



## UniSA Professional Certificate in Consumer Engagement

The International Centre for Allied Health Evidence (iCAHE) at the University of South Australia partnered with HCASA to co-design a unique *Professional Certificate in Consumer Engagement*. The Certificate comprised the following courses:

- *Best Evidence, Policy and Practice in Health*
- *Application of Best Evidence in Health and Best Evidence*
- *Policy and Practice in Health*

It aimed to:

- Provide students with an overview of evidence and tools for consumer engagement in health service governance, policy and practice and in clinical patient care
- Enable students to design a workplace project that incorporates best practice health consumer engagement.
- The course content addresses the best research and frameworks for consumer engagement in health service governance, policy and practice and shared decision-making in-patient care. Course participants identify evidence-based policy and practice principles, reflect on and challenge current practice and apply best evidence, and policy and practice frameworks, to a model intervention to enhance health outcomes.

The course provided students with a mentored process of applying their learning about evidence informed health consumer engagement in a workplace intervention and evaluating the intervention reach and impact. The course was run as a self-directed learning project in which students used their research evidence skills and knowledge of best practice health consumer engagement to develop a successful business case for an intervention; conduct the intervention; evaluate the reach and impact; and provide a report to management, with recommendations for future consumer engagement.

On successful completion participants received a Professional Certificate in Consumer Engagement. Unfortunately there was not enough demand in South Australia for the course to be offered on an ongoing basis and the University closed the program.

