

# healthUPdate

30 October 2020

## From the CEO



### **Aged care reforms depend on a strong consumer voice**

Once more we see with tragic clarity what can happen in Australia even in the 21st Century when little or no heed is given to the needs and rights of consumers, in this case the residents of residential aged care.

Among the many deficiencies the Royal Commission into Aged Care Quality and Safety has identified is the exposure of vulnerable residents to poor care, even abuse, and in financial terms, an absence of value for money. That vulnerability was enabled by the lack of vigorous safeguards to protect their human right to quality care, equity and dignity.

So it is with raised hopes that we have seen the [important final submission](#) of the Commission's Counsel Assisting produce a range of recommendations that would dramatically lift the standards by seeking to strengthen the consumer interests in aged care.

While the Royal Commission is not expected to publish its final report until next year, the Counsel Assisting's document sets out a persuasive case for radical improvements in aged care performance.

The submission states that the experience of people receiving care should be central to assessments of aged care quality and safety, and priority should be given to this principle in reforming the regulator's compliance monitoring and assessment processes.

Its recommendations call for the establishment of an independent Aged Care Commission. It proposes a battery of principles and recommendations for a complete overhaul, ranging from a new star rating system to guide choice of care, to an enforceable rights-based system and vigorous advocacy.

It seeks greater weight be given to consumer experience, improving complaints management practices and protections for whistle blowers.

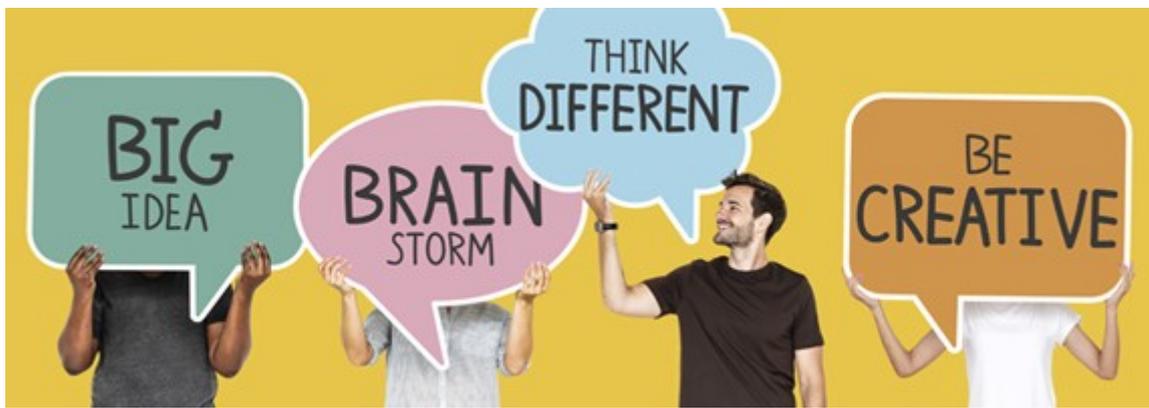
The star ratings it recommends should start by July 2022. These should be based on objective and measurable indicators that allow older people and their families to make meaningful comparisons of the quality and safety performance of providers. They should include graded assessments of service performance against relevant clinical and quality indicators, and of staffing levels, and robust consumer experience data, when available. The star ratings and accompanying material should be published on My Aged Care.

The submission states that any rights-based approach must guarantee universal access to the supports and services that an older person is assessed as needing. It points out that while there exists a Charter of Aged Care Rights, expressed as a charter of consumer rights, it does not establish any rights capable of enforcement, either by the individual or by the regulator on their behalf.

All of the changes proposed are in some senses unremarkable. They propose standards that Australians would expect of any care system. Making them a reality will in large part depend on vigorous consumer advocacy.

**Leanne Wells**  
Chief Executive Officer





## 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?



### CHF Big Ideas for Health

Here's how you might create your video for the #CHF Big Ideas Forum

[WATCH THE VIDEO](#)

Hear more about areas in [health innovation where consumers](#) can make a difference, or watch our [video on how](#) to make your entry.

We are inviting you to produce a video about your Big Idea for Health, using a simple easy-to-use app called [Cinefly](#). 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. The closing date for submissions has been extended to mid November

For any questions or support with your entry, please contact the communications team - email [communications@chf.org.au](mailto: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](#)



## 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](mailto:L.gelbart@chf.org.au).

COMPLETE YOUR EXPRESSION OF INTEREST

## Career opportunity



### We're hiring

We have a career opening for a Policy Officer to lead a project on the Quality Use of Medicines in Canberra

FIND OUT MORE

## CHF Members Policy Forum



### Members Policy Forum 2020

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

GUEST SPEAKER: (To be announced)

### 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 FOR THE FORUM](#)



### Australia's Health Panel- LAST CHANCE to "Drop the Jargon"

For October 2020, 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 their own experiences trying to understand the

To see how well you understand some common medical jargon and to tell us about your own experience with jargon in healthcare, register with Australia's Health Panel or login to share your story

[COMPLETE THE SURVEY](#)

## Webinars



## Development of the COVID Living Evidence Guidelines

### #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.

**When:** 19 November 2020

**Time:** 1:00 - 2:00 pm (Australian Eastern Daylight Savings Time)

REGISTER



## An experience-driven technology-enabled healthcare system

### #CHF Talks webinar series

Leaders in healthcare will share their experiences in co-design and working with people with lived experience.

**When:** 5 November 2020

**Time:** 3:00 - 4:30 pm

REGISTER

## CHF Summit 2021

**CHF**  
Consumers Health  
Forum of Australia  
Consumers shaping health

**Consumers  
as leaders  
in healthcare**

The logo for CHF Summit 2021 features four interlocking gears in orange and purple. The gears contain icons: a person reading, a doctor and patient, a heart with a cross, and a person in a wheelchair. Below the gears, the text reads "CHF | SUMMIT 2021" and "Shifting Gears".

