

The Transforming Health Peak Consumer and Community Engagement Committee

Communiqué 5 –

February 2016

The Transforming Health Peak Consumer and Community Engagement Committee was established in July 2015 following recommendations from a consumer and community workshop held in May 2015.

The Peak committee has extended an invitation to the appointed implementation partner Deloitte, to provide a brief on their progress and to ensure they are systematically engaging consumers and community. Deloitte's role is to work with and across SA Health on delivering broad aspects of Transforming Health.

Vicki Kaminski, Chief Transformation Officer will join SA Health in March, she has had extensive experience in the Canadian healthcare system and as Chief Executive of the Alberta Health Service. We look forward to engaging her with the Peak committee's action plan.

Recently the Peak committee reviewed the ways consumers and the community are getting information about implementing Transforming Health. They made the following recommendations to SA Health to ensure communications are timely, accurate and hit the mark of what consumers and the community want and need to know about their changing health care facilities.

- Provide a clear definition of what 'transformation' means and what this transformation process aims to achieve. Where has it happened before and what did people experience?
- Showcase reliable consumer and patient stories about their experiences with these major changes. "It's my hospital", "how will I get better care?"
- Develop a results scoreboard, showing the story so far across the whole system not just local areas. Less spin more data and presented by trusted spokes people.
- Provide graphics and service plans about the implementation steps, buildings, access and timelines affecting community when changing services and delivery of care. What will this mean for me and my family?
- Ensure hospital staff and general practitioners have the correct and current information. Consumers are getting inaccurate advice from these respected sources.

The Transforming Health website is updated regularly and provides information about the program: transforminghealth.sa.gov.au The Health Consumers Alliance also has a page on Transforming Health and you can subscribe to HCA's eNews at www.hcasa.asn.au.

If you have any questions or comments about this communiqué or Transforming Health, then please do contact Health Consumers Alliance on email info@hcasa.asn.au or telephone 08 8231 4169.

