



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

Better Health, Together The Consumer Perspective

Pip Brennan, Executive Director ¹

The Health Consumers' Council acknowledges the people who are the Traditional Owners of this Land and pay respect to all Elders past, present and future. We extend our respect to all other Aboriginal and Torres Strait Islander Cultures.



Consistent with the commitment given on the day, this report has been reviewed and approved by the Co-sponsors of the Workshop, Bernadette Kenny and Pip Brennan:

We have reviewed this report and confirm our agreement that it is an accurate representation of views expressed and material generated at the Workshop.



(Signed)



(Signed)

Bernadette Kenny
GENERAL MANAGER
STATEWIDE COMMISSIONING &
CLINICAL ENGAGEMENT
WA PRIMARY HEALTH ALLIANCE

29 November 2018 (Date)

Pip Brennan
EXECUTIVE DIRECTOR
HEALTH CONSUMERS' COUNCIL

29 November 2018 (Date)

Stakeholder Workshop - Procuring Services

- Strong consumer engagement and participation in all elements of the commissioning cycle, but especially in the design and contracting of services, is critical.
- Consumers should be at the centre of commissioning.



Fixes that fail...

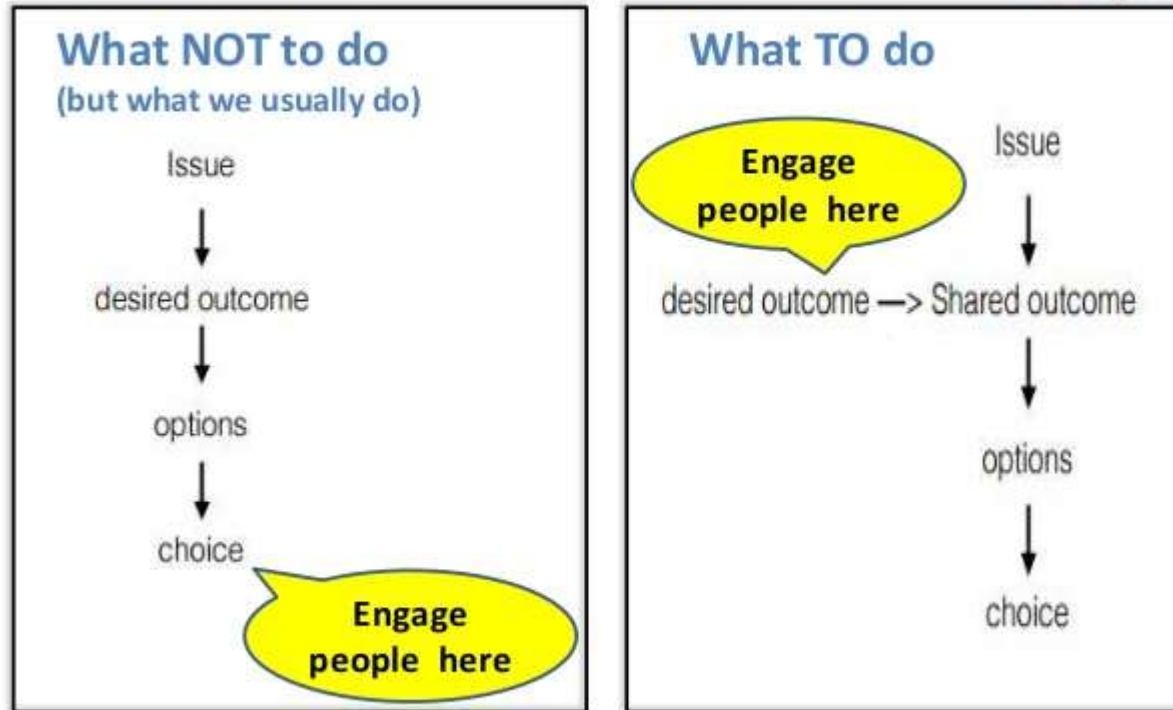


Fixes that work - building a co-operative environment



Share the problem

Mark Jaben on the science behind resistance



We don't need buyers (who "buy-in" to change)

We need investors

[#S4CA](#) @Sch4Change

How consumers feel...



But possibly how we look to providers...



