



AGENCY FOR
**CLINICAL
INNOVATION**

Consumer enablement

Putting people first

14th National Conference – ADMA, September 2018

Joanna Goodenough | Primary Care Institute | ACI

Clare's story



Lily's story



What is consumer enablement?



A persons:

- Confidence
- Skills
- Ability
- Knowledge

... to play a central role in the management of their health conditions and life.

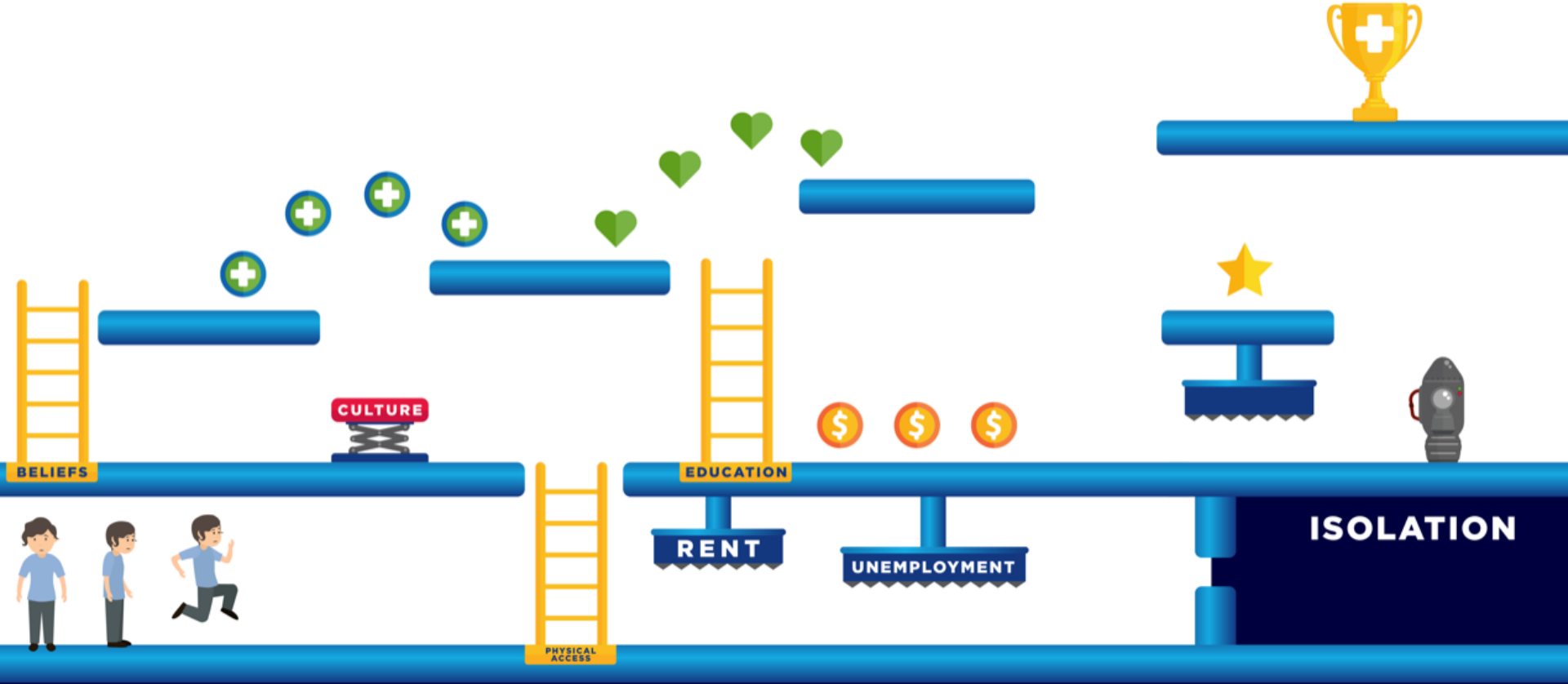
It is influenced by the way health services are delivered and the environment we live in.

SCORE: 000189

A circular icon of a person's head and shoulders is positioned to the left of a horizontal progress bar. The progress bar consists of ten green rectangular segments, with the first three filled and the remaining seven empty.

A row of three circular icons: a gold dollar sign, a yellow star, and a green heart.

DETERMINANTS & COMPONENTS OF ENABLEMENT



Why consumer enablement?

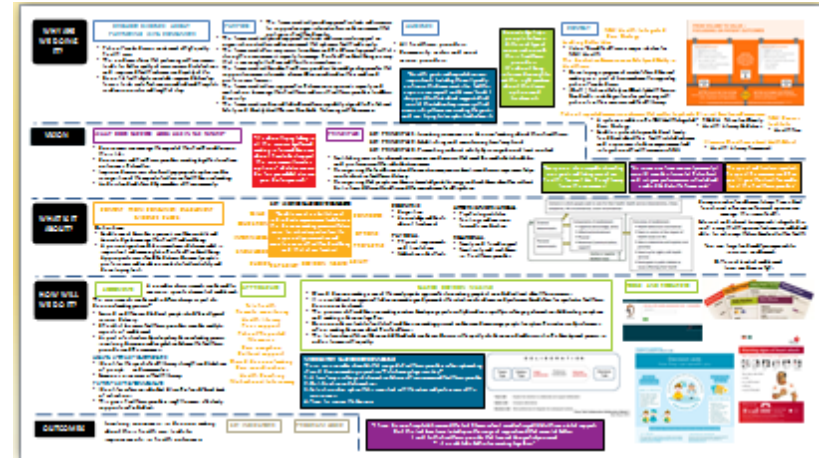
- Burden of disease
 - People living longer
 - Multi-morbidity increasing
 - Demand for healthcare is escalating
- Healthcare system
 - Disjointed
 - Access can be challenging
 - Difficult to navigate
 - Multiple providers of care
 - Primary care and acute care services

