### **PAPER NUMBER #317**

**Presentation or session title** (100 characters)

Strategies that effectively engage healthcare consumers in the decision-making process: an overview of systematic reviews.

**Presenting Author(s)\*** (Eg: Dr Robyn Mildon1 , Howard White2, Bianca Albers1)

Rebecca Featherston, Courtney Lewis, My-Linh Luong, Karyn Galvin, Laura Downie, Adam Vogel, Bridget Hamilton, Catherine Granger, Aron Shlonsky

\*Please only list the authors who will be attending the summit. If your abstract is accepted, all authors must register for summit in order for your abstract to appear in the program. For a panel, please list all panel members. We will not accept proposals for all-male panels.

**Affiliation** (Eg: 1.Centre for Evidence and Implementation, Australia 2.Campbell Collaboration)

University of Melbourne, School of Health Sciences

**Country of residence**

Australia

**Type of session** (please select from the dropdown list)

Individual presentation

**Theme** (please select from the dropdown list)

Understanding what works

**Objectives/aims** (Please describe the objectives and/or aims of the study or activity you wish to present on, or for the panel you suggest to include in the GEIS 2018 program. Max 600 characters.)

Consumer involvement in healthcare decision-making influences the implementation, practice and delivery of health services. The consumer engagement literature is expansive, covering a range populations, problems, interventions, settings and outcomes. Numerous systematic reviews (SRs) have assessed the effectiveness of specific engagement strategies but it is difficult to determine which are effective in different health contexts and populations. This overview of SRs synthesises high-level evidence relating to the effectiveness of strategies to engage healthcare consumers in decision-making.

**Methods** (What methods were used as part of your study or activity? If you are submitting a panel proposal, what will be the format of your session? Max 600 characters.)

A comprehensive literature search for SRs was conducted in multiple online databases. Studies were included that contained ≥1 meta-analysis and assessed any strategy, procedure or intervention aimed at supporting consumer engagement in healthcare decision-making. Two independent raters screened titles/abstracts and full texts against the eligibility criteria, extracted data and assessed review quality using AMSTAR2. Effectiveness was assessed in four broad categories: consumer perception and involvement; consumer knowledge; measurable outcomes relating to implementation; and health outcomes.

**Main findings** (Please describe the results and/or outcomes of your study or activity. If you are submitting a panel proposal, describe the expected results from this panel. Max 600 characters.)

We identified 38 SRs assessing engagement strategies that included decision aids, education and training, and multiple decision support and shared decision-making interventions. Whilst particular strategies were associated with positive outcomes in certain healthcare settings and populations, there was no robust evidence for others. Certain healthcare settings, populations and decision types were not represented at all. Very few SRs assessed implementation. This overview details strategies that appear to be effective, and serves as a compendium for reference by policy-makers and practitioners.

**Please note: If you are submitting an abstract for a symposium or panel**, please ensure your responses above describe the aims and intended results for your panel. Under ‘methods’, please include a description of your session format and panel participants.