

Consumers Shaping Health



News and views on health consumer issues - November 2020



How COVID strengthens Shifting Gears

CHF was obliged to postpone our Shifting Gears Australasian summit to March 18-19 next year --- and transform it to a virtual event --- because of COVID. Yet the influence of COVID has made our conference theme of consumer leadership and experience and consumers as agents of change more timely and relevant.

Rarely does a health crisis impact on an entire society in the way COVID has. It has made many more consumers take an active role in their own health care, like wearing masks and taking more hygiene measures. Governments have been urged to involve the community in decision-making more, the medical science community has recognised the importance of communicating to consumers on risks and therapies.

All of these developments have given our four key conference streams extra resonance and relevance. Stream topics are: Consumers and Research, Consumer-based Health Care, Leadership and Enablement. These focus on important policy initiatives that CHF plays an important role in advancing: primary health care reform and redevelopment of Australia's preventive health programs.

The virtual platform of the conference necessitated by COVID has also widened our range of speakers and participants and magnified our potential audience. We have been fortunate to draw leading exponents of consumer-centred care and leadership from around the world. These include primary health co-design innovator Dr Lynne Maher from NZ, Canadian patient partnering leader Vincent Dumez and Associate Professor Kate Mulligan, a social prescribing innovator from Canada. From England we have invited Mark Doughty to speak on health leadership development from the leading health think tank, the King's Fund. We will have a strong field of health

thinkers and consumers from Australia and NZ including experts talking about citizen science and its benefits.

Giving the conference additional depth will be a session sponsored by and involving the NHMRC Partnership Centre for Health System Sustainability. And CSIRO are sponsoring our feature “Big Idea” event, chaired by the ABC’s Ellen Fanning and involving selected consumer video producers. The Australian Health Research Alliance and the Australian Clinical Trials will also be contributing at the conference.

A fitting prelude to the conference comes later this month with the [launch of the Consumer Commission report](#) which provides a broad and deep menu for action based on lessons from the COVID experience. The launch on November 23 will be the highlight of our members’ forum.

The value of community was championed by ACOSS and AFAO this week. They called for the COVID Commission to include at least two commissioners to represent people experiencing poverty and disadvantage. Nothing about us without us.

Leanne Wells
Chief Executive Officer



News and Resources



CHF Loneliness Thought Leadership Roundtable 2020

As we begin to emerge from COVID-19 lockdowns and continue to adapt to a new COVID normal, we need to turn our attention to how we can recreate social connection and avoid an epidemic of loneliness in our society. Loneliness has been shown to be linked to poor physical and mental health, and poor personal wellbeing with flow-on adverse effects for communities.

That is why CHF, in partnership with the Medibank Better Health Foundation, is convening a virtual roundtable with a diverse group of experts and thought leaders to explore this issue and identify innovative ways to address it.

We are seeking expressions of interest (EOIs) from consumers who would like to attend the roundtable as a consumer representative. To submit an EOI please [complete this form](#) by **Thursday 12 November**.

If you have any questions about the roundtable or the EOI process please contact CHF Senior Policy Officer Lisa Gelbart at l.gelbart@chf.org.au.

CHF Member Policy Forum 2020



Launch of the CHF Consumer Commission Report

Launch of the CHF [Consumer Commission](#) Report: Health reforms post COVID and Workshop on Implementation Science in Health Care.

GUEST SPEAKER: Professor Brendan Murphy, Secretary of the Department of Health (TBC)

Workshop on Implementation Science in Health Care

Implementation science is sometimes described as the way to ensure a good idea gets put into practice. It is the scientific study of methods to promote the systemic uptake of research findings and other evidence-based practices into routine practice, and, hence, to improve the quality and effectiveness of health services.

The Implementation Science Workshop will be run by the NHMRC Partnership Centre for Health System Sustainability and the Australian Institute for Health Innovation from Macquarie University.

