

healthUPdate

16 October 2020

From the CEO



Good thinking for better health

For consumers it's important to keep in mind that improving health care comes from new ideas and fresh thinking inspired by experience. That thought is prompted by the healthy response we have received to the call for abstracts to be presented at our inaugural Australasian summit conference next March.

We won't be short of imagination at the Shifting Gears conference. It is also to feature The Big Idea event, showcasing selected one-minute videos produced by volunteer participants. Invitations are now open to [enter the program](#) which provides a simple, easy-to-use platform for entrants to spruik their special idea for improving health care and/or the system.

The key conference theme is Consumer Experience and Leadership in Healthcare. The Shifting Gears title originated from a [CHF report](#) two years ago which urged the development of health arrangements in which consumers have a strong say over the direction and design of the health care system.

Our work has for some years been focused on thought leadership --- including new ideas --- required to bring necessary changes to areas

including primary health and preventive health. Recent points along the way have included [social prescribing](#) and [self-care](#).

And soon we are to hear the conclusions of CHF's Consumer Commission --- comprising some of Australia's leading consumer health thinkers --- on the lessons for consumers from the COVID experience.

For people involved in health delivery and policy, it has become commonplace to hear that COVID has generated the impetus and necessity for change in health care, the expansion of telehealth being a prime example of this shift in gears.

But that should be just the start of COVID-induced initiatives in health. Societal dynamics right now mean Australia has a rare opportunity to continue with reforms that are practical and feasible, but which have been blocked by institutional inertia previously. With the Federal Government next year expected to announce significant changes in primary and preventive health, we need to ensure that our considered thinking holds an important place in new policy directions.

The Commission report is to be launched at our Member's Policy Forum and AGM on 23 November which will be broadcast on Zoom - [register here](#).

And for those interested, please note that nominations to the CHF Board are currently open for voting members.

It's a thought-provoking time to be part of CHF's governance.

Leanne Wells
Chief Executive Officer



News and resources



[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, using a simple easy-to-use app called [Cinefly](http://get.cinefly.io). Winning ideas will feature at an event with Ellen Fanning,* from the ABC's *The Drum* at our Australian and New Zealand [Shifting Gears Virtual Summit](http://shiftinggears.com.au) March 18 -19 next year. Submit your entries by 31 Oct.

Watch our [video on how to make your entry](#) or [hear more about exciting areas in health where consumers can make a difference](#).

Download Cinefly:

<http://get.cinefly.io> (iOS)

<http://play.cinefly.io> (Android)

For any questions or support with your entry, please contact the communications team - email communications@chf.org.au

The sponsor for the Big Ideas Forum is CSIRO

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

FIND OUT HOW TO ENTER



Self-care... patient power

#CHF Talks webinar series

This 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.

The report calls for government leadership to spur Australians to take more interest in and control of their health care.

The Mitchell Institute health policy team at Victoria University leads the Australian Health Policy Collaboration (AHPC).

The world-leading policy blueprint is endorsed by more than 50 health experts across the country and calls for new and inclusive policy proposals to support self-care and improve health — for all Australians.

This webinar will drill down into the recommendations in the Blueprint that will be of interest to consumers.

It will be an 'in conversation' format with the main author of the Report, the Institute's Professor of Health Policy, Rosemary Calder, and focus on extending the advocacy, profile, and discussion around the top 3 Blueprint recommendations further.

For a copy of the report and other information, [visit the CHF website](#)

REGISTER

Exclusive offer for CHF members
Use code CHFDISCOUNT to receive **\$50 off!**



Over 230 confirmed speakers.
One registration for full access!

CHF Consumers Health
Forum OF Australia

Presented by the AUSTRALASIAN INSTITUTE OF DIGITAL HEALTH

AIDH

Digital Health Institute 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. Exclusive offer for CHF members - use code CHFDISCOUNT to receive \$50 off the full price.

FIND OUT MORE



Consumers and incentivised co-payments - how would it work as funding model for health care?

Health consumers contributed to a survey for Monash University in March 2019 for research work on a patient-centered alternate funding model for general practice. The results have now been published.

