

healthUPdate

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From the CEO



Stretching the horizons of patient navigation

The Government's announcement of more funding for face-to-face support to access and navigate aged care is of course welcome and we would hope it augers well for a wider application of such measures.

The new measures provide face-to-face aged care support in 325 Services Australia centres, aged care specialists in 70 additional service centres and \$93.7 million to introduce a network of up to 500 local "Community Care Finders". These will staff local organisations specifically charged with helping vulnerable senior Australians who need specialist support.

The Royal Commission on Aged Care found that aged care required a much greater face-to-face presence to support access and utilisation of available services and Government evaluation found it was a clear indicator of the way forward.

CHF strongly supports this aged care navigation development. We believe the initiative should be expanded to cover the many patients who may not be older but live with chronic and complex conditions facing comparable barriers in getting the right care they need.

Last year CHF established the [Consumer Commission](#) to inquire into the lessons for health care arising from the of COVID-19 experience.

As the Consumer Commission stated, Australians out of necessity have adopted significant changes at great speed. Now we must consider what should be retained, what fault lines have been exposed and what practical and structural changes are needed to address the gaps.

Many parts of the system operate in silos, like aged care, disability, mental and physical health. Fee-for-service funding drives a transactional approach to care. Links within and beyond health systems are needed to provide a coordinated and continuous patient journey.

The Consumer Commission proposed blended funding to incentivise team-based care, and systematically to introduce care coordinators and/or navigators. Coordinated arrangements and co-commissioning should be developed across state-federal, primary-tertiary and public-private divides, with national governance forums to facilitate coordinated decision-making.

It said all levels of government should improve coordination through jointly funded networks of care coordinators and health system navigators, collaborating with local communities, drawing on existing expertise and funding to expand the health workforce in areas of need.

Among the principles it set out to guide health system change was collaborative leadership with consumer experience and representation present in all policy development, whilst consumers and the community are partners in all levels of healthcare governance and leadership.

Making the most of consumer experience is very much a part of better navigation through the channels of our health system.

More on this topic: [Putting health navigation on the map](#)

Leanne Wells

Chief Executive Officer



Webinar: Consumer Link

The *Consumer Link* webinar series, are sessions based on feedback from you, to support you in your consumer advocacy work.

This session will focus on a recent projects – High Benefit Care at the End of Life, a state-wide consultation project for Queensland Health that involved 19 Kitchen Table Discussions

- **Anne Curtis** is the Deputy Chair of the Pharmaceutical Benefits Advisory Committee; Deputy Chair, CHF; and the Chair of the Department of Health HTA Consumer Consultative Committee.

- **Dr Joan Carlini** is highly regarded in user-experience in health research and is the former founding Chair of the Gold Coast Hospital and Health Service Consumer Advisory Group (CAG)
- **Natalie Kruger**, a member of the Queensland Health High Benefit Care at the End of Life project team.

When: July 7, 2021 12:00pm (AEST)

Topic: establishing a consultative base to inform your work

Details on how to join the webinar below

FOR MORE

Changes to Medicare Benefits Scheme on 1 July 2021

Medicare changes require more communication

Changes to around 900 [Medicare Benefits Schedule](#) orthopaedic, cardiac and general surgery items are due to be introduced from 1 July as a result of a detailed five-year review by a Government-appointed taskforce aimed at ensuring Medicare payments reflect the latest in cost-effective and evidence-based medicine.

We [called for the Federal Government](#) to consider a short pause on the introduction of proposed changes to allow time for better communication and for consumers and doctors prepare.

Hear more on ABC National's [Life Matters](#) - broadcast on Wed 9 June 2021.

FOR MORE

New national survey for digital health



Reimagining healthcare is Australia - national survey

As a result of the global COVID-19 pandemic there has been a rapid acceleration in advances of virtual health.

Virtual health uses digital technologies to deliver a broad range of health and community-based services to improve and support your health and wellbeing. However, there remains a lack of information around consumer preferences for virtual care: when to use it; what it should look like; and what impact it may have on health outcomes. Virtual health is not just limited to using telehealth services but extends to such things as wearing health supporting gadgets and sensors, from mobile health applications to artificial intelligence, from robotic carers to electronic records. It is diverse and broad in its application and is constantly growing and diversifying.

CHF is involved in conducting a national research project called: [Reimagining healthcare in Australia: the journey from telehealth to 21st century design](#). This

research project includes a review of recent academic literature, called a [Rapid Review](#) and has an accompanying [Consumer Explainer](#). It also includes several national consumer insights surveys. These surveys focus on consumer preferences and expectations in healthcare, and the results, in combination with the other project pieces will shape future service development and research.

Please do not hesitate to contact **Sarah Elliott, Project Lead** on email: s.elliott@chf.org.au with any questions.

[COMPLETE THE SURVEY](#)

CHF Report card for 2020 - 21

2020-21 was an exciting year for CHF, from working with our growing member base to reach millions of consumers, to launching initiatives that will make a real difference to Australia's healthcare system. Read our [Report Card](#) or [our summary](#) to learn more.

In 2020-21, on behalf of our members, CHF...

