

healthUPdate

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From the CEO



Reimagine: making virtual health care a reality

The surge to virtual health care triggered by the pandemic has represented both a positive and an unsettling stride forward.

Unsettling not only because of the sudden change to our accepted way of doing things. But, also because we as a society --- consumers and practitioners --- have had little chance to work through the potential upsides and downsides of notable changes like telehealth.

I am happy to say that CHF has now joined a collaboration to assess in a methodical way the paths to a digital future. We are partnering with the Digital Health Collaborative Research Centre (DHCRC), Curtin University of Technology, and Deloitte to define a roadmap for reimaged healthcare.

This week our partnership has released a discussion paper [Reimagining healthcare in Australia](#): The role of digital in future health delivery.

The paper lists the “multiple” examples of virtual health care present or emerging in the Australia, including the longstanding rural and remote telehealth services, introduction of virtual hospitals or hospitals in the home, remote monitoring of patients and virtual consultations, integration of

consumer data and digital coordination, the use of AI to identify at risk consumers, and consumer portals and online booking systems.

Then there is the explosion in use of apps, devices and websites in health and wellness, whose use is now so taken for granted yet with little understanding about their overall population health repercussions.

As the paper says, the challenge is that many innovations are in early application stage and often not integrated into main-stream care. In addition, the evidence-based behind the efficacy and safety of these programs is still forming.

However, the aspirations for digital health are transformative. Considered from a consumer perspective, the paper says reimagined healthcare will be personalised, regard consumers as partners in care and empower them to make informed choices about healthcare. Informed choice and self-management would assist consumers to become proactive, motivate them to actively manage healthy lifestyles and move from paternalistic to consumer centred care models.

The Reimagining Healthcare collaboration commenced this week on Thursday with an encouraging start, a national webinar featuring keynote speakers including the Commonwealth Health Department Secretary, Professor Brendan Murphy, which drew 1,700 plus registrants. You can [watch the webinar replay here](#).

After the challenging year we have had so far, it is perhaps not surprising that many of us are ready to reimagine turning virtual health care into reality.

Leanne Wells
Chief Executive Officer



Do you have a Big Idea about health care?



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 to screen at a feature event of our Australian and New Zealand [Shifting Gears Virtual Summit](#) to be held on March 18 -19 next year.

Send in videos of your ideas for innovation in health to be part of the [Big Ideas Forum](#) at the Shifting Gears Summit.

Production of the one-minute videos will be supported by a simple, easy to use app and winners will share their idea with ABC TV journalist Ellen Fanning at a Big Idea Forum at the conference. There is a wide range of themes these videos might explore.

The best ideas will also be promoted through CHF's advocacy work.

If you have an innovative idea which would change the way healthcare is delivered, enter our Big Idea video challenge.

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

The sponsor for the Big Ideas Forum is CSIRO

[FIND OUT HOW TO ENTER](#)

Webinar on digital health



Reimagining healthcare in Australia: The role of digital in future health delivery

There is no question that we've seen a rapid acceleration of Australia's virtual care capacity as a result of the COVID-19 global pandemic. However, there are many questions about the role of virtual health in Australia and how we ensure capability meets aspiration for the future.

Join panelists, Dr Brendan Murphy, Secretary of the Department of Health, Leanne Wells, CEO, CHF, Mark Simpson, eHealth NSW, Dr Steve Hambleton, Digital Health CRC Board, Gabrielle O’Kane, CEO, National Rural Health Alliance, and Prof Tim Shaw, Digital Health CRC and explore the fundamental considerations including:

- What does the path from telehealth to virtual care look like, and how should we navigate it?
- What pace do we need to deliver scale and value, to make sure virtual care remains viable?
- How do we increase value through a hybrid virtual care model?
- Are we ready for this hybrid care model and does everyone, from clinicians to patients, actually want it?

WATCH THE REPLAY

CHF Conference - abstracts open

The CHF Conference is now a virtual event!

CHF Summit 2021 - Shifting Gears

Share the lessons learned from COVID-19 at our virtual Summit 2021: Shifting Gears

18 - 19 March 2021

Submissions can be for oral, workshop or poster presentations at the [CHF Summit: Shifting Gears](#).

