



Consumer Centred Health Care in South Australia

As the peak health consumer body in this state, the Health Consumers Alliance of South Australia (HCASA) calls on all health professionals to partner with HCASA and South Australian health consumers to achieve genuine consumer-centred health care for all South Australians.

This position statement outlines the imperative and opportunity for health care professionals, services and researchers to position consumers at the centre of health in South Australia.

National and local health policy, regulation and standards make it clear that consumer-centred approaches are non-negotiable and that consumer-centred health care matters at all levels: in individual care, in services and organisations and in the governance and management of health systems.

Consumer-centred care is an approach to care delivery that values, recognises and respects the person using health and community services as an equal partner in planning, developing and monitoring their care to meet their needs. It requires care providers actively positioning the person at the centre of shared decisions about their care and support needs in the belief and acknowledgment that they are an expert in their own health through their lived experience. Consumer-centred care is the foundation for consumer and community engagement.

A consumer-centred approach to care involves:

- treating consumers and/or carers with dignity and respect communicating and sharing information between consumers and/or carers and their health professional/s
- encouraging and supporting participation in decision making
- fostering collaboration with consumers and/or carers and healthcare organisations in the planning, design, delivery and evaluation of health care.¹

Internationally, the *terms patient-based, person-centred, relationship-based, patient-centred or patient and family-centred care* are also preferred and used by different sectors, services and/or groups.

Consumers want and expect South Australian health systems to engage and formally partner with consumers and communities at every level to achieve safe, quality health care for all South Australians. This contributes to better planning and policy-making; more respectful, quality of care; better health outcomes; and greater consumer self-determination and wellbeing and ultimately a more efficient and effective health system.

Health professionals, services and systems must partner with consumers to ensure the system works for the community (who fund health care), patients and carers (who know the system best); and with trained health consumer advocates and consumer and community representatives to identify priority outcomes for safe, quality and consumer-centred health care.

Health Consumers Alliance of SA Inc (HCASA)

Vision:

Consumers at the centre of health in South Australia

Mission:

To engage health consumers and services to achieve high quality, safe, consumer-centred health care for all South Australians. We promote and strengthen the voices, wellbeing, rights and leadership of health consumers.

HCASA is the peak body for health consumers in South Australia. Since 2002, HCASA has worked in partnership with individual health consumers, carers and advocates; with consumer groups and committees; with communities; and with a rich and diverse range of partners to fulfil our mission. Together, we advocate at the system level to embed health consumer engagement policy and practice across South Australian health systems. This includes public, private and non-government health and community service providers.

See also

HCASA Statements

- Working with Health Consumer Advocates and Representatives
- Consumer and Community Engagement in Health Care
- Consumer Sitting Fees and Reimbursement

Refer

- Health Care Act 2008 (Governance) Amendment 2019
- National Safety and Quality Health Service Standards second edition Australian Commission for Safety and Quality in Health Care 2019
- HCSCC Charter of Health and Community Services Rights in South Australia 2011
- Australian Charter of Healthcare Rights Australian Commission for Safety and Quality in Health Care August 2019
- The National Health and Medical Research Council and Consumers Health Forum of Australia Statement on Consumer and Community Involvement in Research

August 2019

ⁱ Australian Commission on Safety and Quality in Health Care (ACSQHC) definition Standard 2 Partnering with Consumers