



# **Consumer Driven Practice, Consumer Driven System**

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**Consumers shaping health**

# Overview

- Health's pain points
- Consumer centered health care
- Health literacy
- Patient-centred physio practice
- Health care homes



Consumers shaping health

# Health's pain points

- Multi morbidity and lifestyle risk factors
- Social determinants of health
- Outmoded models of care
- Review paralysis
- A system in need of renewal

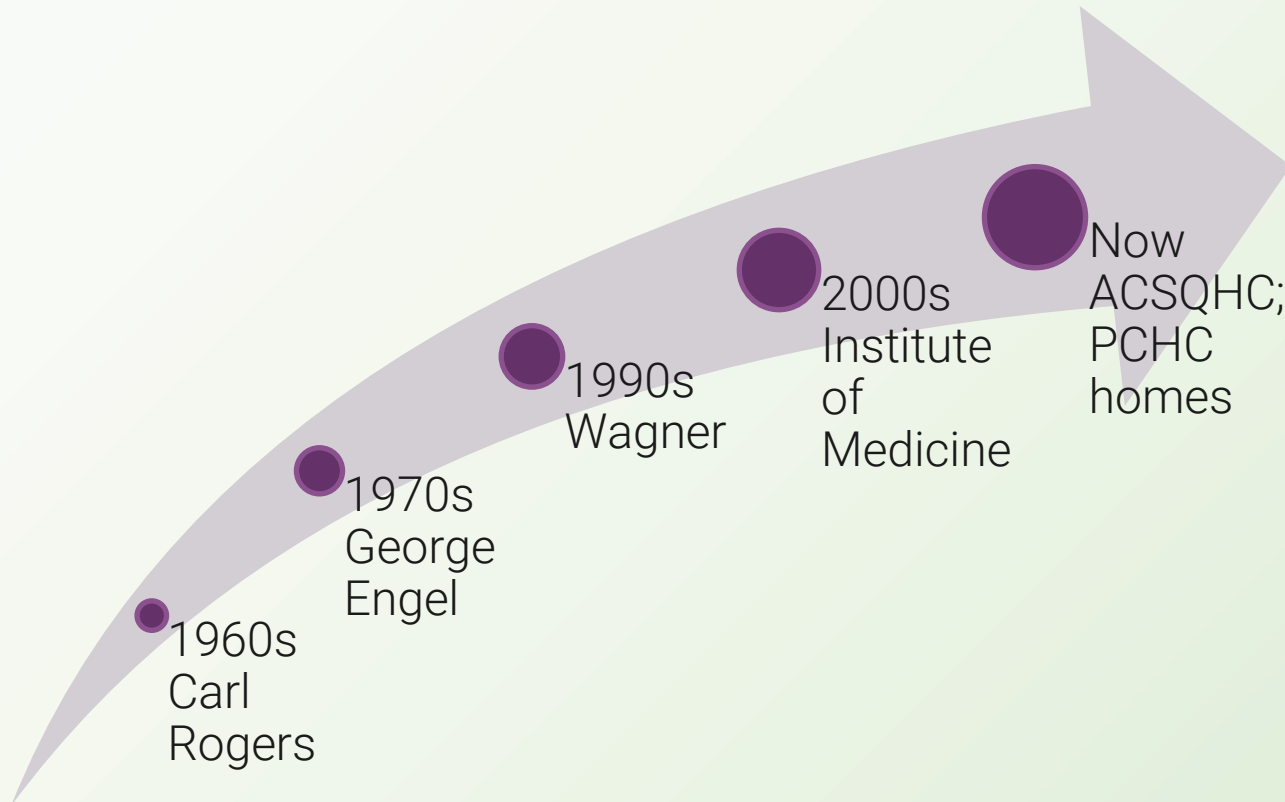
# Consumer centred care

- Improves patient experience
- Improves quality of care
- Improves health outcomes
- Reduces costs
- Promotes positive health behaviours
- Builds staff performance and morale



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# Evolving pathway



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# Putting people in control

- Engaging people in keeping healthy
- Shared decision making
- Supported self management
- Having a personal health or social care budget
- Involving families and carers
- Choosing a provider
- Taking part in research as part of your care and treatment
- Evaluating services through feedback