Abstract submissions are now open



The banner features the CHF logo on the left, which includes the text 'CHF Consumers Health Forum of Australia Consumers shaping health'. Below this is the slogan 'Consumers as leaders in healthcare'. On the right, there is a graphic of four interlocking gears in orange and purple. The top-left gear contains a person reading, the top-right a heart with a cross, and the bottom-right a person in a wheelchair. Below the gears, the text reads 'CHF | SUMMIT 2021 Shifting Gears' and '18-19 March 2021' is displayed in an orange bar at the bottom.

We invite you to propose topics across our 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

We also invite you to submit your abstract about consumer involvement in times of rapid change, reflecting on your or your organisation's experience in the COVID-19 pandemic or other similar situations.

- What have you learned during that it can share with others?
- What new parts of our healthcare systems have developed that should be retained and expanded?
- What have we learned about equity and inclusion in a time of crisis?

See more about [topics for submissions](#). The closing date for **abstract submissions** has been **extended to 16 October 2020**.

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

Pre-conference masterclass

Capturing experiences of care

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

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

Achieving improved experience for consumers requires going beyond the usual approaches and moving to one that brings people together. Co-design methods are used to better understand how it feels to deliver and receive care, and to make improvements together.

With healthcare services striving for improvement - in clinical outcomes, cost of delivery, and staff and patient experience, this training will show how co-design creates value for both consumers, staff and healthcare providers and how to further advance value based 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.

Dr Lynne Maher is Director of Innovation,
Ko Awatea, Counties Manukau, Auckland,
Associate Honorary Professor of Nursing, University of Auckland, and
Adjunct Associate Professor, School of Medicine, Tasmania



[Register for the virtual 9th Global Patients Congress \(GPC 2020\)](#)

You are invited to the 9th Global Patients Congress (GPC 2020), a two-day virtual event on the 16 & 17 September 2020.

The congress is a bi-annual event for the International Alliance of Patients' Organizations (IAPO), which brings together patient advocates, policy makers, civil society, industry and academia to share ideas, explore solutions, and discuss the future of patient-centred healthcare.

This year's theme is *Co-creation in Innovative Healthcare during COVID-19* and will provide a platform for patients advocates together with the wider global health community to engage in focused discussion on health systems.

IAOP hopes you will be able to join them at the virtual GPC 2020 and add your voice to the global patient movement.

[FIND OUT MORE](#)

Surveys



[Dementia medicine survey](#)

A university study into medicines for people living with dementia is seeking to hear from people living with dementia, their carers, family members and friends as well as health care professionals and students who have experience with care for people with dementia.

The study is being conducted by researchers from the University of South Australia, in collaboration with researchers from the University of Sydney, Monash University and University of New South Wales, and in partnership with the James Lind Alliance.

For more information and to complete the questionnaire online go to: [“Quality Use of Medicines in People Living with Dementia: Determining research priorities”](#) OR for a paper copy with reply paid envelope to be sent to you, contact Dr Emily Reeve, Phone: 08 8302 2757 or E-mail: priorities.dementia@unisa.edu.au

GO TO THE WEBSITE



Dignity Survey - Safe Motherhood for All

The Birth Dignity Survey 2020 - Do women in Australia have the birth they want?

The Birth Dignity Survey focuses on women's experiences of maternity care to understand what women want & need, and the issues pregnant women face during pregnancy, birth and the postnatal period.

The survey is open until 30 September 2020 for all women who have birthed in Australia in the past two years.

[Safe Motherhood for All Inc](#) would like to encourage First Nation women, rural women; culturally and linguistically diverse (CALD) women and women experiencing vulnerability to complete the survey.

COMPLETE THE SURVEY



Australias 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.

HAVE YOUR SAY

Upcoming webinars

The Melbourne Population and Global Health Students' Society &
The Melbourne School of Population and Global Health
Present:

Personalising Care at Population Level: The Opportunity for Social Prescribing

Wednesday September 16, 2020 5PM
Register VIA Zoom Webinar Link

Logos at the bottom: The Melbourne School of Population & Global Health, VicHealth, British Consulate-General Melbourne, NHS England, National Academy for Social Prescribing, CHF Consumers Health Forum of Australia, and MPOHSS.

Personalising care at population level: the opportunity for social prescribing

The Melbourne Population and Global Health Students's Society & The Melbourne School of Population and Global Health present

James Sanderson, Director, Personalised Care and Improvement, NHS England in the UK will be presenting his research on social prescribing and community-based support, supported by a panel of speakers from across health disciplines in Australia.

The panel will discuss the current challenges, exacerbated by Covid-19, and opportunities as well as social prescribing case studies presented by Inala Health (QLD) and IPC Health (VIC).