When: 23 November 2020

Time: 11:30 - 2:00 pm (AEDST)

REGISTER



Enter your Big Idea into our competition for consumers

Do you have an idea to change the way healthcare is delivered? Or to fix a problem - or to transform how the health system works?

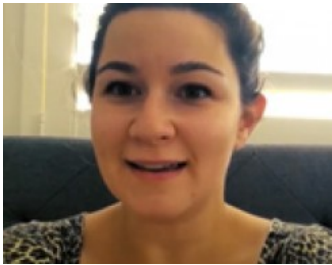
We are inviting you to produce a video about your Big Idea for Health. Winning ideas will feature at a event with Ellen Fanning,* from the ABC's *The Drum* at our Australian

and New Zealand [Shifting Gears Virtual Summit](#) March 18 -19 next year. Check out [this video from Jack](#) for an ideas how to film your entry.

The sponsor for the Big Ideas Forum is CSIRO

**Ms Ellen Fanning appears by arrangement with Claxton Speakers International*

FIND OUT HOW TO ENTER



Community video for #CHF Big Ideas

Here's a how community-based, participatory video is used to showcase voices and ideas. We are thrilled with videos that have been submitted so far in the #CHF Big Ideas Forum

WATCH THE VIDEO



CHF
Consumers Health
Forum of Australia
Consumers shaping health

**Consumers
as leaders
in healthcare**

CHF | SUMMIT
2021
Shifting Gears

18-19 March 2021

Summit 2021 - Shifting Gears

18 - 19 March 2021

Australasia's inaugural consumer health summit will be a virtual event, putting this high impact event in reach of a wider audience within Australia, New Zealand and worldwide.

Consumers as leaders in healthcare will be a central theme of this first Australian and New Zealand Consumer Experience and Leadership in Health Summit.

Successful health strategies, policies, research and programs depend on consumers involvement at each stage of development.

Register now - Early Bird closes 21 December

CHF Summit 2021: Shifting Gears will draw together consumers and other leaders from the health sector, to explore the latest research and developments which drive health towards a consumer-centred culture.

Principal Sponsors of the Shifting Gears summit: Australian Commission for Safety and Quality in Health Care, Australian Department of Health, Australian Digital Health Agency and NSW Health.

[Conference website](#)



Conference features

Pre-conference masterclass

A pre-conference masterclass in experience based co-design.

Capturing experiences of care

This masterclass exposes participants to the practices and benefits involved in experience based patient experience and co-design.

The Masterclass will be delivered by **Dr Lynne Maher**, recognised in many places worldwide for her work on patient experience and co-design, creativity and innovation and sustainability for improvement.

[Pre-conference masterclass](#)



Australian Youth Advocates for Mental Health

Headspace is looking for 12 young people to form the next cohort of Australian Youth Advocates for Mental Health working on Visible. If you are, or know someone between the ages 18-25 with lived experience of mental health challenges who'd be interested in building the next stage of this awesome project, please head to the website to apply or feel free to share the link below

Applications close 23 November, 2020.

[FIND OUT MORE](#)

Australia's Health Panel



Australia's Health Panel

As part of the Drop the Jargon campaign and to recognise Health Literacy Month, we want to find out how well the members of Australia's Health Panel understand some common medical terms and acronyms and hear about your experiences understanding the language used in healthcare.

To see how well you understand some common medical jargon and to tell us about your own experience with jargon in healthcare, login or sign up to [Australia's Health Panel](#)

Australia's Health Panel allows consumers to comment on health policy and issues, and offer feedback on trends and discussions.

Join **Australia's Health Panel** and have your say on today's issues in health care. Please share details about Australia's Health Panel with your networks.

