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Listen to Me Delphi Study

Bronwyn Newman, Maya Tokutake: Australian Institute of Health Innovation
On behalf of Listen to Me Project team

15 November 2025

Acknowledgement of Country

THE ARTWORK CIRCLES OF THE NIGHT SKY IS CREATED BY PROFESSOR LIZ CAMERON, DHARUG WOMAN AND MACQUARIE UNIVERSITY ALUMNUS

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We respect the Traditional Custodians of the land where Macquarie University is where most of this work took place

•This is the Wallumattagal people of the Dharug Nation

•They have cared for this land for a very long time

•We also respect the Traditional Custodians of the lands where we are today

•We welcome Aboriginal and Torres Strait Islander people joining this meeting in person and online

•We pay our respect to Elders past, present and emerging

What we will talk about

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- The Listen to Me Project
- What a Delphi survey is
- How we did our Delphi survey
- What we found
- What next in the Listen to Me project

Listen to Me Project

listentome

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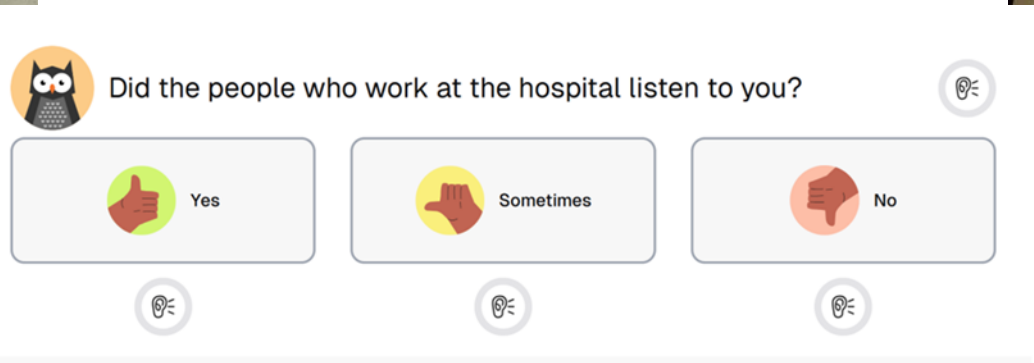
WORKING TOGETHER



The Listen to Me project

listentome

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Project members - Consumer Leadership Group

Lived Experience Researchers

Matthew Van Hoek

Maya Tokutake

Dalal Dawood Baumgartner

Deborah Van Hoek

Karen Philips

Kim Bowen

Pandora Patterson

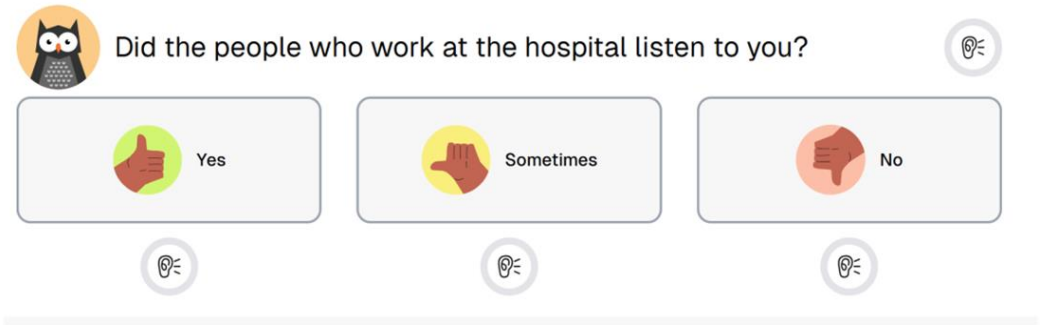
Professor Elizabeth Manias

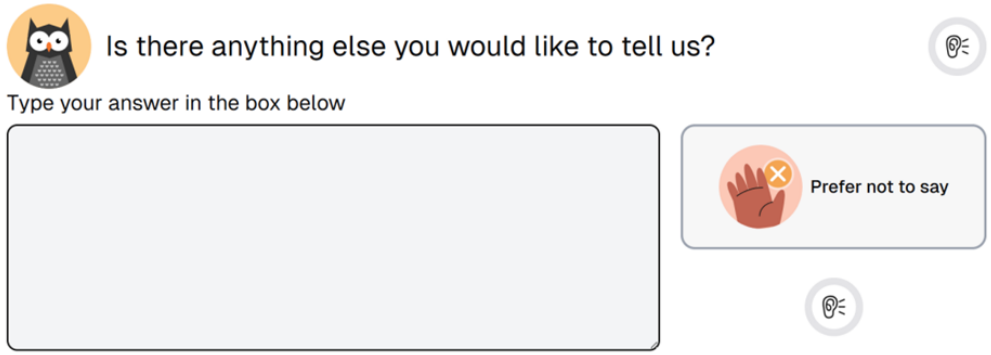
Professor Reema Harrison

- We have a **Consumer Leadership Group (CLG)** 8 people
- We have a **Project Team** 30 people
- We have a **Steering Group** 10 people

