



Consumers Health
Forum **OF** Australia

Safety and Quality in Health Care: Special Interest Group

General purpose and operation of the group

May 2018

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Consumers Health Forum of Australia (2019)
*General purpose and operation of the Safety
and Quality in Health Care Special Interest
Group. Canberra, Australia*

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Background

Consumers Health Forum

The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers. CHF works to achieve safe, quality, timely healthcare for all Australians, support by accessible health information and systems.

CHF does this by:

1. advocating for appropriate and equitable healthcare
2. undertaking consumer-based research and developing a strong consumer knowledge base
3. identifying key issues in safety and quality of health services for consumers
4. raising the health literacy of consumers, health professionals and stakeholders
5. providing a strong national voice for health consumers and supporting consumer participation in health policy and program decision making.

CHF have three special interest groups operating: consumer involvement in research, digital health and safety and quality in healthcare. These are informal networks of consumers who have self-selected to work more intensively on policy issues. Each SIG is intended to be informal and therefore CHF believe a 'term of reference' is not appropriate. Instead, this informal document outlining the general purpose and operation of the group has been developed.

Safety and Quality SIG

The Safety and Quality SIG was established in May 2018 to work with CHF and connect consumers to the Australian Commission on Safety and Quality in Health Care for user testing of resources such as decision support tools, consumer factsheets and consumer tools. Additionally, other opportunities that aligned with the areas of focus were promoted to the group when appropriate. Since establishment, the SIG have been involved in a range of consultations including, but not limited to:

- **Australian Commission on Safety and Quality in Health Care:**
 - feedback on consumer resources on Venous Thromboembolism;
 - feedback on draft decision support tool for osteoarthritis of the knee;
 - feedback on draft 'Consumer Fact Sheet: Patients with Cognitive Impairment or at Risk of Delirium'; and
 - feedback on draft resource on 'Treatment Options for Complications of Transvaginal Mesh – Information for Consumers'
- **Opportunities aligning with areas of focus:**
 - Department of Health: feedback for the Health Care Homes consumer enrolment flyer, 'what's different about health care homes?'
 - Royal Australasian College of Surgeons: feedback on draft resource, 'A patient guide Surgical Fees – Five Things to Know'
 - Pharmaceutical Society of Australia: feedback on draft resources on General Practice Pharmacists.

Purpose of the Safety and Quality in Health Care SIG

To date, the Safety and Quality SIG have responded primarily to requests for consumer feedback from the Australian Commission on Safety and Quality in Health Care as well as other health organisations. With the group now well established, we are working to expand our involvement on policy issues to more than simply a 'reactive' group for the Australian

Commission on Safety and Quality in Health Care, but a group that also works proactively on topics that align with CHF's priority areas, determined by the CEO, including but not limited to: health literacy, patient activation, and shared decision-making.

Consumer participation in the safety and quality will identify what matters to consumers, where improvement can be made and contribute to the cultural changes needed among health professionals, health managers, health services and the wider community that are needed for sustainable improvements in safety and quality in health care. Through this group, CHF hope to provide a space for those interested in Safety and Quality in Health Care to share information, communicate, bounce ideas around to enact change.

Operation of the Safety and Quality SIG

The Safety and Quality SIG has the capacity to influence CHF policy and responses, with final decisions remaining with the CHF Board. The Safety and Quality SIG are not in a position to put in our own submissions to consultations. Resourcing and support for the group will be determined by the CEO.

Co-Facilitators

The Safety and Quality SIG is co-facilitated by a CHF Secretariat member and a consumer. The consumer co-facilitator is selected by members. This process is coordinated by the CHF co-facilitator.

What will their role involve?

The co-facilitators will work closely to:

- finalise the Agenda Items for each meeting;
- facilitate discussion during meetings;
- document outcomes of each meeting, including any actions arising;
- distribute meeting documents / Agenda papers and other relevant documents, to members in a timely manner; and
- keep SharePoint updated and monitor group discussions.

Members

This SIG is open to all members and consumer representatives. The maximum number of people within the group at any time will be 25. This number includes the co-facilitators. This cap helps keep the group manageable while assuring diversity.

People can choose to leave the group if they no longer have the capacity. An email should be sent to the co-facilitators of the group to advise them of your withdrawal. This will not influence your relationship with CHF.

What contribution is expected from members?

Members of the Safety and Quality SIG are expected to participate actively in a monthly meeting via teleconference, including reading circulated papers before the meetings, and to share information. An online forum, SharePoint, has been established for members to engage in friendly discussion, share information and ideas between meetings. Members are expected to treat each other with respect and listen to each other.

Reporting

- A draft agenda will be distributed to members two weeks prior to a meeting inviting suggestions for additional agenda topics.

- A copy of the final agenda and all papers to be discussed will be distributed to all members at least one week prior to a meeting.
- A draft document highlighting outcomes of meeting, including actions arising will be distributed to attendees of a meeting within one week of a meeting.