

Volume 4 / Issue 7

[Lead Article](#)

[Committee Vacancies](#)

[Recent Endorsements](#)

[Health Policy Update](#)

[From the Multicultural
Corner...](#)

[Items of Interest](#)

[Local Events](#)

PATIENT EXPERIENCE WEEK

Patient experience is a vital part of planning for, delivering and evaluating the quality and safe of care. This week is Patient Experience Week. Patient Experience Week is an initiative of the [Beryl Institute](#) to celebrate healthcare staff impacting patient experience every day. The Beryl Institute is an organisation that fosters and supports the improvement of patient experience through collaboration and shared knowledge. They have created a really good definition of patient experience: *“Patient Experience is the sum of all interactions, shaped by an organisations culture, that influence patient perceptions across the continuum of care.”*

Our sister organisation in Western Australia, The [Health Consumers Council](#), is running an amazing program for Patient Experience Week. Details are available [online here](#) and they are impressive. All events are sold out.

The [Clinical Excellence Commission](#) in NSW Health is running a symposium on 2 May 2017 that builds on the theme of patient experience. This symposium, run in partnership with our sister organisation in NSW – Health Consumers NSW – is aiming to bring people together to improve the experiences of care for people from NSW.

It is very energising to see the collaboration between health departments and consumer organisations to design and deliver such strong programs. This year ACT Health is running a few events for Patient Experience Week. Details are attached. Given the momentum and leadership of WA and NSW we look forward to working with ACT Health to hold an event in 2018.

Spreading the word about health literacy

Not only does HCCA promote health literacy, it is trying to become a health literate organisation. That means any resources we produce should help people to:

- get access to the information they need,
- understand the information they receive,
- judge if the information is right for them, and
- use that information to make wise choices.

Developing information that improves health literacy may sound easy, but trust us it is hard to get right. Here are some of our core strategies:

- Using large font (e.g. 16pt)
- Using language that a child in Grade 7 could read
- Using a question and answer format (Q. Why do I need this test? A. This test will tell your doctor ...)
- Always including a clear link to the Translating and Interpreting Service (TIS) for people who may need it

HCCA has provided this sort of feedback to three different areas of ACT over the past month, and it seems we are beginning to get some traction among health care providers.

CLINICAL SERVICES PLAN – UPDATE

HCCA has received an update on the Clinical Services Plan from the Health Directorate:

‘ACT Health is committed to delivering person-centred, safe and effective care, with the appropriate health infrastructure to meet the future health needs of the ACT and surrounding region. As you may already be aware, the ACT Government has a 10-year health plan that will provide the foundation for us to continue to build an innovative and world class health system for the ACT.

In line with this plan, ACT Health is progressing a Territory-wide Health Services Framework with three key elements - preventative health, community-based care and care in hospital. As part of this work, ACT Health is developing the Clinical Services Plan (previously known as the Clinical Services Framework), which is a high-level strategic plan setting out the principles to guide the planning and delivery of clinical and community Territory-wide health services over the next decade.

The Clinical Services Plan outlines ACT Health’s response to the increasing demand on the health system and how services are best delivered within an activity based funding environment.

Rosemary O’Donnell is the Executive Sponsor of Clinical Services Planning and will progress this work in close collaboration with a dedicated project governance team that includes senior clinical, nursing and allied health representatives.

Specialty Service Plans will be developed as part of the overall Clinical Services Plan. These plans will be created in consultation with external and internal stakeholders and will describe how the service will be delivered across the Territory. The Specialty Services Plans will be based on an evidenced-based framework describing the right care, at the right time, by the right person/team and in the right location across the continuum of care.

We will be developing and finalising these important pieces of work in stages over the next 12 months and engaging with the health and community sector in a range of ways, noting that certain areas of the clinical and community development work will be more relevant to particular groups than others. We will be drawing on expert advice from clinicians, incorporating established best practice and advancements in medical technologies and innovation that are achievable within our activity-based budget.

The first stage of the development of the Clinical Services Plan is now beginning and it will include service delivery requirements across the hospital and community sectors. We will be providing further information on how you can participate in the development of the Clinical Services Plan as part of the Territory-wide Health Services Framework next month.