Listen to Me PREM

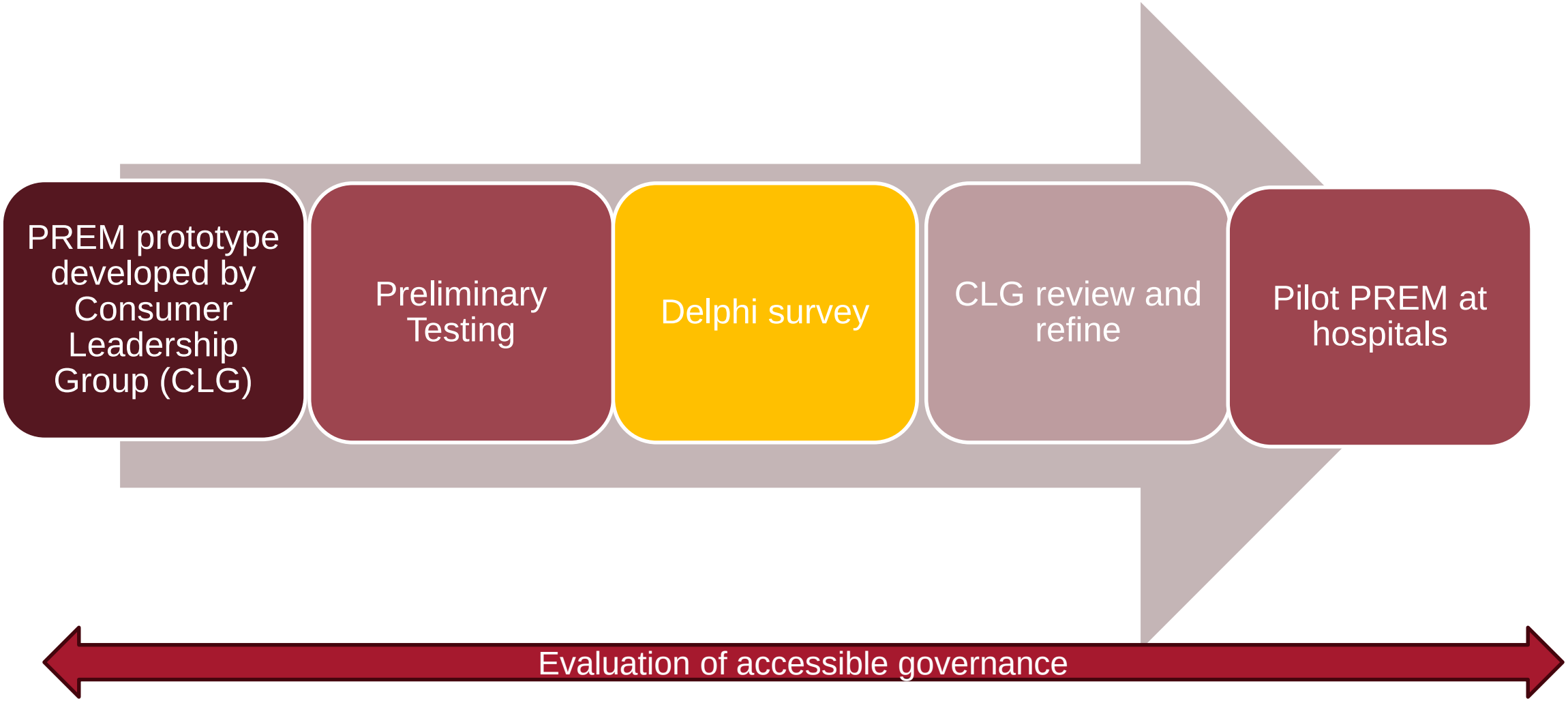
FEATURES





- Digital
- Nine items
- Includes one qualitative response
- Accessibility features such as audible option, touch screen and large buttons with images
- Support for completion encouraged as needed

Project Outline



What is a Delphi study?