The study conducted trials to determine consumer preferences to alternative billing systems to bulk billing, modelling a simulation of patients choosing their own gap fee. It shows how incentivising centred care combined with patient choice could be applied as a funding model for primary care services

Patient chosen gap payments in primary care: Predictions of patient acceptability, uptake and willingness to pay from a discrete choice experiment.

Study author, Dan Epstein from Monash University, writes about the findings: "We model such a system could add around 1.48 billion to primary care clinics each year without any extra cost to the government."

The study has been published this month in ScienceDirect, the Journal for Science, Social and Medicine.

Contact Dan Epstein at dan.epstein@monash.edu.

PUBLICATION

expressions of interest sought

50% SUBSIDISED
Ethical AI
TRAINING OPPORTUNITY



digital health
CRC

Boost your data credentials: Opportunity for co-sponsored Ethical AI workshop

Are you a health sector worker or university student in Australia?

Do you work/plan to work with teams running AI initiatives now or in future?

Don't miss this opportunity to fast-track your skillset – Digital Health CRC is co-sponsoring two workshops on Ethical AI held by the non-profit Gradient Institute.

You'll find these highly relevant if you interact closely with teams working on AI initiatives in a role such as domain expert, data custodian, technical team manager – or perhaps you work directly on AI projects – as a data scientist, business analyst, software developer or machine learning engineer.

[FIND OUT MORE](#)



CHF Budget Briefing and analysis for stakeholders

The Federal Budget 2020-21 was handed down on Tuesday 6 October 2020. CHF staff worked hard to bring you the latest information and to provide expert commentary on how the budget affects the health consumers. Our Budget Briefing analysis and follow-up webinar is available on our website.

[CHF RESPONSE TO FEDERAL BUDGET](#)

Consultations

The banner features the ACCAN logo (Australian Communications Consumer Action Network) and the 'TALKING TELCO' logo. Below the logos, it says 'Phone and internet help made easy' and 'For more information and tips go to visit: accan.org.au/tips'. On the right, there is an illustration of a person sitting on a large blue stack of books, surrounded by icons for a smartphone, a laptop, a globe, and a speech bubble.

No Queenslander Left Offline ACCAN / nbn Co. roundtable -

Wednesday 21 October 2020

The Australian Communications Consumer Action Network (ACCAN) and NBN Co invite you to share your thoughts on broadband access and affordability at #NoQueenslanderLeftOffline – a unique opportunity to help shape the future of broadband for Queenslanders. The roundtable will be held via videoconference on Wednesday 21 October 2020 from 1:30 – 4:00pm (AEST).

At this event you will have the chance to:

- Share what digital connectivity means to you and your community
- Explore what may be some of the communication and broadband issues that are impacting your community
- Discuss any barriers that may be preventing you from improving your connectivity
- Provide suggestions and ideas for improvements directly to nbn
- Hear about ACCAN's current consumer advocacy work, including our efforts to ensure that no Australian is left offline.
- Find out how NBN Co is working to lift the digital capacity of Queensland, along with the progress of the nbn rollout in Queensland and their key priorities for 2020.

Please indicate email your interest to events@accan.org.au this week, to indicate your interest in attending

ACCAN'S PUSH FOR AFFORDABLE BROADBAND



The Therapeutic Goods Administration has released two new consultation papers as part of the medical device reforms.

Unique Medical Device Identification (UDI) system

This is the second consultation on this topic and seeks feedback on the next level of detail to be considered in the design and implementation of an UDI system for medical devices in Australia. In particular, the TGA is seeking feedback on the benefits that a UDI system could deliver to the broader healthcare system, a staged implementation approach and the regulatory burden on alignment with other international models. A link to the consultation paper is here: [Exploring options for the introduction of an Australian Unique Device Identification \(UDI\) System \(UDI consultation paper 2\)](#).

Enhancements to adverse event reporting for medical devices

This consultation seeks feedback on five proposals aimed at delivering significant benefits to patient safety. The proposals include: removing exemptions, introducing an inspection program, mandated timeframes for reports from sponsors, aligning reporting codes and definitions to international models and providing information about adverse events and recalls of medical devices more consumer friendly and accessible by healthcare professionals and patients. A link to the consultation paper is here: [Consultation: Proposed enhancements to adverse event reporting for medical devices](#)

You are invited you to provide feedback on these consultations,, and share this information with other interested parties.