See [Australia's Health Panel results](#)

[Join Australia's Health Panel](#)

Symposium



2020 National Medicines Safety Symposium

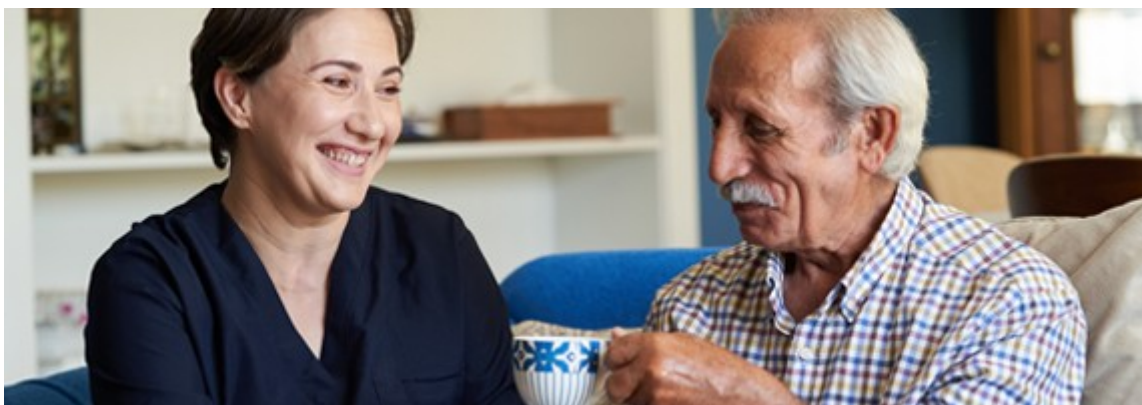
The 2020 National Medicines Safety Symposium (NMS), will be a virtual event on 7 Dec. For people interested in Medicine Safety and Quality this will be a comprehensive event for the Health Industry.

Medicine safety being named as a National Health Priority Area and the third WHO Global Patient Safety Challenge: Medication Without Harm, the program for the Symposium will provide the latest content in the medicines and health environment, delivered by acclaimed experts.

Tim Ferguson, one of Australia's most accomplished comedians, who has battled Multiple Sclerosis (MS) for 30 years, will be hosting the event.

[FIND OUT MORE](#)

Survey



Invitation to participate in a research project about improving hospital discharge for carers and older adults

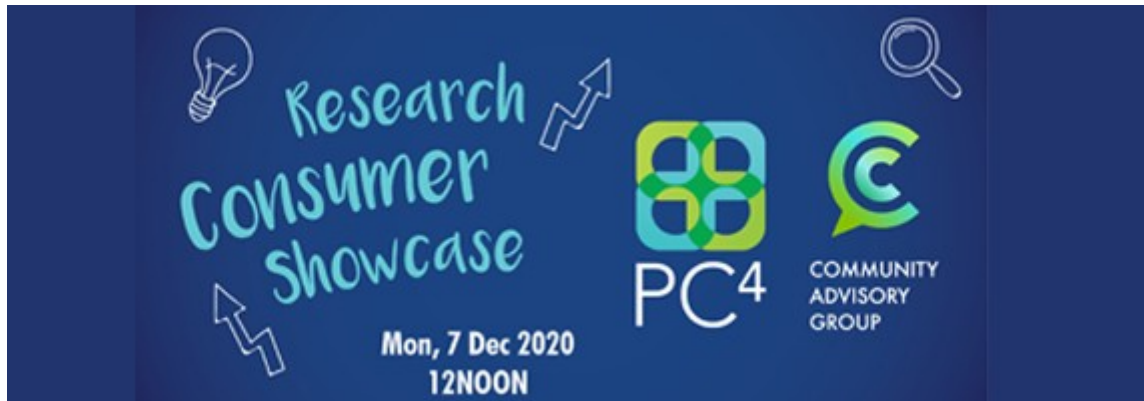
Monash University are seeking 25 carers of older adults living in the community to take part in an interview for a research project. The research project aims to identify carers' experiences and needs in supporting older adults who are discharged from hospital to home. The research interview will take place by telephone and it will take about one hour. To take part, carers will:

- Be supporting an older adult living in the community with chronic health difficulties, and
- Have experience with discharge from hospital to home following admission for a physical health problem of the older adult that they support

All carers are very welcome including those from diverse cultural backgrounds, diverse sexual orientation, and diverse locations such as rural and regional areas. Carers who have recently supported an older adult (within the past 12 months) are also eligible.