- Align with the Quadruple AIM
 - Improve population health
 - Improve patient satisfaction
 - Increase efficiency & reduce costs
 - Improve provider satisfaction

Quadruple Aim



- Evidence check
- Focus groups and consultations
- Iterative prototyping used to ensure state-wide application and relevance
- Development of the Consumer Enablement Guide

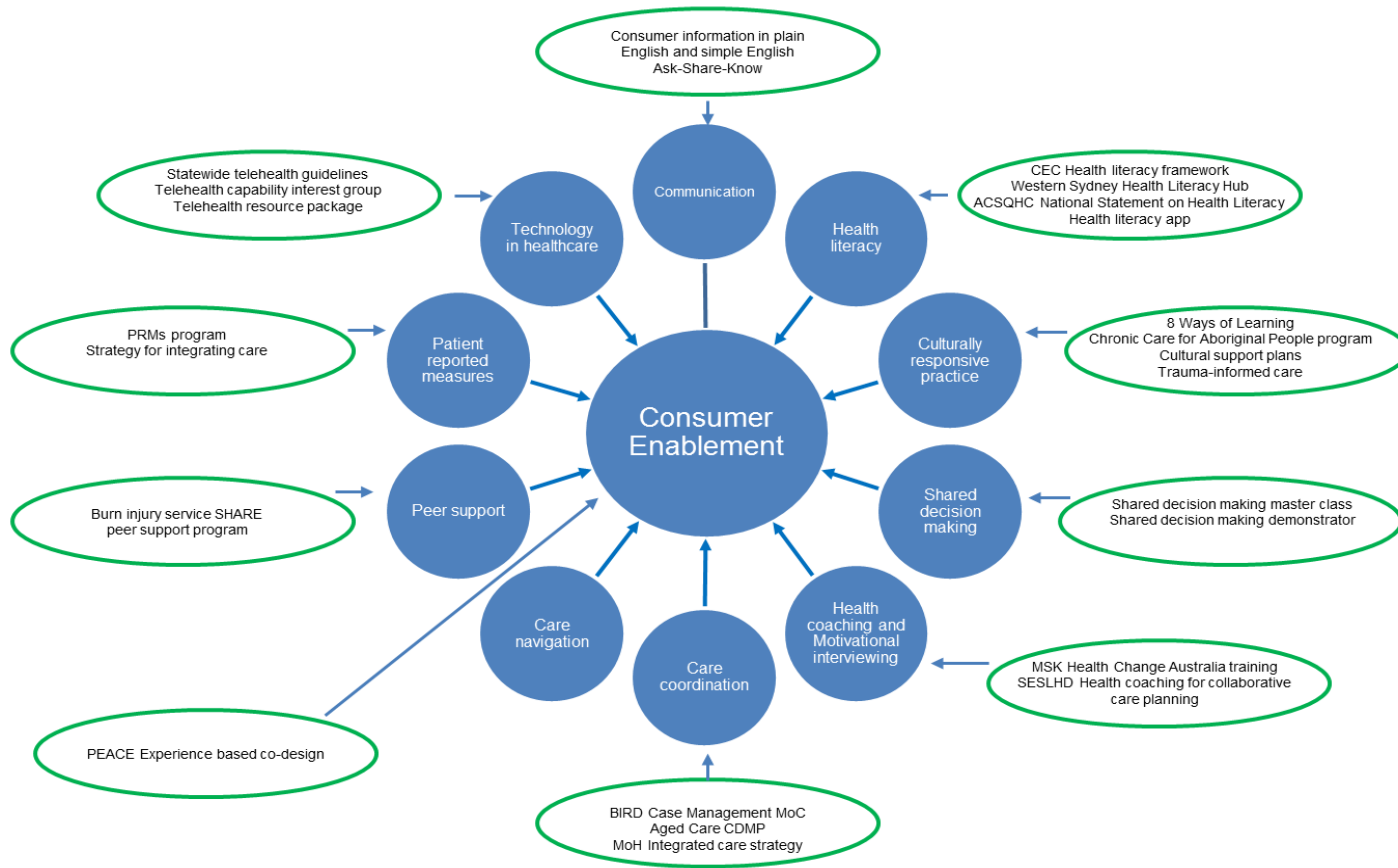


Our goal:

To develop an online resource for healthcare providers that brings together: information, evidence, resources, tools and practical approaches clinicians can use in practice to assess, work with and improve the self-management capacity of health consumers.

The consumer enablement guide will:

- Provide information about what strategies and approaches are effective in increasing consumer enablement.
- Include links to evidence-based resources, tools and approaches clinicians can use in practice.
- Create awareness and build knowledge to support enablement approaches in clinical practice and support delivery of person centred care.



- Launch of the Consumer Enablement Guide – December 2018
- Live streaming available
- Currently planning the launch and if you are interested in live streaming the event, please email me Joanna.goodenough@health.nsw.gov.au

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