**CHF | SUMMIT  
2021**  
**Shifting Gears**

18-19 March 2021

Our 2021 Summit is will be a virtual event. With new technology, and our

commitment to a COVID safe event, we are switching to a high impact conference 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.

[Conference website](#)



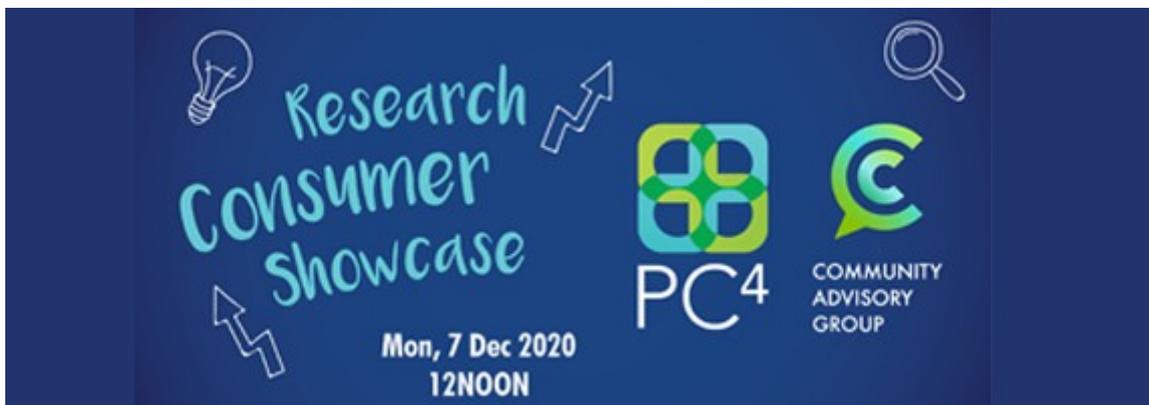
We will bring together consumer leaders and advocates, health consumer organisations, clinical leaders, Primary Health Networks, local hospital networks, service managers and providers, policymakers, researchers and industry stakeholders interested in driving people-centred system change.

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](#)



## PC4 Research Consumer Showcase

The PC4 (Primary Care Collaborative Cancer Clinical Trials Group) Research Consumer Showcase webinar is a 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:** [mairead.mcnamara@unimelb.edu.au](mailto:mairead.mcnamara@unimelb.edu.au)

REGISTER



## 2020 CanForum: National Oncology Alliance is launching a Vision 20-30 for cancer care in Australia

What can we do today to save the lives of tomorrow's cancer patients?

The National Oncology Alliance (NOA) has worked with over 1,200 experts to develop the Vision 20-30 for what cancer care could look like in ten years' time for each and every Australian.

Vision 20-30 calls on the need for an Australian Cancer Futures Framework which puts patients at the centre of cancer care and paves the way for the provision of the latest technological advances for all cancer patients

regardless of cancer type, geography or financial situation - ultimately increasing survival.

Rare Cancers Australia will be holding this year's 2020 CanForum online to officially launch the NOA Vision 20-30 report. This event will be livestreamed and open for you, your networks and the general public to attend.

**Date:** Monday 9th November

**Time:** 9.30am – 12.45pm AEDT

**Host:** Sophie Scott – award winning journalist, broadcaster and author

REGISTER

## 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 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](#)

## Australia's Health Panel



### 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](#)

HAVE YOUR SAY

## 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](mailto:PPVH.project@urs.edu.au) or contact Dr Jacqui Pich, email [Jacqueline.pich@uts.edu.au](mailto: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](mailto:Jacqui.allen@monash.edu) for more information.

## 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

### [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](#)

All Media Releases and editorial

CHF Journal - Health Voices



## Deadly Choices: the importance of health promotion and prevention during the COVID-19 pandemic

There is an appetite for health promotion, prevention and education that is a cultural fit and engages with people in a positive way in Aboriginal and Torres Strait Islander communities, writes Adrian Carson.

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:

**Dianne Prince**, nominated to the DoH - Quality Use of Pathology Committee (QUPC)

**Richard Brightwell**, nominated to the DoH - Quality Use of Pathology Committee (QUPC)

**Adam Johnston**, selected to participate in the George Institute Join Us Research Register consumer workshop

**Joanne Baumgartner**, selected to participate in the George Institute Join Us Research Register consumer workshop



## 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.

**Diane Walsh**, DoH - Australian Technical Advisory Group on Immunisation (ATAGI)

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

**Diane Walsh**, ACSQHC - Primary Care 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 *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.

**CHF is not currently running EOIs for committee work that requires a CHF consumer representative nomination.**

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](mailto: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](mailto:g.martin@chf.org.au).

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.

## Consumer participation required for creating a new range of resources for people with heart failure

### *NPS MedicineWise in partnership with The Heart Foundation*

NPS MedicineWise and The Heart Foundation are creating a new range of resources for people with heart failure. For this project, NPS MedicineWise are looking to work with people who have been diagnosed with heart failure and/or those who care for someone with the condition. 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.

*Expressions of interest close at COB on Friday 6 November 2020.*

[MORE INFORMATION](#)

## Community Advisory Committee

### *COORDINARE*

As 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 person-centred, high quality and coordinated/integrated health care throughout the region.

COORDINARE's Community Advisory Committee provides expert advice to the Board on consumer and community engagement strategies..

*Expressions of interest close at COB on Monday 30 November 2020.*

[MORE INFORMATION](#)

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](mailto:info@chf.org.au) | Tel: 02 6273 5444