Contact Jacqui Allen, Monash University School of Nursing and Midwifery on 0427 940 794 or email: Jacqui.allen@monash.edu for more information.

EMAIL TO PARTICIPATE



PC4 Research Consumer Showcase

The PC4 (Primary Care Collaborative Cancer Clinical Trials Group) Research Consumer Showcase webinar is free event for the consumer community to connect and learn about PC4 supported research.

PC4 welcome all consumers to attend this webinar on PC4 supported research. We look forward to hearing from PC4's Director, Prof Jon Emery, PC4's Research Coordinator, Ms Paige Druce and Dr Emma Kemp, a PC4 training award recipient.

These presentations will highlight new research about bowel cancer risk and screening, emerging biomarkers to diagnose GI cancers and breast cancer survivorship.

Contact: Mairead McNamara | Research Support Officer

Email: mairread.mcnamara@unimelb.edu.au

REGISTER

Webinar



Developing the Living Evidence Guidelines for COVID-19

#CHF Talks webinar series

This webinar will discuss the work of the Living Evidence Taskforce for COVID-19, why the Guidelines are important for clinicians and health consumers, and how consumers are engaged in the role.

This webinar was scheduled for 19 November 2020, however this date has to be postponed. **The webinar will take place during the week of 7 Dec 2020.**

Register now to hear more.

REGISTER



Over 230 confirmed speakers.
One registration for full access!

CHF Consumers Health
Forum OF Australia

Presented by the AUSTRALASIAN INSTITUTE OF DIGITAL HEALTH

AIDH

Australasian Institute of Digital Health - Summit 2020

The **Digital Health Institute Summit 2020** will unite the digital health movement in 2020, one of the health sector's most challenging years. It presents a unique opportunity to reconnect with like-minded peers and forge new alliances as we bring together clinical leaders, researchers and forward thinkers to present their latest innovations, best ideas and practical case studies. With over **230 confirmed speakers** covering a wide range of digital health topics, there's something for everyone, no matter what your area of speciality or interest.

You can attend the whole Summit, in-person or virtually, with **just one registration!** One registration gives you access to ALL five city programs plus the Global Speaker Showcase, an online group of digital health leaders and expert presenters. Full conference content will be available on-demand for two months post event.

FIND OUT MORE

Media releases and editorial

[Aged care blueprint demands urgent action](#)

Australia has been given a powerful blueprint for a sweeping overhaul of aged care that must convince the Federal Government of the need for comprehensive and urgent change...

[MEDIA RELEASE: 26 OCT 2020](#)

[Tips to help you on your collaborative way 'revolution'](#)

Everyone is talking about Experience Based Co-design, the practice of genuine collaboration.

... [BLOGPOST: 13 OCT 2020](#)

[Patient power blueprint released](#)

The Consumers Health Forum welcomes a new report released today which sets out a national blueprint for support and development of self-care.... [MEDIA RELEASE: 7 OCT 2020](#)

[Telehealth must be the start of the health 'revolution'](#)

The Federal Budget provides for the beginnings of a "revolution" in health care that should be a down payment for wider reforms and investment to meet 21st century needs...

[MEDIA RELEASE: 6 OCT 2020](#)

[Healthy people, healthy economy](#)

We have seen everyday evidence of how strong public health systems protect people and the economy by reducing the spread of recession-inducing disease.. ... [BLOGPOST: 01 OCT 2020](#)

[READ ALL MEDIA RELEASES & OPINION](#)