These consultations will remain open until 18 November 2020.

[MORE INFORMATION](#)

Resources



Australia's Health Panel

This week saw the publication of two Australia's Health Panel reports based on recent surveys run through AHP.

The first was the AHP [Report on consumer views about Pharmacy](#) following the commencement of the 7CPA in July 2020. The report shows a strong desire for more accessibility and transparency in pharmacy options.

The second was the AHP report on [consumer attitudes and experiences](#) with facemasks as part of the ongoing COVID pandemic. It found that consumers were largely accepting of wearing facemasks to counter the pandemic but they believed more work needed to be done to overcome practical issues that affect mask usage.

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

For October 2020, as part of the Drop the Jargon campaign and to recognise **Health Literacy Month**, we want to find out how well you understand some common medical terms and acronyms, and hear about your experiences understanding language used in healthcare.

To see help with this survey and tell us about your own experience with jargon in healthcare, login or sign up to [Australia's Health Panel](#)

JOIN AUSTRALIA'S HEALTH PANEL



Why we care - National Carer's Week 11 - 17 Oct

Carers are people who provide unpaid care and support to family members and friends who have a disability, mental health condition, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged – anyone at any time can become a carer.

National Carers Week is an opportunity to raise community awareness among all Australians about the diversity of carers and their caring roles.

GO TO THE WEBSITE

An advertisement for telehealth appointments. It features the logo of The Australasian College of Dermatologists in the top left corner. The main text reads 'Your dermatology telehealth appointment'. Below this, a green silhouette of a chair contains the text 'Helping people access specialist dermatology care in a timely, safe and convenient way'. To the right of the chair is a numbered list: '1 Get', '2 the', '3 five', '4 step', '5 guide'. The background is a dark purple color.

World Skin Health Day

The Australasian College of Dermatologists

For World Skin Health Day 2020, the Australasian College of Dermatologists has been collecting stories about patients' experiences when receiving care from their dermatologist by phone or video chat, known as telehealth.

To support patients and their families the College

The Australasian College of Dermatologists is celebrating World Skin Health Day (Oct 14) with the launch of a new guide to help Australians navigate how they access specialist dermatologist care in a new way in the new normal.

[Download the guide](#)

GO TO THE WEBSITE

Summits, seminars and conferences

CHF

Consumers Health
Forum of Australia
Consumers shaping health

**Consumers
as leaders
in healthcare**



18-19 March 2021

Our 2021 Summit is will be a virtual event. We are committed to a COVID-safe event, and with new technology, we are now switching to a high impact event reaching a wider audience than ever before.

This Summit will provide opportunity to hear of new developments and innovative approaches to consumer-centred care in Australia and New Zealand.

We will bring together consumer leaders and advocates, health consumer organisations, clinical leaders, Primary Health Networks, local hospital networks, service managers and providers, policymakers, researchers and industry stakeholders interested in driving people-centred system change.

Join us for more in consumer-led health policy-building and insights across four streams:

- **Consumers as researchers:** Partnering for new knowledge and translation
- **Consumer-based Health Care:** Integrating consumer and community values in health care and decision-making
- **Consumer Leadership:** Collaborative partnerships in individual health care, services and system
- **Consumer Enablement:** Creating supportive environments

