



## Step 2: Identify the area of Involvement that you will focus on: What do we mean by “Area of Involvement”:

### Information Sharing and Development

Information Sharing and Development can inform Service User and Carers about their rights and entitlements when accessing and using a particular HSC service or updating them on a new function within the current service they are using.

### Service Delivery and Development

Service Delivery and Development is involving a group of Service Users and Carers to help review and improve the quality, efficiency, effectiveness and safety of a service.

### Service Delivery Change and Service Withdrawal

Service Delivery Change and Service Withdrawal is involving Service Users and Carers, and when appropriate other key stakeholders in service delivery change or service withdrawal.

### Strategic and Transformation

Strategic and Transformation is involving a group of Service Users and Carers in any shift, realignment or fundamental change in a HSC directorate/department or organisation. The aim is to make changes to processes, people, resources, systems or mechanisms to support movement in a particular direction that maybe set out by the organisation, Department of Health or policy directive.

### Commissioning

Commissioning is involving Service Users and Carers in the commissioning and policy development for strategic activity of accessing, identifying needs, planning, purchasing and allocating resources in sourcing a provider who best meets a particular health need. This area of Involvement enables the HSC organisations to procure services that will deliver key priority outcomes set out in their strategic plans to get the best health outcomes for Service Users, Carers and the community.

### Policy Development

Policy development is involving Service Users and Carers in the design and review of organisational policies and service provision.

### Evaluation

Evaluation is involving Service Users and Carers and when appropriate members of the public and other key stakeholders to complete a review of a service and find out whether or not the service being delivered is meeting the needs of the people that use it. You can complete an evaluation through a wide range of methods, these may include but not limited to questionnaires, interviews and surveys, etc. This area of Involvement allows HSC organisations to learn how to change the service to make it more effective.

### Recruitment

Recruitment is involving Service Users and Carers in the process of identifying, creating job specifications, interviewing and selecting potential individuals to join a HSC organisation.

### Governance

Governance is involving Service Users and Carers in how a HSC organisation directs and controls its functions.

### Serious Adverse Incident (SAI)

When carrying out a review process for a Serious Adverse Incident (SAI) it is important to involve Service Users and Carers. They can support identifying and rectifying events or circumstances that have led, or could lead, to unintended or unexpected harm, loss or damage.

### Shared Decision Making

Shared Decision Making promotes ways for service users, carers and healthcare professionals to work together to make decisions about treatment and care. This can be at one to one appointment or at higher levels within an organisation.

For more information on Involvement, Co-Production and Partnership Working please visit the

Engage website. <http://engage.hscni.net>



PPI - Involving you, improving care