- Worked with our growing membership of 265 organisations and individuals, reaching millions of consumers.
- Identified and supported 84 consumer representatives consulting on medicines advice, health care homes, digital health and pharmaceutical benefits.
- Advised agencies including Department of Health, PHNs, Australian Digital Health Agency, NPS MedicineWise, ACGHC, AIHW and the Australian Information Commissioner.
- Advanced consumer interests on COVID-19 reforms in telehealth, e-prescribing and the National COVID-19 Clinical Taskforce.
- Supported the Youth Health Forum and five Special Interest Groups and held 11 webinars with health leaders attended by 100s, and four webinars for young health advocates.
- Ran the inaugural Australian and NZ consumer leadership and experience summit with 835 delegates, 162 speakers, 89 presentations and two masterclasses.
- Partnered with the research community such as the Australian Health Research Alliance, the Australian Digital Health CRC, NIMHC Partnership Centre for Health System Sustainability, and Curtin University.
- Promoted health literacy for consumers through our [Be Health Aware](#) portal and granted 14 events use of the CHF Tick.
- Kept members and stakeholders informed through publications: Health Update, Consumers Shaping Health and our journal, Health Voices and maintained an email list of over 4,300 subscribers.
- Appointed to the Australian Broadband Advisory Council, Health Expert Working Group, Chair of the ACGHC Patient Advisory Panel, and Steering Groups on prosthesis and out-of-pocket costs.
- Continued members of Expert Steering Groups for the 10 Year PHC Plan and the National Preventive Health Strategy.
- Conducted eight Australia's Health Panel surveys and grew the panel to 800 members, an increase of 110%.
- Released Reports on Loneliness, the COVID-19 Consumer Commission report, the Consumer Segmentation and Activation Project, Life Transitions and Youth Pathways, and the consumer report card into Australia's health system.
- Engaged with our 9,600 followers on Twitter, and our growing social media platforms of 1,200+ Facebook, and 700 Linked In followers.
- Generated 100s of media mentions and interviews in TV, radio and print. Published 47 media releases and 18 blogs and received 99,000 visits to CHF website.
- Redesigned Collaborative Pairs, an innovative consumer and clinical leadership development program, into a virtual format, with a new intake from Australia and New Zealand.
- Promoted the consumer case to parliamentarians and government.
- Represented internationally on the Patient Advisory Panel, OECD PaRIS project, APEC Business Ethics Forum patient roundtables, WHO Western Pacific, and a global social prescribing alliance.

To find out how CHF can help you visit www.chf.org.au or call 02 6273 5444

CHF Consumers Health Forum of Australia



Join the Steering Group to develop the CHF Election Platform

- Are you a health consumer and advocate with strong connections to your community?
- Are you a leader in a CHF member organisation?
- Are you interested in how Commonwealth Government policies can improve Australia's health care and health care systems, programs and services?
- Would you like to help guide the CHF's policy and advocacy development work?

CHF will invite up to five consumer advocates to join the Steering Group that will develop the national policies to be advocated with the government, opposition, minor parties and independents during the next election campaign.

Please complete the application by midnight on Sunday 13 June if you would like to join the Steering Group. You can get [more information and apply](#) or contact CHF Senior Policy Officer, **Tammy Wolffs** t.wolffs@chf.org.au with your questions

FOR MORE

COVID-19 vaccine



Information on the COVID-19 vaccine

Use the *healthdirect's* [Eligibly Checker](#) to find out when and where to get your COVID-19 vaccine.

Find the [answers to your questions](#) from medical experts.

Use the Department of Health page on [COVID-19 vaccinations](#) To access priority resources including videos and social media campaigns.

You can visit [healthdirect](#) or see your doctor for medical advice.

Videos

- [Your top 3 questions from Dr Lucas De Toca](#)
- [How vaccines work](#)
- [Vaccine development times](#)
- [Who will get their COVID vaccine first?](#)

FOR MORE



The Youth Health Forum is looking for new members!

We want to hear from young Australians (aged 18 to 30) who want to get involved in health advocacy for young people. This your opportunity to develop your advocacy skills and have your voice heard.

If you are, or know someone who is passionate about health, the consumer experience and youth issues, consider the Youth Health Forum as an opportunity to grow - and [sign up today.](#)

YOUTH HEALTH FORUM

Australia's Health Panel



Australia's Health Panel

Australia's Health Panel is a way for you 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



What Australia's Health Panel said about loneliness

"When we think of loneliness in Australia, it's often portrayed as the elderly person who can't leave the house and doesn't get visitors, but we need to recognise that loneliness can be experienced by anyone ..."

[FOR MORE](#)



Australia's Health Panel views on National COVID19 Vaccine Rollout Strategy

" These are new types of vaccines, they have been produced faster than any other and I've heard stories of negative side effects, I am anxious about receiving it and whether it will negatively impact my chronic health conditions."

[FOR MORE](#)



Join Us - the national research register

Join Us connects researchers with people who are willing to be involved in research, and helps researchers prevent, treat and find cures for disease.

It's quick and simple – you sign up, provide a few details that are held in a secure database and when a relevant study comes up, you are asked if you'd like to take part. By joining us you could help change a life. Together we can change millions of lives.

