



Consumers Health
Forum **OF** Australia

Consumers Shaping Health

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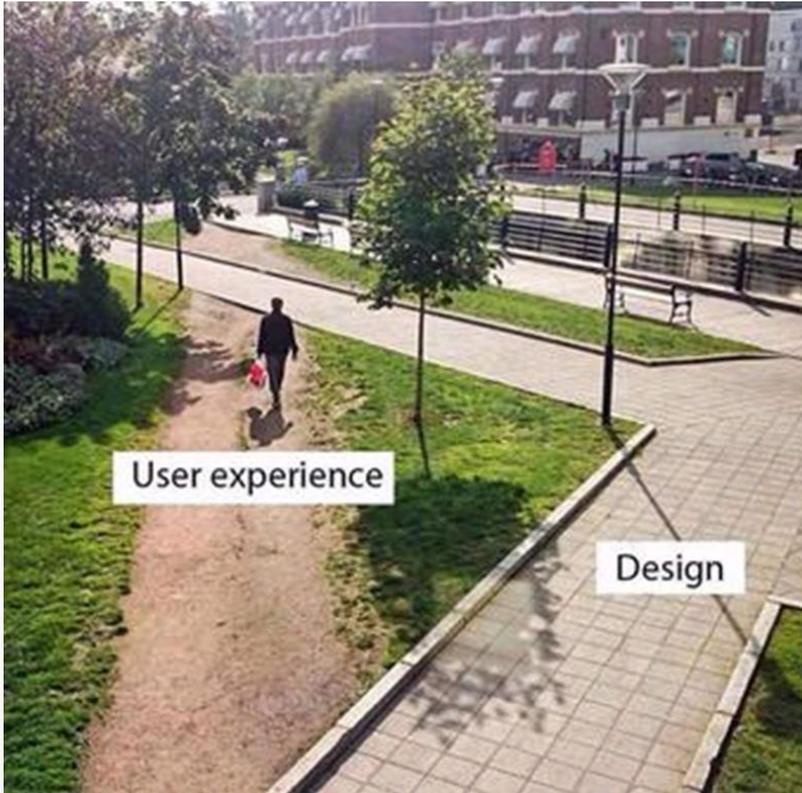
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Consumers shaping health

Overview

- A **co-design** approach to policy and advocacy
- Integrated primary health care: **it matters to consumers and the community**
- Integrated primary health care : it's **time to act**



The starting point

“The consumer is the only constant throughout the patient journey. They are therefore the experts in terms of identifying their desired health outcomes and experiences of illness and care, and their expertise should be sought and respected in order to improve the quality of care”.

NSW Agency for Clinical Innovation (ACI) 2015, 'Patient Experience and Consumer Engagement: A Framework for Action', ACI, Chatswood p3.



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Co-design into policy and advocacy

- CHF is a forum
- Advocate for impact
- Partner for purpose
- Consumers as shapers of health

Co-design into policy and advocacy

- Thought Leadership Roundtables
- The power of consumer-clinical-research alliances
- Clinical and consumer co-leads
- Insights from members and broader communities of interest

Integrated Primary Health Care: it matters to consumers and the community



Better patient and community experience

- ✓ Improved patient satisfaction
- ✓ Improved patient engagement
- ✓ Improved community perceptions of healthcare organisations



Better workforce experience and improved wellbeing

- ✓ Improved workforce satisfaction
- ✓ Improved workforce attitudes
- ✓ Less workforce turnover
- ✓ Reduced emotional stress for the healthcare workforce
- ✓ Improved workforce wellbeing



Better clinical outcomes, safety and quality

- ✓ Lower mortality
- ✓ Reduced readmissions
- ✓ Reduced length of stay
- ✓ Reduced healthcare acquired infections
- ✓ Improved treatment adherence



Better value care through lower costs of care

- ✓ Shorter length of stay
- ✓ Lower costs per case
- ✓ Better utilisation of low versus high cost workforce members
- ✓ Less workforce turnover

Integrated Primary Health Care: it matters to consumers and the community

- Critical care setting
- Underpins our universal system
- Valued by consumers
- Key to a sustainable high performing system