HTTPS://YOUTU.BE/AIEJWPWWSJ0

Delphi Study

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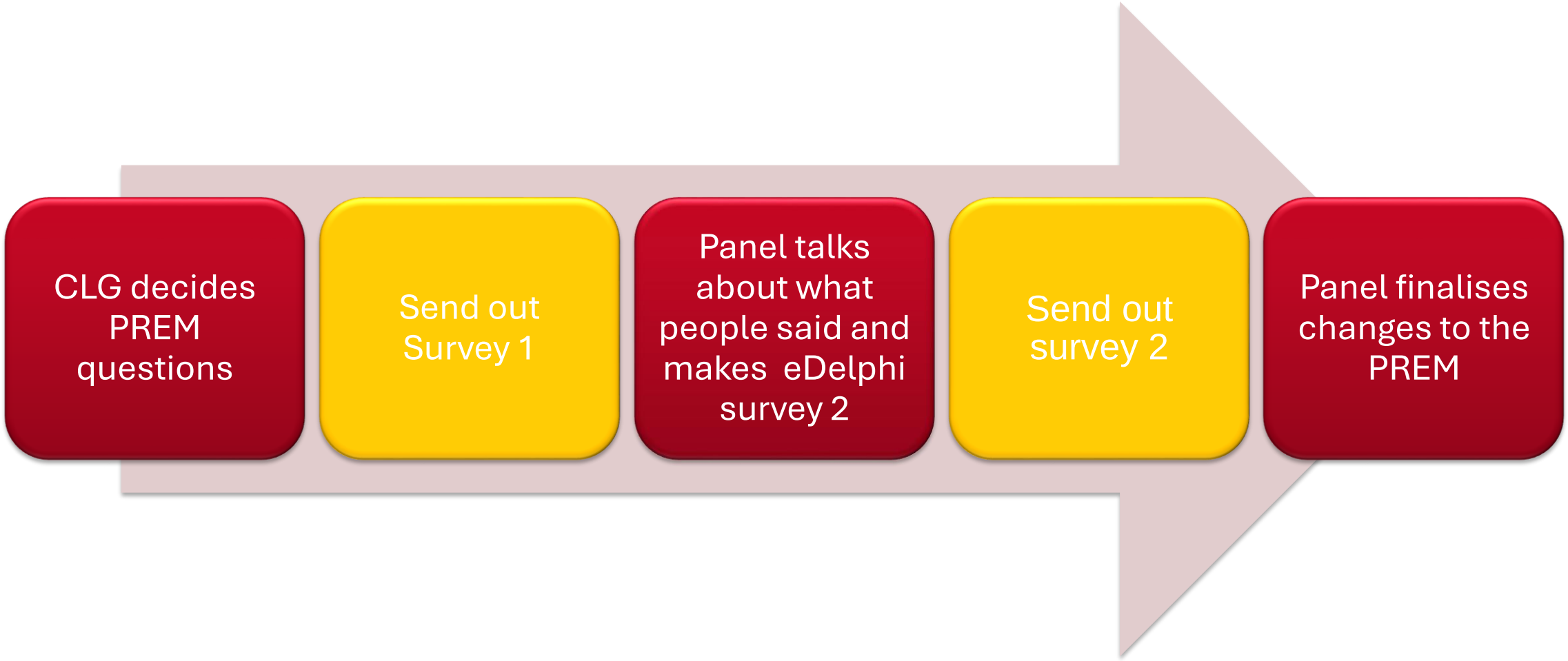

Delphi survey

99 PEOPLE STARTED THE SURVEY

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9 people with intellectual disability

19 people who support someone with intellectual disability at health appointments

