

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

SERVICE EXAMPLE:

ENGAGING STAKEHOLDERS REMOTELY

Client	AHHA
Services	To engage stakeholders where face-to-face contact is not possible incorporating the Delphi method
Context	As the world grapples with the health and economic impacts of the coronavirus pandemic (COVID-19), and individuals reorient to work and life within the confines of their homes, the opportunities and platforms for engagement have reduced. The need to engage, however, remains as important as ever. Across all industries, there have been reports of increased use of technology to connect and work collaboratively, and while more sophisticated technology is increasingly available, the appropriateness of the methodology for engagement is important to consider.
Approach	<p>An effective methodology that AHHA has used to engage stakeholders where face-to-face contact is not possible is the Delphi method.</p> <p>Named after the ancient Oracle of Delphi, the method was originally conceived in 1944 to forecast the impact of technology on warfare. It has been adapted and modified in thousands of ways since.</p> <p>The method works on the premise that group opinion is more valid than individual opinion; and is especially useful for obtaining and integrating the opinions of a group of experts about a complex problem or issue—particularly where there is incomplete knowledge.</p> <p>At its core the Delphi method uses a series of carefully designed, anonymous, sequential questionnaires, interspersed with controlled information and feedback, to achieve the most reliable consensus of group opinion.</p>
Result	<p>The Delphi method has been proven to yield solid, defensible results. Nevertheless, good question design, collation of responses, research and dissemination of outcomes are critical, as is the administering team's ability to construct additional questions that will support experts to re-evaluate their original responses.</p> <p><i>The use of Delphi method for remote consultations</i>, published by AHHA's Deeble Institute for Health Policy Research, discusses considerations when designing engagement activities, including leveraging strengths, mitigating risks, and adapting the method to best meet the purposes of the engagement.</p>
Date completed	April 2020