Preventative health is one of the major priority areas for the Minister for Health and will be addressed through the development of the ACT’s Preventative Health Strategy.’

If you would like to receive ongoing communication about the Clinical Services Plan, please email healthservicesplanning@act.gov.au with relevant contact information by Thursday 4 May 2017.

ENDORSEMENTS

Consumer Representative Endorsements

None.

HCCA Staff Endorsements

None.

COMMITTEE VACANCIES

The vacancy below closes on Friday May 19.

Calvary (Public Hospital) Infrastructure Planning and Service Development Committee

Calvary Hospital is seeking a consumer representative to join the Infrastructure Planning and Service Development Committee. This committee's role is to provide the basis for a consistent and standardised approach to capital infrastructure planning and design and the associated Service Development requirements.

This committee meets at Calvary Hospital, Bruce, on the second Thursday of each month from 10 am to 11.30 am.

Consumer Representatives Training Review!

HCCA are undertaking a review of the Consumer Representatives Training. We are interested to hear your feedback. What has worked well, what could be improved, what would you like to see more of and what is important to you to learn about?

Please get in touch with Sally Deacon, Manager for Consumer & Community Participation at sallydeacon@hcca.org.au or Kate Gorman, Consumer Representatives Program Coordinator at kategorman@hcca.org.au.

HEALTH POLICY UPDATE

The Policy and Research Team have been very busy this past fortnight! Kathryn Briant did a wonderful job incorporating the comments of HCCA consumers into **three** submissions:

- Wounds Australia Venous Leg Ulcer Guideline Consultation
- Single Aged Care Quality Framework – Draft Aged Care Quality Standards Consultation Paper
- Single Aged Care Quality Framework – Options for Assessing Performance against Aged Care Quality Standards
- Draft National Maternity Services Framework

Sarah Spiller presented some HCCA work at the [World Congress of Public Health](#). We also learnt that Sarah Spiller's excellent work on the ethics proposal for home based palliative care project means that we only have to clarify a few issues with the ACT Health ethics committee before the project can begin.

The two Kathryns have also been working hard on improving patient information sheets provided to HCCA for comment. (see [Spreading the word about health literacy](#))

Finally, Darlene and the team attended training on "Dealing with people in difficult situations" provided by Lifeline Australia. Many front line service providers also attended the training and their real life experience helped add flesh to the content presented.

We are still seeking input on:

- [Independent Review of Accreditation Systems within the National Registration and Accreditation Scheme for Health Professions](#) (due 1 May 2017)

Kathryn Dwan
Manager, Policy & Research

World Congress of Public Health

The 15th World Congress on Public Health was held in Melbourne over five days in early April. It was a big conference with “big” themes. Keynote speakers addressed common themes, including that:

- climate change, poverty, inequality, urbanization and anti-microbial resistance pose huge challenges for international public health;
- citizens and public health professionals have a responsibility to hold governments accountable for action on these issues;
- measuring progress toward public health goals is important but often difficult; and
- there are reasons to be optimistic about global public health despite what can appear to be insurmountable challenges.

HCCA’s presentation addressed the question of how to measure the performance and impact of healthcare organisations from the perspective of consumers. We presented on work we did in partnership with ACT Health’s Chronic Disease Management Unit in 2016. We used an applied qualitative research method called *Real People, Real Data* that was developed by the Consumers’ Health Forum of Australia. We explored consumer experiences of the ACT Health Obesity Management Service and used those findings as the basis of a co-design process, in which consumers and staff of the service worked together to identify priority service improvements. One of the themes of our presentation was that the *Real People, Real Data* approach provides healthcare services with a way to invite and to act on the stories that consumers have to tell about their experiences. This is an essential complement to quantitative indicators of service performance. It was very satisfying to see HCCA’s work as a local health care consumer organisation shine alongside presentations from many countries and at a global conference.

FROM THE MULTICULTURAL CORNER...

Canberra Multicultural Women's Forum's (CMWF) Launch.