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Commit and collaborate to address major public health issues

“...so many of our health problems are caused by emotional and social factors, cure is often not possible. Increasingly, people are sick because they are suffering existentially, not from any disease or pathogen but from loneliness, self-harm, or crippling anxiety. The things that matter are kindness and compassion. We need a conversation about the reality of contemporary health care.

Christie Watson, Author of nursing memoir, *The Language of Kindness*

<https://www.penguinrandomhouse.com/books/557756/the-language-of-kindness-by-christie-watson/9781524761639/>

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical



Emotional

HOUSEHOLD DYSFUNCTION



Mental Illness



Incarcerated Relative



Mother treated violently



Substance Abuse



Divorce

Service Agency Landscape

Charlotte spends a lot of time and energy negotiating the service landscape in order to meet her needs. Telling her story of neediness over and over to agents is a particularly disempowering experience for her. Meeting particular requirements to get assistance and spending time and effort getting around to appointments conspire to keep Charlotte in a mindset that is focused on solving immediate crises rather than future planning.

100 Families



Participants had to tell and re-tell their stories of despair to many different agents to ‘prove’ they were poor, truly desperate and deserving of help.

<https://www.aucklandcitymission.org.nz/wp-content/uploads/2015/12/Demonstrating-the-Complexities-of-Being-Poor-An-Empathy-Tool.pdf>

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Recommendation 4



Commit to new approaches to support citizen and community partnership in the design, delivery and evaluation of sustainable health and social care services and reported outcomes.

New approaches...

“Traditional” engagement through CACs, Focus Groups, Reference Groups etc.	Deliberative Democracy Processes
top of mind response e.g. from survey/ focus group	Meaningful insights provided
The incensed and the articulate are heard Squeaky wheels and powerful elites bargain, negotiate, lobby and campaign	Diversity through random selection Formerly voiceless are given a voice
Aligned to interest groups Identified as stakeholders	Silent majority are heard Involving “the voiced” as local experts - changing the role of activists
Silent majority’s opinions are sought superficially	Inclusiveness in deliberative democracy <ul style="list-style-type: none">• Representative of the population• Inclusive of diverse viewpoints and values• Based on equal opportunity

That could look like....



Workshops

Surveys - online and face to face
Forums

Focus Groups



“Kitchen Table” discussions

Social Media

Community Visits to where the
“hardly reached” are

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Recommendation 4

Expansion of Patient Opinion, Care Opinion and real-time consumer feedback mechanisms; and introduction of deliberative approaches where citizens are engaged in a detailed review of a given topic

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A screenshot of the CARE OPINION AUST website. The header includes a navigation menu with "Home", "Tell your story", and "About us". A search bar is present with the text "Search for stories about..." and a "Search" button. Below the search bar, there are two featured stories with images and text overlays. The first story shows a man and a woman smiling, with the text "Having this service's short term emergency home really reduced my stress". The second story shows a woman and a child, with the text "My service got my daughter everything she needed".

Select Language | Size: A A A Contrast: C C C C Log in

CARE OPINION AUST
BE HEARD.

An independent site about your experiences of care and support services, good or bad.
We pass your stories to the right people to make a difference.

Home Tell your story About us

Search for stories about... Search

eg Brisbane, elderly care, dementia, 2250

Having this service's short term emergency home really reduced my stress

My service got my daughter everything she needed

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Recommendation 4

Transparent public reporting of patient and carer reported experience and outcomes (PREMs and PROMs) by July 2021 with ongoing development of measures in line with emerging best practice.

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Recommendation 4

Greater shared decision making between patients, carers and clinicians through open and honest conversations on treatment options, evidence, benefits and risks.

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Recommendation 4

Consumer and carer voices embedded into health system governance structures and make consumer/carer/clinician partnerships and co-designed projects a normal part of business.

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Recommendation 4



Introduction of **community-based and online approaches** to better link people to support and navigation assistance, including a pilot of **Community Booths**.

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Community Link Booth at FSH



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Recommendation 4

Engagement and support for **carers** embedded through early recognition in patient administration systems, and enhanced training to support and strengthen carer resilience and overall health and wellbeing

A diet plan is not lost weight...

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Our challenge to you...

Work with us to turn co-design from a hyphenated word into reality.



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