

Transforming Health Consumer and Community Engagement Committee

Communiqué 9 September 2016

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

'A Conversation about Transforming Health' was held at the Multicultural Communities Council of SA (MCCSA) on Wednesday 21 September, attended by the culturally and linguistically diverse (CALD) communities. Lynne Cowan, Acting Deputy Chief Executive - Transforming Health detailed related progress and challenges, reporting on early improved patient outcomes. Helena Kyriazopoulos, Chief Executive Officer - MCCSA, estimated about sixty community representatives participated, asking insightful questions, raising cost efficiencies and suggesting how to improve consumer centred care for CALD people and their families. This event established a commitment to keep having these conversations, as it provides an excellent opportunity for many other communities interested in discussing current changes in hospitals in Adelaide. In particular, it identified specific improvements required for CALD communities who are using our health and hospital services.

Michael Cousins, Chief Executive - HCA will be presenting on the role with this committee at the International Alliance of Public Participation Conference, Tuesday, October 18th 2016. The theme of the conference, held in Adelaide, is 'People, Power and Practice'. Committee members advised on the design of the presentation, which should highlight what we have learned, and focus on consumer centred care as the driving principle in our hospital transformation.

Lynne Cowan, Acting Deputy Chief Executive – Transforming Health discussed future consumer and community engagement committee opportunities including bringing together the existing consumer advisory councils for information sharing about what works and what the changes mean for patients coming into the hospitals for care. The Transforming Health evaluation is progressing and there will be roles for consumers to provide advice on survey questions about consumer engagement. Already there has been consumer involvement in the development of new models of care, such as the Orthogeriatric hip fracture model of care, now there will be opportunity for consumer involvement in planning and implementing these models at the LHN level. Overall Lynne described a focus on supporting consumers with communication updates, particularly at the LHNs.

The Country Health, Women's and Children's Health and Primary Health Network representatives continue to provide insight into the effects of Transforming Health on clinicians and consumers, advocating for a more connected joined up health system.

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 communique or Transforming Health, then please do contact Health Consumers Alliance on email info@hcasa.asn.au or telephone 08 8231 4169.