Members of Canberra’s diverse multicultural community came together on 28 March 2017 to celebrate the launch of a new organisation, the [Canberra Multicultural Women’s Forum](#) at the Theo Notaras Multicultural Centre. The launch event, which attracted nearly 150 people, centred on the 2017 International Women’s Day theme of Be Bold for Change. Guests had the opportunity to hear from the ACT Minister for Multicultural Affairs, Ms Rachel Stephen-Smith MLA and the ACT Chief Police Officer, Justine Saunders who both spoke about the importance of women’s leadership and listening to the voices of women from multicultural backgrounds. The event also featured speakers such as Andrea Tokaji, Elizabeth Kikkert MLA, Tamarisi Yabaki and Serena Williams who spoke openly about the challenges facing women in their communities and their personal vision on how to be bold for change. The Canberra Multicultural Women’s Forum is currently auspiced under the Canberra Multicultural Community Forum, and has been established to represent the interests and concerns of women from multicultural backgrounds in Canberra. Chair of the Canberra Multicultural Women’s Forum, Laura Aoun said, “This organisation is women’s empowerment in action. By creating an inclusive space, which draws on the strengths of women from multicultural backgrounds, we are providing an opportunity for women to bring about positive change on the issues they care about. And with the strong and committed team we have already built, I am very hopeful about the future.” For further information contact Laura Aoun on laura.aoun@gmail.com or 0426 974 448.



Pictured (L-R): Engy Salah, Laura Aoun, Justine Saunders, Bec Cody, Rachel Stephen-Smith MLA, Diana Abdel-Rahman & Saba Awan.

LOCAL EVENTS

Carers ACT Creating Connections EXPO

Carers ACT is hosting a disability and mental health expo to give people direct access to over 40 service providers in the ACT. If you:

- need to organise a disability or mental health service for you or the person you care for
- are confused about what is available and how to access support
- are looking for some new and creative ways to help meet your goals and aspirations
- are frustrated because you can't find anyone to provide the supports allocated in your NDIS plan
- want to talk to someone about the needs and gaps in your service provision

...then this is the EXPO for you!

Date: Saturday 29 April 2017

Time: 10:00am – 2:00pm

Venue: Carers ACT, 80 Beaurepaire Crescent, Holt

Cost: Free

Lung Foundation Australia's Education Day

Lung Foundation Australia (LFA) will be hosting an information event all about Lung Health on Wednesday 3 May 2017. Talks will include:

- **Living Well with Lung Disease and the importance of being proactive in your care** – Claire Mulvihill, lung cancer nurse
- **The importance of good nutrition and weight maintenance for lung health** – Julie Priestly, dietician and clinical educator
- **Exacerbations and your lung disease** – Mark Hurwitz, respiratory specialist

Date: Wednesday 3 May 2017

Time: 9:45am – 2:00pm

Venue: The Orion Room, Southern Cross Club, Woden

Cost: \$15 with lunch included (discounted entry for LFA members).

RSVP: Please call LFA on 1800 654 301 to secure your place. Please let them know if you have any dietary requirements.

ITEMS OF INTEREST

Chronic Conditions

Hepatitis ACT study – Comprehensive Needs Assessment

Hepatitis ACT is a community- based organisation inviting people living with hepatitis B and/or hepatitis C to participate in study. The study is titled 'A Comprehensive Needs Assessment - Evaluating Contemporary Needs for Community Hepatitis Services in the ACT'. The study is funded by ACT Health and aims to identify the information and support needs of people with hepatitis B and hepatitis C in the ACT. Findings will be used to better understand and respond to the need for community based hepatitis services in the ACT.

Interviews will take approximately one hour and will be conducted at a place convenient to you. Participants will be provided with a Woolworths gift voucher for participating.

Information obtained from this study will be used in a research report and publications. Your identity and any identifying details will not be used in any study documents, reports or publications. The project is funded by ACT Health however they will not have access to data obtained from the study.

An independent public health researcher, Dr Jane Koerner, is conducting interviews for the study. Please contact Jane on 0478 957 695 or at janekoerner@gmail.com or Hepatitis ACT on 02 6230 6344 or info@hepatitisACT.org for the Participant Information and Consent Form which explains the study and what is expected if you choose to nominate.