[JOIN US REGISTER](#)

Media releases and editorial

[New survey results shine a light on health literacy in Australia](#) - *New survey findings show a significant number of consumers need to be supported to feel more in control of their health care. The report, commissioned from the CHF by NPS MedicineWise, defines and measures health literacy in Australia. It also identifies gaps which are.....* [MEDIA RELEASE: 08 JUNE 2021](#)

[Medicare changes require more communication](#) - *We have urged the Federal Government to consider a short pause on the introduction of proposed changes to Medicare benefits in to allow time for a communication and implementation strategy to help consumers and doctors prepare for the changes....* [MEDIA RELEASE: 07 JUNE 2021](#)

[Putting health navigation on the map](#) - *The challenges in providing vitally important health care for older and frail people have been amply demonstrated by the Government's struggle to ensure all residents in aged care* [BLOGPOST: 11 JUNE 2021](#)

[All Media Releases and editorial](#)

Webinars replays

What are “living guidelines” and how are consumers involved?

What's it like to watch your partner, pregnant with twins, ventilated in intensive care with COVID-19? What is long COVID like? Chris, a science communicator & broadcaster has had COVID-19, now he is contributing to the Living Evidence Taskforce.

Each week, more than 250 Taskforce contributors work together to find new research and quickly incorporate that research into national, evidence-based guidelines for the clinical care of Australians with COVID-19.

In this panel discussion, presenters who have been working on the [National COVID-19 Clinical Evidence Taskforce](#) will share insights about the work they do.

WATCH THE REPLAY

CHF YouTube channel

Consumer program



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.

Geraldine Robertson, DoH - Diagnostic Imaging Accreditation Scheme (DIAS) Advisory Committee

Consumer representative vacancies



CHF nominates consumer representatives to high level committees and those related to funded priority areas. Calls for nominations are made via *Health Update* 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 vacancies 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.

The Biotoxin-related Illnesses Advisory Committee

Department of Health

The Biotoxin-related Illnesses Advisory Committee will consider the outcomes of a review examining evidence of treatments for patients presenting with complex illnesses that are difficult to diagnose, including biotoxin-related illnesses and those with chronic inflammatory response syndrome (CIRS)-like conditions. The committee will also guide the development of clinical guidance to assist GPs and health professionals in the diagnosis, treatment and management of these complex illnesses.

The Biotoxin-related Illnesses Advisory Committee will comprise representatives from a broad range of allied health and specialist medical fields; as well as consumer representatives.

Expressions of interest close midnight AEST on Tuesday 15 June 2021

[MORE INFORMATION](#)

Other consumer opportunities

CHF also advertises consumer opportunities that we do not provide nominations for. The opportunities listed below are for members to work directly with stakeholders and apply to sit on committees that are of interest.

CHF checks that consumer participation is supported with coverage of travel costs and sitting fees before advertising these opportunities.

Key informant interviews on the safe use of medicines for older people

NPS MedicineWise

NPS MedicineWise provides evidence-based resources and activities for consumers and health professionals to support the best possible decisions about use of medicines and medical tests. NPS MedicineWise is currently looking for feedback from consumers about the safe use of medicines for older people.

NPS MedicineWise is seeking to interview for people who are:

- aged 60 years or older
- taking more than one medicine
- have had a medication management review with a pharmacist (also called Home Medicines Review or Residential Care Medication Management Review)

The interviews will run for 30 minutes and will be conducted between 10 May to 21 June 2021. All interviews will be conducted remotely, either via phone or tele/videoconference. A \$50 online gift voucher on completion of the interview.

Interested members can respond to [this short questionnaire](#) before the closing date.

Expressions of Interest close at COB AEST on Thursday 17 June 2021

[MORE INFORMATION](#)

Community Engagement Advisory Committee (CEAC)

The Australasian College of Dermatologists

The Australasian College of Dermatologists (ACD) is the leading authority in Australia for dermatology, and provides information, advocacy and advice to individuals, communities, government and other health stakeholders on dermatological practice.

The ACD is currently seeking a consumer advocate to join their Community Engagement Advisory Committee.

Expressions of interest close at midnight AEST on Sunday 20 June 2021

[MORE INFORMATION](#)

TEXT4myBACK clinical trial

The University of Sydney

The University of Sydney is seeking consumer participation in a clinical trial, TEXT4myBACK, a text message intervention to support recovery of people with low back pain.

The study will compare two different formats of text messages that provide information about low back pain. It is being conducted at the University of Sydney and carried out entirely remotely.

People who have a current acute episode of back pain (i.e. less than 3 months) who are interested in participating should complete the study [pre-screening survey online](#).

If you meet the inclusion criteria, you will be contacted by the research team who will provide you with more information about the study.

If you participate, you will be asked to complete follow-up online surveys at 3, 6 and 12 months which require around 20-30 minutes of your time.

Expressions of interest close at 12:00 midnight (AEST) on Wednesday 1 December 2021

[MORE INFORMATION](#)

SEE ALL CONSUMER REP OPPORTUNITES

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.

BECOME A MEMBER



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