

Information for involvement Continuum

Clinical decision making
Service decision making
Service planning



Clinical decision making

- face to face
- health records
- referral letters and test results
- leaflets, booklets
- Internet
- family and friends
- media
- helplines

Why health information?



Health information should be

- seen as integral to involvement
- targeted to specific audiences
- regularly reviewed for value
- integrated into existing work



Health information can

- support openness and accountability
- support informed consent
- improve health outcomes
- improve user satisfaction
- reduce complaints/litigation
- discourage demand for ineffective care
- encourage 'compliance' with recommendations

Who should be involved in information provision?

- team roles
- who ensures it meets the identified needs of users?
- who will audit and evaluate?
- how will usefulness be assessed?
- how can users feedback their views?
- how will feedback be used?
- what is the added value for the patient?