Primary Care

Latest news from CHN

Read all the latest news from the [Capital Health Network](#):

- [Health InterACTion issue 41](#)
- [2/52 Health Care Bulletin](#)

ITEMS OF INTEREST (CONT.)

Adult Vaccination also needs Attention

[The Medical Journal of Australia \(MJA\)](#) have recently published an article stating that over three million Australian adults are missing out on free vaccinations each year. Australia continues to have vast numbers of under-vaccinated adults. Australians aged 65 and over, who constitute the majority of adults missing out on free, age-related vaccinations (influenza, pneumococcal pneumonia and shingles), have an equal right to protection against life-threatening illnesses. [The University of NSW \(UNSW\)](#) have launched their new [Vaccine and Infection Research Lab \(VIRL\)](#) and will focus on closing the gap between under-vaccinated adults and children in Australia. “Vaccination rates are significantly higher among infants versus their grandparents, despite the availability of free vaccines for both groups. This demonstrates the lower value that society places on keeping older Australians healthy,” said UNSW VIRL Head, [Professor Raina MacIntyre](#), Sydney. The article emphasises that immunisation is just as important for adolescents, older people, those with medical risk factors, pregnant women and other high-risk groups as it is for children. [If you would like to read the full article from the MJA, click here.](#)

Health Fund premium rises and their impacts to consumers

[The Consumers Health Forum of Australia \(CHF\)](#) want to inform consumers that you can change your health fund at any time, despite the premium rises that occurred on April 1. With the lead up to these rises, consumers may feel like they have to change health funds or their policies quickly in order to be charged a higher premium. This is not the case according to CHF CEO Leanne Wells who said “Fund members are not locked into any one fund for a year. Even if they have paid a year’s premium upfront, they can be reimbursed the outstanding amount if they change funds”. In recent years, Health Fund providers have been criticised for their confusing policies, making consumers unsure of what their policy covers them for. This is why it is important to take your time and analyse the types of health care cover you or your family needs in order to choose the right health fund policy. [To read the full media release from CHF, click here.](#)

Flu Vaccination – should I get it?

As the weather gets colder, flu season approaches and many Australians weigh up the risks and benefits of getting vaccinated. An article from the Conversation has recently been released, highlighting the benefits of being vaccinated against influenza and when the optimal time to get vaccinated is. The risk of influenza is reduced by about 40-50% for those who get vaccinated and while these numbers might seem low, reducing the risk of infection by half is worth the effort. However, the vaccination does not last all year round and getting vaccinated between April and June is the optimal time to ensure you are protected. The influenza vaccination is free for people over the age of 65yrs and people in high risk categories such as people with chronic conditions and pregnant women. [To read more about preventing Influenza this flu season, click here.](#)

Belconnen CHC electronic queueing

The fairly new electronic system that manages appointments at Belconnen Health Centre, QFlow, is reported to successfully check in a good proportion of consumers, often with the help of a rostered staff member. An HCCA staff member who recently used the system without a health staff person present, reported that once she had put in her information, the system confirmed who she was, her appointment time and a message appeared on the screen telling her where to go. “*It was all fairly easy*”. Reception services are still available for when consumers arrive without appointments, for general enquiries and for the services whose booking systems don’t yet ‘talk’ to the QFlow system. QFlow also allows clinicians to communicate instructions direct to the reception team such as billing or follow-up appointment requirements.

There is a proposal to roll out the system across both hospital campus outpatient areas and other health centres. HCCA is following up to identify when other service’s booking systems, such as Dental Health Services, will marry up with the QFlow system.

ITEMS OF INTEREST (CONT.)