21 people who work in disability organisations

36 people who work in healthcare

23 people who do research about intellectual disability or healthcare

8 people who work as health managers or policy makers

How many people filled in the Delphi surveys

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Survey 1

- 99 people started
- 55 completed

- 29 email addresses for Survey 2

Survey 2

- 29 people started
- 15 people completed all questions

Delphi Questions

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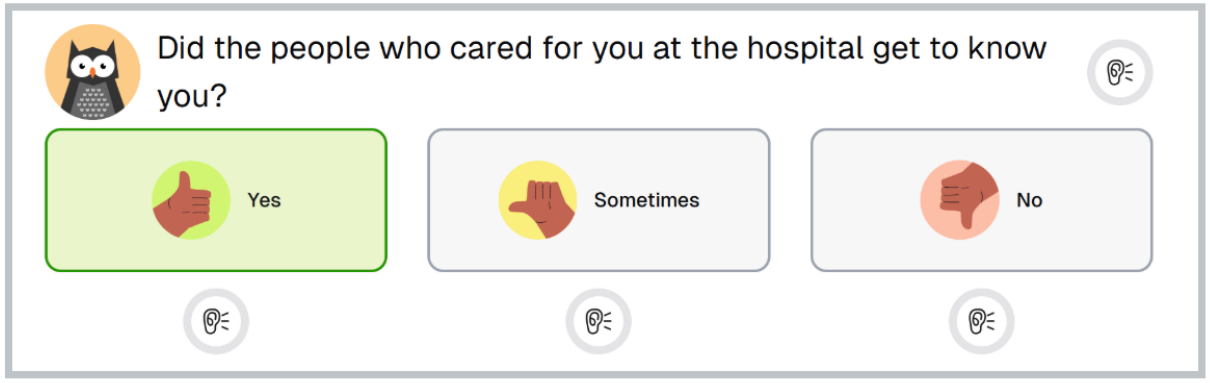
PREM Question 1



PREM question 1 is important to ask

No | A little | Mostly | Yes

Do you have any changes to suggest for PREM question 1 ?

Delphi panel discussions

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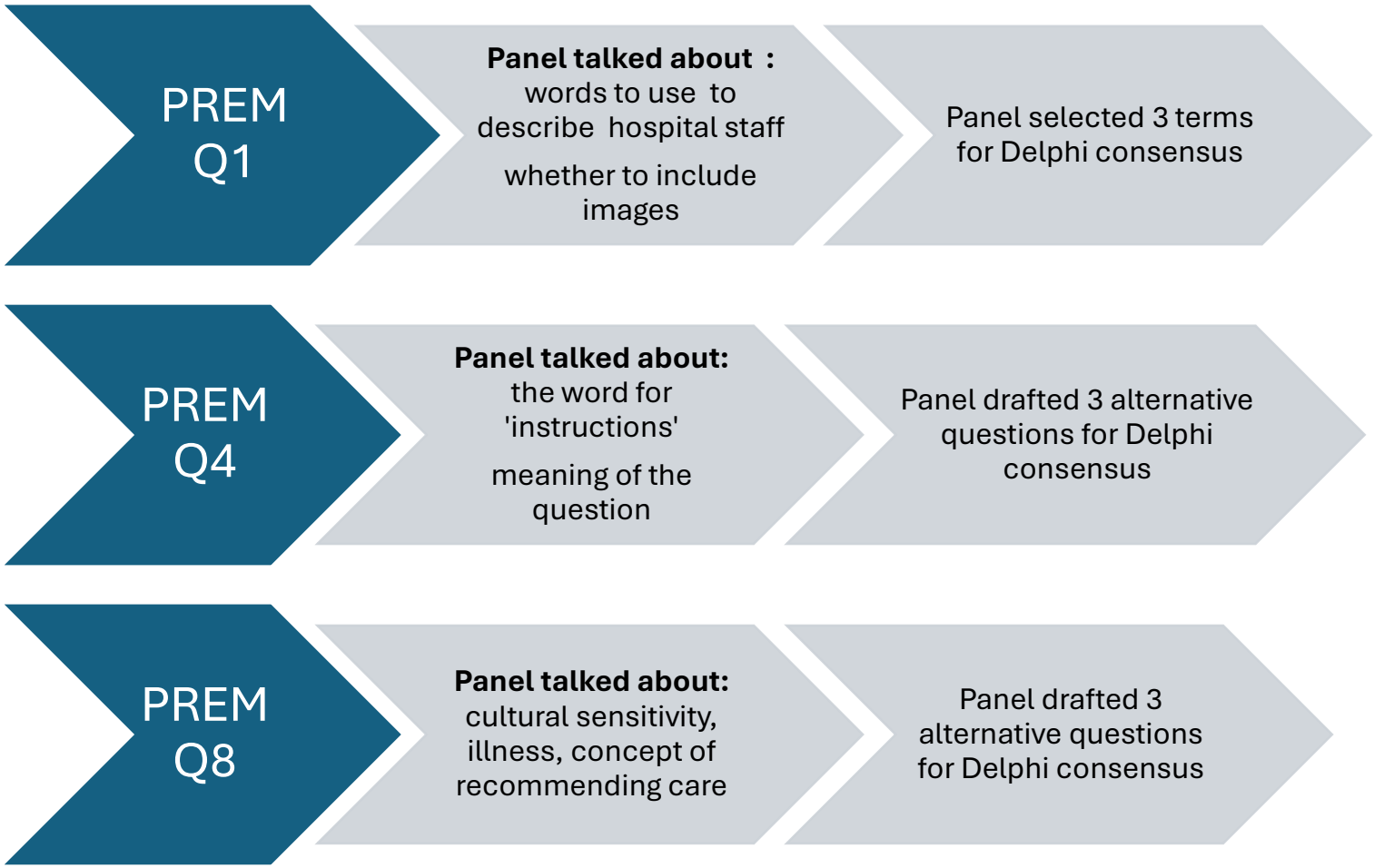

Do we change the words we use?