Primary health care matters

- Where we prevent and treat most
- Efficient and accessible
- Good outcomes
- System 'gateway'
- Assists with pain points: transitional care
- Backbone of a strong health system
- The potential of PHNs

Integrated primary health care : it matters to consumers and the community

“Across the 23 personal and national issues identified as being of the highest importance, **Australians care most about having access to affordable, quality healthcare.** This includes basic health services, quality public hospitals, chronic disease services and mental health services.....The challenge for governments is to meet community expectations across the spectrum of health services against the backdrop of fiscal constraints, escalating costs and rising expectations””

, *Community pulse 2018: the economic disconnect*, CEDA, June 2018

Integrated primary health care: it's time to act

- Multi-morbidity and complexity
- Access is variable
- Affordability
- Choice and control
- Care is fragmented
- The system is disconnected

Integrated primary health care: it's time to act

- Person and family centred
- Continuous
- Comprehensive and equitable
- Team based and collaborative
- Co-ordinated and integrated
- Accessible
- High value

Integrated primary health care: it's time to act

- Productivity Commission, Shifting the Dial, 2017
- National Primary Health Care Strategic Framework, 2013
- Primary Health Care Advisory Group, Better Outcomes for People with Chronic and Complex Conditions, 2015
- COAG longer term health reform priorities, 2017
- OECD Ministerial Statement, 2017
- Grattan Institute Reports
- Healthy people, healthy systems, AHHA blueprint, 2017

Integrated primary health care: it's time to act

The secret of change is to focus all of
your energy not on fighting the old, but
building the new

Socrates

Integrated primary health care: it's time to act

- Clear the way by removing the funding barriers
- Create regional solutions
- Test and showcase innovation
- Link up the system
- Lead into the future

<p>Removing funding barriers</p>	<p>1. Health care homes V.02 2. Formal agreements between Commonwealth, states, PHN and LHNs</p>
<p>Create regional solutions</p>	<p>3. Empower PHNs to create localised PHC systems and commission services with greater responsibility, accountability and more devolved funding 4. Regional pooled budgets 5. PHNs and LHNs as co-commissioners using alliance contracting</p>
<p>Test and showcase innovation</p>	<p>6. Personalised budgets 7. Consumer enablement portal</p>
<p>Link up the system</p>	<p>8. Funding models for accelerated professional collaboration, team-based care and self-management e.g. GPLOs, GP pharmacists, service coordinators, health coaches 9. Better PHC data and information</p>
<p>Lead into the future</p>	<p>10. National Centre for Health Care Innovation and Improvement</p>

Key messages

“Delivering value to consumersdelivering value **as the consumer defines** it should be the ultimate goal of health care systems. Consumers define value as **the extent to which they receive what matters to them.** Value is determined by factors such as the quality of the ...experience, how treatment impacts their lifestyle, and how much consumers receive for their healthcare

CHFollars”

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New Health: A vision for sustainability, pwc, July 2017

Key messages

1

Common objectives

Shared long-term vision among stakeholders

2

Consumer empowerment in their own care and system engagement

Consumer centred system

3

Clinician leadership

Clinicians using evidence to embrace and drive change

4

Joint planning and alliance contracting

Between Commonwealth, states, territories, PHNs and LHNs

5

PHNs with authority and funding levers

Increased funding, accountability and autonomy

6

Technologically enabled
Data and digitally driven

7

Prevention and primary health care led

Reorient the system for better access, effectiveness and efficiency

8

Integrated models of care

Health Care Homes V2, rewards for innovation and linkage with all relevant providers

9

Regional budgets

Fund pooling with consumer informed outcomes and involvement

10

Codesign with consumers and clinicians

To go further, go together

11

Funding models reward outcomes not activity

Broader funding models and reduced perverse incentives

12

Funding certainty

Use a 3-5 year horizon

13

Communicate, communicate, communicate

A clear and transparent engagement strategy

14

Investment in implementation and innovation

Sustained, persistent and properly funded

Key messages

- Transformation of primary health care is hard, long overdue, will cost before it saves and will need community support