# Lost in translation

## What we say

Digital, *paperless*, accessible, efficient, simple, *world class*, personalised, human, *informed*, collaborative, *sustainable*, affordable, connected, provides better outcomes, puts the patient in control, *gives me what I want when I want it*



*Translation*



## What consumers are saying

*Make life easier and more convenient to me*

Let me take ownership and empower me

Include and respect me in the relationship

Keep me informed

*Enable transparent access to my information*

Give me the best care you can

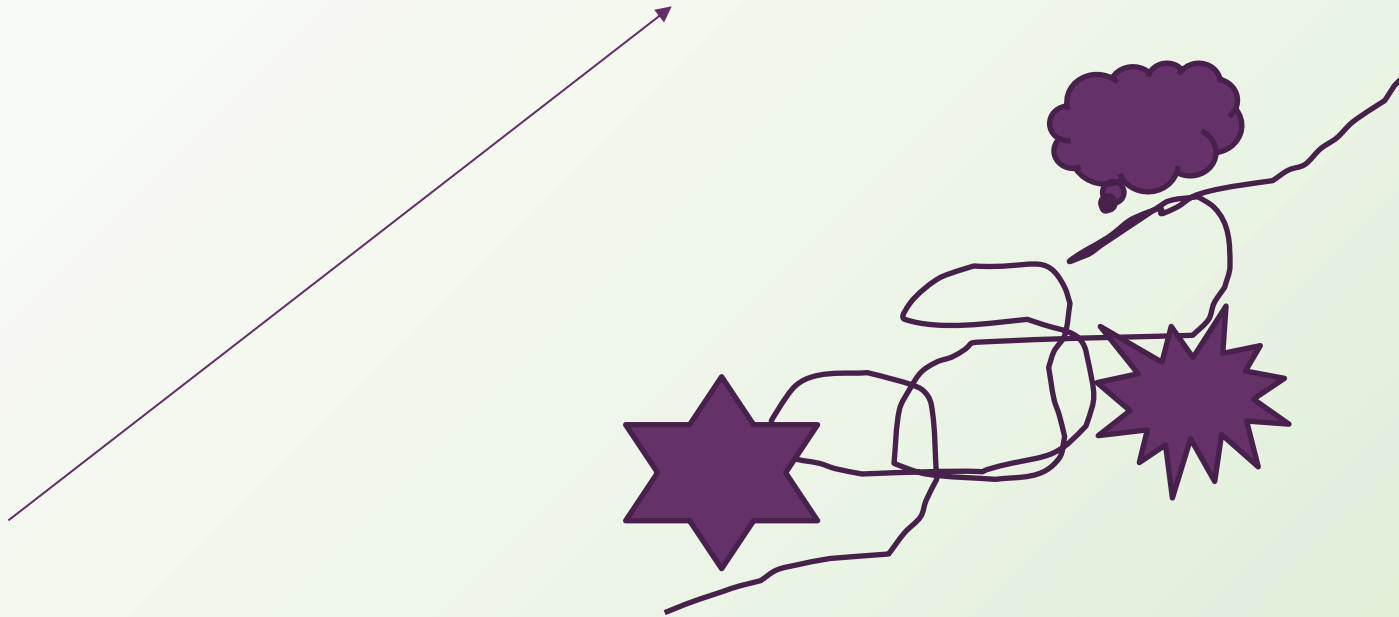
Reduce my costs



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# Lost in translation



# Health literacy for clinicians

**60%**  
OF PEOPLE



**LOW**  
HEALTH LITERACY

Having low health literacy means your patients don't have the knowledge they need to find, understand and use information about their health and health care. You can help change this.

Know your patients



Consider how you present information



Ensure understanding



Improve your health service



How can I help my patients understand their health better?