This event will be led and facilitated by Professors Nancy Baxter and Rob Moodie, Head and Deputy Head of the Melbourne School of Population and Global Health.

Join us next week, to further the case for social prescribing as a beneficial addition to Australia's healthcare strategy.

Time: 5:00 PM (AEST), 16 Sept 2020

REGISTER FOR THIS WEBINAR



Patients: partners in health

#CHF Talks webinar series

As part of our “CHF Talks” webinar series, we will be presenting this webinar on significant trends for change in primary health care in Australia.

The dynamics of health care are changing, with increasing acceptance of patients engaged as partners with clinicians. What does this mean for Australia’s approach, particularly at a time when the Federal Government is developing a **10 Year Primary Health Reform Plan**?

Emerging concepts and practices such as **patient activation** and aspects of health care that need to be strengthened such as self-management and health literacy will be discussed by the webinar panel featuring American exponent of partnership in health care, Professor Larry Baker, consumers advocate, Linda Beaver, Care Opinion, Assoc Prof Michael Greco, and a leader in general practice reform, Dr Paresh Dawda.

Watch out for a video coming soon that will present a preview of the webinar

REGISTER FOR THIS WEBINAR

Special Interest Group



Rural and Remote Health Special Interest Group e-Newsletter

The Rural and Remote Health Special Interest Group, an informal network of consumers who have self-selected to work more intensively on policy issues, publish quarterly newsletters covering important topics impacting people in rural and remote areas. The latest issue focuses on pain management in rural and remote communities.

[READ THE NEWSLETTER](#)

Media releases

[Understanding Australia's Virtual Care Needs](#)

Health systems around the world have been looking closely at ways that virtual care could enhance the sustainability... [MEDIA RELEASE: 08 SEPT 2020](#)

[The best script is what matters to you](#)

Social prescribing, which involves the referral of patients to non-medical activities to ... [MEDIA RELEASE: 03 SEPT 2020](#)

[Budget must recognise value of better resourced health and social care](#)

The Federal Budget must respond urgently to the health and economic lessons of the COVID pandemic and provide funding to ... [MEDIA RELEASE: 03 SEPT 2020](#)

[All Media Releases and editorial](#)

CHF Journal - Health Voices



Prevention – turning hindsight into foresight

Investing in early childhood, especially the first 1000 days, pays off with prevention of adverse adult health and social outcomes, and substantial benefits to society and human capital, writes Professor Sharon Goldfeld.

Health Voices
Issue 26 | May 2020

[READ MOIRE](#)

Webinar replays

A summary of our recent webinars for health care consumers

- 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

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

No formal appointments were made by CHF in the last fortnight.

Consumer reports



CHF expects and appreciates reports from CHF nominated consumer representatives. These reports help keep CHF informed of consumer representative work.

Consumer representative reports can be made online, via email, mail or phone. CHF thanks the following consumer representatives for keeping us up to date on their work.

Dianne Smith, Australian Commission On Safety And Quality In Health Care - Primary Care Committee

Dianne Smith, RANZCR - Peak Imaging Coalition (PIC)

Dianne Smith, Australian College for Infection Prevention and Control Board

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.

National Asthma and Other Chronic Respiratory Conditions Monitoring Advisory Group

Australian Institute of Health and Welfare (AIHW)

The AIHW manages the National Centre for Monitoring Chronic Conditions

(the Monitoring Centre) to undertake surveillance and monitoring of chronic conditions including asthma and other chronic respiratory conditions. The Monitoring Centre monitors chronic respiratory conditions and their determinants, covering prevention, treatment, management, mortality, and differences between population groups; with an emphasis on cross-disease work reflecting the interrelated nature of many chronic diseases and their determinants.

The National Asthma and Other Chronic Respiratory Conditions Advisory Group (Advisory Group) provides a wide range of expert advice to AIHW regarding data monitoring and surveillance activities of asthma and other chronic respiratory conditions such as chronic obstructive pulmonary disease (COPD).

Applications close at 12:00 midnight AEST on Sunday 20 September 2020.

[MORE INFORMATION](#)

Australian College for Infection Prevention and Control Board

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](#)

[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.

BECOME A MEMBER



We sent you this email because you opted to receive this newsletter from the [Consumers Health Forum](#).
[Unsubscribe](#) or email us info@chf.org.au | Tel: 02 6273 5444