



Consumers Health
Forum OF Australia

Digital Health Special Interest Group

General purpose and operation of the group

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*General purpose and operation of the Digital
Health Special Interest Group. Canberra,
Australia*

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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 four special interest groups (SIGs) operating: safety & quality in healthcare, rural and remote health, primary healthcare and research & data. 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.

Australian Digital Health Agency

The Australian Digital Health Agency (the Agency) has funded CHF to undertake a 12-month project to build consumer capacity to be involved in digital health policy development and implementation.

Since establishment in July 2016, the Agency has been tasked with improving health outcomes for Australians through the delivery of digital healthcare system and the national digital health strategy for Australia. The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation and clinical quality and safety. The Agency's focus is on putting data and technology safely to work for patients, consumers and the healthcare professionals who look after them.¹

Purpose

Consumer participation in digital health will identify what matters to consumers, where improvements can be made and contribute to the changes needed for sustainable improvements in digital health. The Digital Health SIG is being established to work with CHF on the 12-month project and initially focus on electronic prescribing. Additionally, other opportunities that align with the areas of focus may be promoted to the group when appropriate.

¹ Australian Digital Health Agency 2016, 'About the Agency', Australian Government, available at: <https://www.digitalhealth.gov.au/about-the-agency>

Operation of the Digital Health SIG

The Digital Health SIG is advisory to CHF, with final decisions remaining with the CEO and CHF Board. Resourcing and support for the group will be determined by the CEO.

Co-Facilitators

The Digital Health SIG will be co-facilitated by a CHF Secretariat member and a consumer. The consumer co-facilitator will be selected by voting members. This process is coordinated by the CHF co-facilitator. All members will have the opportunity to nominate themselves for the 12-month term.

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

The Digital Health SIG is open to all CHF 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 Digital Health SIG are expected to participate actively in a monthly meeting via videoconference, including reading circulated papers before the meetings, and to share information. An online forum, SharePoint, will be 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 one week 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.