Safety and Quality

Older Doctors and Retirement

An article has been published in the [Medical Journal of Australia \(MJA\)](#) by Brian Draper on the retirement of doctors. Many older doctors are working beyond the traditional retirement age of 65 and are not planning to retire any time soon. This is an issue for consumers in terms of patient safety as we know that older doctors are at higher risk of poor performance. Around 1700 employed doctors in Australia are 75 or older, particularly in general practice, psychiatry, ophthalmology and general medicine. [If you would like to read the MJA article, click here.](#)

There is another article that examines the professional and personal factors associated with the intention to retire in the same issue, [which you can read by clicking here.](#)

Auditor-General considering Audit of ACT Health Data Processes

An article in the Canberra Times this month has indicated that ACT Health might be audited again after it was revealed in a recent ACT Legislative Assembly Committee Hearing that there have been inconsistent practices of data collection and entry for ACT Health and the Canberra Hospital. This would be the fourth audit in seven years. Last year, ACT Health contracted PricewaterhouseCoopers to review the Health Directorate's quarterly performance reports and found that for the year 2015-16, the directorate needed to update figures due probable issues with the extraction code used to generate the data. Minister for Health Meegan Fitzharris MLA has indicated that this is a priority area for the government, ordering a system wide "root and branch" review of the data problems in March 2017, with the report set to be released in 2018 with an update in September this year. [If you would like to read the full Canberra Times article, click here.](#)

Community Grants Open for CALD Communities

The *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan) is a long-term partnership between the Commonwealth Government, state and territory governments and civil society to reduce violence against women and their children in Australia. The following grant rounds implement measures under the Third Action Plan of the National Plan to provide support to culturally and linguistically diverse (CALD) women and their children and are now open for applications:

Grant Name	Aim	Closing Date
Safer Pathways for Culturally and Linguistically Diverse Women	To enable service providers to trial innovative and collaborative methods to improve support pathways for CALD women living in regional areas experiencing or at risk of family and domestic violence or sexual assault.	25 May 2017 at 2:00pm
Culturally and Linguistically Diverse Communities Leading Prevention	To support CALD communities to develop and implement locally-led prevention strategies to drive long term, sustainable changes in community awareness, attitudes and behaviours, to reduce violence against women and their children in their communities.	25 May 2017 at 2:00pm

More information about these grant rounds can be found on the [Community Grants Hub](#) website.

LOCAL EVENTS (CONT.)

AAG 'Exciting Design': Ageing in the Suburbs, Homes and Hospitals

The Australian Association of Gerontology (AAG) will be holding a half day event, showcasing presentations by a range of researchers, clinicians and industry experts on ageing and design. Participants will:

- Learn about neurological causes of how we experience our environment
- Consider Canberra examples of suburb, residential aged care homes and hospital design
- Explore the design of different settings and how that effects people with cognitive impairment
- Discover the 2018 purpose-built ACT sub-acute Public Hospital design
- Develop new networks and relationships with like-minded colleagues

Date: Friday 28 April 2017

Time: 9:00am – 1:00pm

Venue: University of Canberra, Ann Harding Centre

Cost: Free event for concession card holders and students, AAG members \$25 and Non AAG members \$50

[Please click here for more information or if you would like to register for this event.](#)

Welcome to the Deaf Society!

The Deaf Society Canberra invites you to come and join them for a community celebration! This is your chance to see old friends, make new ones and hear about some exciting things that the Deaf Society has planned for the Canberra community. If you are deaf, hard-of-hearing or deaf-blind, come along and give us your opinion! We want your feedback and ideas about the services and support you want from YOUR Deaf Society. There will be interpreters available and refreshments provided.

Date: Thursday 27 April 2017

Time: 10:00am – 1:00pm

Venue: Meeting Room, Ground Floor of 27 Mulley Street, Holder (same building as the Deafness Resource Centre)

RSVP: Email Toni at tisaacson@deafsociety.com

Contact Us

Health Care Consumers' Association Inc

100 Maitland St

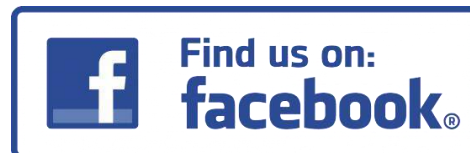
HACKETT ACT 2602

02 6230 7800

adminofficer@hcca.org.au

www.hcca.org.au

www.hcca-act.blogspot.com



Please note that Consumer Bites provides a small snippet of health related articles our members might find interesting to consider, ponder and analyse. The HCCA does not purport to endorse any opinions or the veracity of claims contained within the articles.

Consumer Bites is the fortnightly newsletter from **Health Care Consumers' Association ACT**

Editor: Khalia Lee