Webinar replays

A summary of our recent webinars for healthcare consumers

- Self-care... patient power - a webinar will be on self-care and self-management and follow-up on the Mitchell Institute's national blueprint for support and development of self-care released on 7 Oct 2020 [watch replay](#)
- Patients, partners in health – significant trends for change, with increasing acceptance of patients being engaged as partners with clinicians. What does this mean for Australia's approach? [watch replay](#)
- Social prescribing, the referral of patients to non-medical activities to supplement conventional care - webinar on successful trials in Canada and Australia [watch replay](#)
- A celebration of the learnings from the National Collaborative Pairs program [watch replay](#)
- Script change - electronic prescribing and the consumer ... [watch replay](#)
- Not Going Viral - consideration of future-focused health policy post COVID with Deputy Chief Medical Officers Dr Nic Coatsworth and Prof Michael Kidd [watch replay](#)
- Telehealth in Primary Care [watch replay](#)
- The National Health Information Strategy - what is it, and does it mean for consumers [watch replay](#)

[CHF YOU TUBE CHANNEL](#)

Resources and Information for COVID-19



Use **Healthdirect Australia**, the Australian Government Health advice portal for consumers, for [information on Coronavirus information](#), [symptom checker](#) and helpline: 1800 022 222.

Turn to the website of the [Department of Health](#) to find the most recent, verified information, posted daily.

Use the [World Health Organisation](#) website to verify accuracy of health advice.

NPS MedicineWise

A new [information hub from NPS MedicineWise](#) will help you be medicinewise during COVID-19

Be Health Aware - [CHF portal for health resources](#)

The **Australian Commission of Safety and Quality** has published a [FAQ page](#) on the **safe use of masks** for consumers and a [factsheet you can download](#).

Resources about COVID-19 for speakers of languages other than English



Public health information in 18 Languages

These essential videos on [keeping safe during the pandemic](#) were prepared for culturally and linguistically diverse (CALD) communities by the North Western Melbourne Primary Health Network.

Factsheets for people with chronic conditions during COVID-19

Maridulu Budyari Gumal has developed [COVID-19/Chronic Condition fact sheets](#) for non-English speakers with chronic diseases including heart disease, diabetes and lung disease. Available on the website SPHERE.

General resources and Information

Department of Health

Factsheet - [Home Medicines Services information for consumers](#)

[Infection control training](#) - 30-minute online training module for health care workers in all settings. It covers the fundamentals of infection prevention and control for COVID-19. This training is recommended as a useful resource for everyone.

Australian Commission of Safety and Quality in Healthcare

Guide to [infection prevention and control and medicines](#)

Elective surgery [guidelines and Q&A for consumers](#)

Guides on Telehealth

NHMRC Partnership Centre for Health System Sustainability provides easy to [follow guides on telehealth](#) for consumers. See the [telehealth consumer advice](#) and [video guide factsheets](#).

Video with [information for people](#) who are **considering taking opioids** for chronic (ongoing) non-cancer pain.

Digital Mental Health Standards

Fact sheets [to provide tips](#) for consumers, carers and clinicians

What's happening in your community?



COVID SPACE – a place for sharing stories

What's happening in your home and community to beat COVID-19?

Share your story - tell us on **COVID SPACE**

We want to hear about the smart moves and fresh steps in your community to counter the virus.

Email the Communications Team on communications@chf.org.au or share your story with us on [Facebook](#)

EMAIL THE COMMUNICATIONS TEAM

Opportunities for participation



Special Interest Groups

Special Interest Groups (SIGs) are a way for members and the broader consumer community to be involved in our advocacy work and in shaping policy.

CHF has established Special Interest Groups to focus on Primary Health Care, Research & Data, Digital Health, Safety & Quality and Rural & Remote. SIGs help us to features even more consumer insight and perspective reflective of our Australian community..

Opportunities to join SIGs are advertised in newsletters and on our website.

[FIND OUT ABOUT CHF SIGS](#)



Become a member

As a member of CHF you will be kept up to date on key health reform issues through our publications and member alerts. CHF membership enables you to influence the national health agenda by contributing to CHF surveys and polls, consultations and campaigns. Members can draw on CHF position statements, media releases and policy submissions to inform your work and advocacy.

[JOIN US](#)

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