**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

health

# Making your practice consumer centered:

Taking care to schedule appointments for vulnerable clients at times they feel more comfortable attending



Protecting client information, such as through using extra or different ID checks

Tailoring communication mechanisms

Active involvement in goal setting

# Making your practice consumer centered:

Clarity around fee  
schedules and  
expectations for  
payment

When referring - provide  
as much information as  
possible about costs  
and expectations



Give patients  
information on  
accessing help  
outside a booked  
appointment

Making physical and  
auditory privacy and  
boundaries a priority

# Resources for your practice

Physiotherapy  
**Choices**

*healthUpdate*

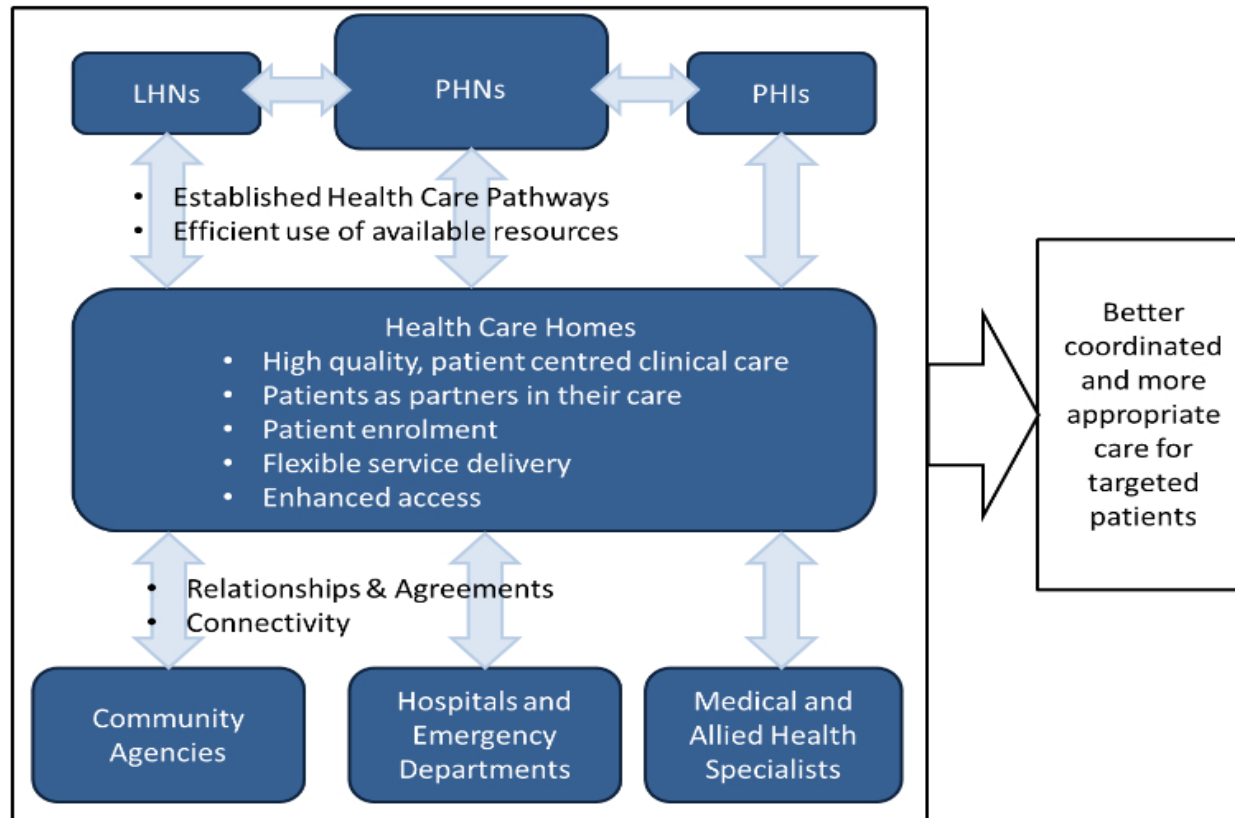
Consumers  
Shaping  
Health



**CHF** Consumers shaping health

# Health care homes

FIGURE 1: THE HEALTH CARE HOME



# Health care homes

- Special Policy Report : “Patient Centred Healthcare Homes: Towards Successful Implementation”, 1 August
- *CHF, RACGP, The George Institute for Global Health and Menzies Centre for Health Policy, University of Sydney*