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

Participate in research

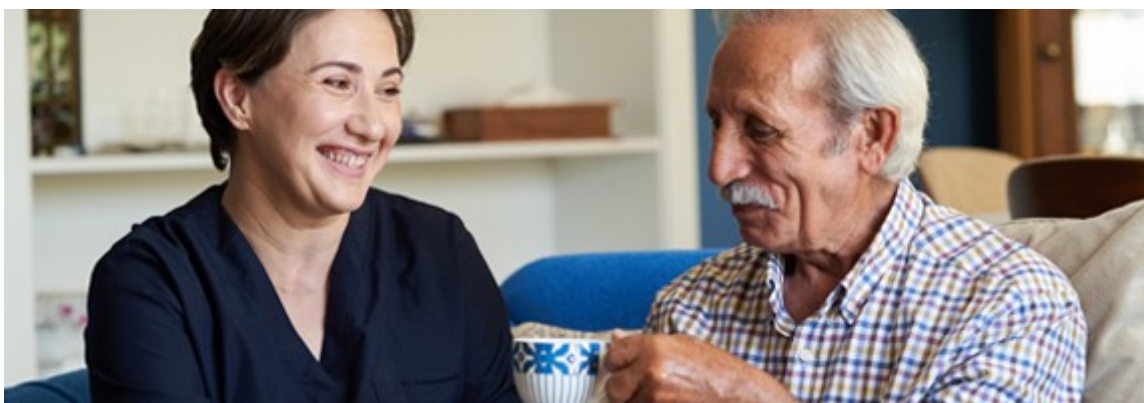


The public perception of violence in healthcare: A missing part of the puzzle.

Violent incidents take place in our hospitals every day. Have you been involved in or witnessed a violent incident in a hospital?

Researchers from the University of Technology Sydney, School of Nursing and Midwifery are looking for health consumers who have been involved or witnessed an episode of violence. Your stories will help to better understand why violent episodes happen in hospitals.

If you have a story to tell, email the nursing research team from UTS at PPVH.project@urs.edu.au or contact Dr Jacqui Pich, email Jacqueline.pich@uts.edu.au, for more information



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.

Australia's Health Panel



Australia's Health Panel

For October 2020, as part of the Drop the Jargon campaign and to recognise **Health Literacy Month**, we want to find out how well you understand some common medical terms and acronyms, and hear about your experiences understanding language used in healthcare.

To see help with this survey and 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.

Webinar replays

A summary of our recent webinars for health care consumers

- 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 YOUTUBE CHANNEL

Media releases and blog posts

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

First it was improvement, then it was innovation that we were all doing, now its co-design and co-creation. Specifically, in healthcare it is Experience Based Codesign that everyone is talking about. [BLOGPOST 13 OCT 2020](#)

[Patient power blueprint released](#)

We welcome a new report released today which sets out a national blueprint for support and development of self-care. [MEDIA RELEASE: 07 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 21 st century needs
[MEDIA RELEASE: 06 OCT 2020](#)

[Healthy people, healthy economy](#)

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 21 st century needs
[BLOGPOST 01 OCT 2020](#)

All Media Releases and editorial



Tipping the Scales in favour of obesity prevention – how should we use the crisis of Covid-19?

Political will is necessary to drive change in promoting healthy diet and challenge the corporations whose activities and profits would be curtailed, writes Jane Martin.

Health Voices
Issue 26 | May 2020

[READ MOIRE](#)

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.

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

Consumer program

Consumer representative appointments

Congratulations to:

Tony Lawson, nominated to the DoH - Pharmacy Stakeholder Consultation Committee (PSCC).

Jo Root, nominated to the DoH - Pharmacy Stakeholder Consultation Committee (PSCC).

Diane Wash, appointed by the Minister for Health, the Hon Greg Hunt MP to the DoH - Australian Technical Advisory Group on Immunisation (ATAGI).

Jo Root, nominated to the University of Technology Sydney - Advisory Board Committee for the Masters of Health Policy and Evaluation (MHPE).



Consumer reports

CHF expects and appreciates reports from CHF nominated consumers. These reports help keep CHF informed of consumer work. Consumer reports can be made online, via email, mail or phone. CHF thanks the following consumers for keeping us up to date on their work.

Liz Robinson, ACSQHC - Multipurpose Services Project Advisory Committee.

Diane Walsh, Self-Care Expert Working Group.

Consumer representative vacancies

CHF nominates consumer representatives to high level committees and those related to funded priority areas. Calls for nominations are made via *healthUPdate* and the CHF website. Not all opportunities are advertised due to time limitations or because CHF decides to target invitations due to the specific work or strategic nature of the work involved.

More information about all the opportunities below can be found on our Consumer opportunities webpage.

