities and approaches only. While drawn from public materials, readers are encouraged to visit the organisation’s own website (listed below) for further and more up-to-date information.

See also http://personcentredcare.health.org.uk/around-the-world for details of all key contributors identified in the scan.

COUNTRY: AUSTRALIA

School of Health and Social Development, Deakin University

Key contributor:
Prof Richard Osborne, Professor of Public Health and Head of Public Health Innovation

Key contributions:

- Themes:
  IMPLEMENTATION:
  Organisational development and culture change
  Communication, shared decision making, co-production and self-management
  MEASUREMENT:
  Standardised self-reported data
- Outputs:
  The Health Education Impact Questionnaire (heiQ) – one of the most widely used tools to evaluate chronic disease self-management programmes; The Health Literacy Questionnaire (HLQ) – a tool used globally to undertake health literacy needs assessments, evaluations, and impacts of a wide range of programmes; The Ophelia (OPtimising HEalth Literacy and Access) process – a structured health literacy development programme applied in Australia, EU and South East Asia for health service improvement and equity development; the World Health Organisation (WHO) South East Asia Regional Office – Deakin University partnership to produce the Health Literacy Toolkit for Low and Middle Income Countries.
- Networks:
  The School or Health and Social Development has a large range of collaborators and has contributed substantially to projects in countries including England, France, Germany, Norway, Denmark, the Netherlands, Slovakia, Spain, Turkey, as well as with South and North America, and many countries across South East Asia and Africa. Government networks include Australia, New Zealand, Wales, Scotland and Thailand, as well as with the WHO.
About the organisation:

The mission of the School of Health and Social Development is to inform the creation of a health literacy response framework to improve health outcomes and reduce health inequalities. Their public health innovation work is with health consumers, health practitioners, health organisations, and government, locally and internationally, and uses innovative research and evaluation approaches to assist people, particularly those whose needs are not being met by existing services.


Current activities:

- Supporting organisations and researchers in the evaluations of health education and self-managed programmes through better evaluation using the Health Education Impact Questionnaire (heiQ).
- Application of Ophelia in a wide range of settings including Australia (Cancer services improvement, screening), Wales (back pain services redesign), England, Thailand, South Africa, and Denmark, with ongoing discussions in several other countries.
- International HLQ – adaptation and translation of HLQ into numerous international languages.
- Development and validation of Information and Support of Health Action Questionnaire (ISHAQ) – with specialised modules for people living with chronic conditions and various disabilities.
- Development and implementation of person-centred care interventions in fields such as back pain, screening for breast cancer, cancer treatment, improving access to care, emergency response, renal care, cardiovascular rehabilitation and other areas.
- Health literacy and migrant groups – includes Somali, Chinese and Indian people in Melbourne.

Link:

For more information, see: http://www.deakin.edu.au/health/research/phi/index.php

Key publications:

http://www.biomedcentral.com/1471-2458/15/678

http://www.biomedcentral.com/1471-2458/14/1095


http://www.biomedcentral.com/1471-2458/13/658


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Sources:

http://www.ophelia.net.au
http://www.deakin.edu.au/health-social-development