People who work at the hospital

Hospital staff

People who care for you at the hospital

PREM Question 4

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Delphi results

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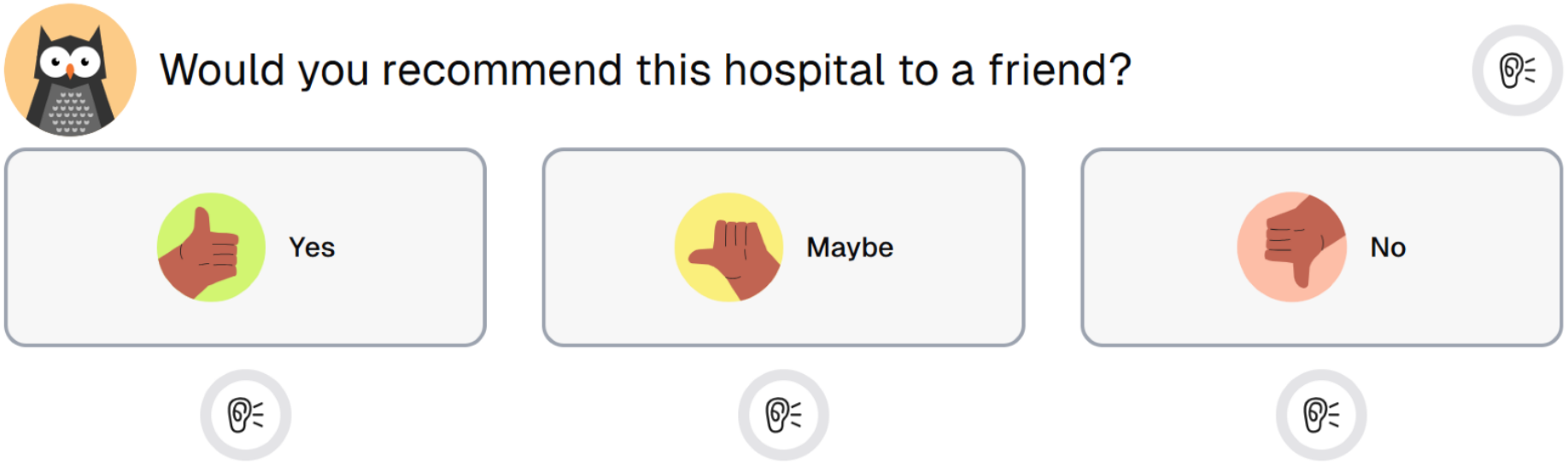
Which of the 3 questions above is best for the PREM?

- ○ 1 Did the people who work at the hospital give you clear instructions?
- ✓ ○ 2 Did the people who work at the hospital tell you what you need to do?
- ○ 3 Did the people who work at the hospital give you instructions that you can understand?
- ○ Not sure or don't mind

PREM Question 8



Delphi results

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Which of these 3 questions is best for asking this question in the PREM?

- ○ 1 Would you recommend this hospital to a friend?
- ○ 2 Do you think this is a good hospital for family or friends that are sick?
- ✓ ○ 3 Do you think this is a good hospital for people that are sick?
- ○ Not sure or don't mind

What we learned from the Delphi Study

- We learned about what to change in the Listen to Me PREM

- We learned about how to make Delphi surveys more accessible for more people to say what they think

Listen to Me – what's next?

What's next for the project?

- Use the survey in **hospitals and clinics**
- Collect feedback to **make health care better**
- Design **easy interface for staff and patients to use**
- Check that the ePREM works well (**validation**)
- Try the ePREM in **different places** in the future

Opportunities and next steps

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Diverse settings

Rural and indigenous groups

Patient reported outcome Measures

Project partners

Monash Health

MONASH University

DEAKIN UNIVERSITY

bureau of health information

ST VINCENT'S HEALTH AUSTRALIA

The Sydney children's Hospitals Network
care, advocacy, research, education

THE UNIVERSITY OF SYDNEY

NSW GOVERNMENT | AGENCY FOR CLINICAL INNOVATION

UNSW SYDNEY

NSW GOVERNMENT Sydney Local Health District

community firststep

Northern Health

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