



Welcome to the Tasmanian e-update – 20 June 2019

Access Solutions Meeting

You maybe aware, there has been increased public scrutiny on our hospitals since the release of the Auditors Generals report. This public scrutiny is a good thing.

In response to this report, Health Consumers Tasmania was one of two consumer representatives to attend an “Access Solutions” meeting held on the 19th June, the other being the chair of the RHH consumer advisory group.

Our feedback from the meeting is that when you combine problems around infrastructure capacity, poor culture and systems issues across the hospitals, as the Auditor General identified, it is clearly complex with no one short term solution available.

The Minister has announced changes to the patient discharge process by giving greater responsibility to nurses which is a positive outcome.

There was recognition at the meeting for urgent cultural change across the whole Tasmanian Health Service towards adopting a collective responsibly for patient care, which we believe could deliver a more patient centred approach to the consumer journey through the hospitals. Given there is no additional budget or resources committed to this initiative, we are perhaps more hopeful than certain it will eventuate.

Health Consumers Tasmania position at the meeting was four-fold.

We requested greater independent scrutiny of any actions that come out of the Access Solutions meeting, together with an update on

progress against the ten recommendations made by the auditor. The meeting agreed to this and they will invite the Auditor General to come back in twelve months to provide the public with an update on progress to date.

Secondly, we requested greater communications between the hospitals and their communities so that hospitals can directly address community concerns. This is about making our hospitals more accountable to their communities. We are confident that there is support for this and we will continue to advocate that it eventuates.

Thirdly, we would like consumers to continue to be engaged when specific initiatives from this meeting are developed and implemented. Our understanding is that a number of priority projects will be formulated by the end of July and we will be invited into the next phase of implementation. It is unclear what the process is from this point, but we will keep you posted.

Our last issue - that the mix of solutions needs to also include a longer-term focus and not just on short-term solutions. For example, if there continues to be limited support for health prevention initiatives, then we will not solve one of the major causes of Access Block, that is the increasing demand on our hospitals. Unfortunately, this was not raised at the meeting as the scope of discussion was more on the immediate, but we will continue to advocate along these lines.

We anticipate there will be a follow-up meeting during August.

Open meetings

Health Consumers Tasmania is using its next open meetings in **Launceston** and **Burnie** to facilitate conversation about **Rehabilitation** and **Geriatric Evaluation and Management**.

Current and previous patients, carers and community advocates are invited to attend. The Department of Health will also be attending to consult on a new 'Model of Care'.

The meetings will be held:

Launceston

Wednesday 3 July, 12pm to 2pm
Launceston Library, 71 Civic Square

Burnie

Thursday 4 July, 12pm to 2pm
Café Europa, 23 Cattley St

A light lunch will be provided, and a short pre-reading document will be sent out to registered participants prior to these events.

Please rsvp to Kate Griggs at zephyr.cruisin@yahoo.com.au.

Hobart – general meeting

Wednesday 7 August, 12 pm to 2pm
Heart Foundation, 1/89 Brisbane St

Consultation on Standards for Primary Health Care

The Australian Commission on Safety and Quality In Health Care is developing standards for primary health care providers other than General Practices. This includes community nursing, dentist, pharmacist, chiropractors and psychologists to name a few.

Topics for debate include whether accreditation is needed, and what information should services have to provide to consumers.

Health consumers and community advocates are invited to the following two consultation sessions for Tasmania.

Launceston

Tuesday 23 July, 11pm to 1pm
Harcourts Launceston Training Room
112-114 George St

Hobart

Wednesday 24 July, 12 pm to 2pm
Heart Foundation, 1/89 Brisbane St

Please rsvp to Kate Griggs at zephyr.cruisin@yahoo.com.au.

Further information about the new standards is available at www.safetyandquality.gov.au/our-work/primary-health-care/.

Scholarships - Associate Degree in Applied Health and Community Support

Primary Health Tasmania is providing scholarships (\$5000) to students undertaking the Associate Degree in Applied Health and Community Support through the University College this year at the University of Tasmania.

Mid-year course enrolments for the scholarships close on 22 July.

Further information available at www.utas.edu.au/college/courses/health



Bruce Levett, Tasmanian Executive Officer



Kate Griggs, Policy Officer