If you have any questions, please contact the person listed or alternatively, our Consumer and Member Relationship Coordinator, **Ghislaine Martin**, on 02 6273 5444 or email g.martin@chf.org.au.

Full details of committee vacancies are only accessible on our website by our members and consumer representatives. If you do not have access and would like to apply, please contact Ghislaine Martin on 02 6273 5444 or g.martin@chf.org.au.

Australian Community Pharmacy Authority

The Department of Health

The Department of Health is looking for consumers for appointment to the Australian Community Pharmacy Authority. The final decision on the appointment will be at the discretion of the Minister for Health, the Hon Greg Hunt MP.

The appointment is for a two year term from July 2021 to July 2023.

Applications close at 12:00 midnight AEST on Sunday 4 October 2020.

[MORE INFORMATION](#)

Pharmaceutical Benefits Advisory Committee

The Department of Health

The Department of Health is looking for a consumer for possible appointment to the Pharmaceutical Benefits Advisory Committee (PBAC). The final decision on the appointment will be at the discretion of the Minister for Health, the Hon Greg Hunt MP.

The appointment is for a four year term from July 2021 to July 2025.

Applications close at 12:00 midnight AEST on Sunday 18 October 2020.

[MORE INFORMATION](#)

Quality Use of Pathology Committee

The Department of Health

The Quality Use of Pathology Committee (QUPC) is responsible for overseeing the [Quality Use of Pathology Program](#) (QUPP) and providing advice in relation to strategic directions and projects implemented under the program.

One of the key priorities for QUPP is to support initiatives that contribute towards the improved management and or consumption of Medicare pathology services in Australia.

CHF has been invited to provide the Department of Health a shortlist of nominees for their consideration.

The appointment is for a four year term from July 2021 to July 2025.

Applications close at 12:00 midnight AEST on Tuesday 27 October 2020.

[MORE INFORMATION](#)

[SEE ALL CONSUMER REP OPPORTUNITES](#)

Other Consumer Representative Vacancies

This section is for consumer representative opportunities that CHF does not provide nominations for. Members can work directly with other stakeholders to nominate consumer representatives to committees that are of interest to them.

CHF checks that consumer participation is supported with coverage of travel costs and sitting fees, however CHF does not prescribe an amount for sitting fees as committee requirements vary.

There are no advertised consumer representative opportunities this fortnight.

Resources of people with heart failure

NPS MedicineWise

NPS MedicineWise in partnership with The Heart Foundation are creating a new range of resources for people with heart failure and are looking to work with people who have been diagnosed with the condition and/or those who care for someone with heart failure. Your feedback will inform the development of Australian resources and improve the quality of information provided to people with heart failure, their carers and their families.

Applications close at the Close of Business on Thursday 22 October 2020.

[MORE INFORMATION](#)

The Quality Of Life in Kids Research Program: Decision-makers' Panel and Consumer Advisory Group

University of Melbourne

The Quality Of Life in Kids: Key evidence to strengthen decisions in Australia (QUOKKA Research Program) brings together leading researchers from universities across Australia to improve tools and evidence on health outcomes in kids that are used to inform decision making about paediatric interventions.

The University of Melbourne is seeking a consumer advocate to inform both of the Decision-Makers' Panel (DMP) and the Consumer Advisory Group (CAG). This work will provide an opportunity for advocates with lived experience to have a real impact on research that seeks to shape decision making about allocating health resources for paediatric populations.

Expressions of interest close at COB on Friday 23 October 2020.

[MORE INFORMATION](#)

Community Advisory Committee

COORDINARE

The South Eastern NSW PHN, COORDINARE provides opportunities for consumers and the community to have a greater say over issues that directly affect the delivery of health care throughout the region.

COORDINARE's Community Advisory Committee provides expert advice to the Board on consumer and community engagement strategies to ensure where possible decisions, investments and innovations are inclusive, culturally responsive, locally relevant and aligned to local care experiences and expectations.

Applications close at the Close of Business on Monday 30 November 2020.

[MORE INFORMATION](#)

[BECOME A MEMBER](#)



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[Unsubscribe](#) or email us info@chf.org.au | Tel: 02 6273 5444