

Health in a Time of Change – The Role for Consumers and Community

A national workshop for consumer and community representatives contributing to health services and health reform at the governance level

18-19 August 2014, Rydges Hotel, 186 Exhibition Street Melbourne CBD



Day One - Monday 18 August	
10.30am	Registration, Tea and coffee
11am to 12.30pm	<p>Consumer and community representation in a time of change Welcome: Adam Stankevicius, CHF CEO</p> <p>Presentations and panel discussion:</p> <ul style="list-style-type: none"> • Sue Dunlevy, National Health Editor (News Limited) • Michael Moore, CEO Public Health Association of Australia • Di O’Halloran, Western Sydney Medicare Local • Noni Bourke, Peninsula Health • Laura Elkin, Aboriginal Advocacy Program Manager, Health Consumers’ Council WA
12.30pm to 12.45pm	Dr Rob Grenfell, Heart Foundation – presentation on the National Acute Coronary Syndromes Capability Framework
12.45pm to 1.45pm	Lunch
1.45pm to 3pm	<p>Using patient experience and consumer-centred care to improve health decision-making <i>How can consumer/ community representatives draw on patient experience and consumer-centred care information and reports?</i></p> <ul style="list-style-type: none"> • What are the principles of consumer-centred care and how to use a framework for influencing (Donna Stephenson, CHF) • National Health Performance Authority – “Build my report” tool demonstration (Tricia Linehan, NHPA)
3pm to 3.30pm	Afternoon Tea
3.30pm to 5pm	<p>Using patient experience and consumer-centred care to improve health decision-making (continued)</p> <ul style="list-style-type: none"> • Real People Real Data – a tool to bring consumer evidence to health decisions (Dr Jenny May, Rural GP Academic; Jan Donovan, consumer representative and CHF Board Member) • Connecting people – Not collecting data (Associate Professor Michael Greco, Patient Opinion) • How to make reports media friendly and get the message mainstream (Adam Creswell NHPA, Mark Metherell CHF)
5pm to 6.30pm	Break
6.30pm	<p>Dinner and Entertainment Marriott Hotel, Corner of Exhibition and Lonsdale Streets Melbourne CBD</p>

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Day Two - Tuesday 19 August	
9am to 10.30am	7 ideas to replace the \$7 Short presentations and panel discussion with health policy specialists: <ul style="list-style-type: none">• Dr Stephen Duckett, Director of Health, Grattan Institute and former Secretary, Department of Health• Associate Professor Adam Elshaug, University of Sydney, Menzies Centre for Health Policy• Jennifer Doggett, independent health policy consultant• Professor Andrew Podger, ANU and former Secretary, Department of Health
10.30am to 11am	Morning Tea
11am to 12.30pm	Social media, technology and health information to inform consumer representation <ul style="list-style-type: none">• Melissa Sweet, health journalist• Melissa Cadzow, consumer representative• Delia Scales, health campaigner• Dr Justin Coleman, GP transparency campaigner
12.30pm to 1.30pm	Lunch
1.30pm to 3.00pm	Managing motivation through times of change A panel of experienced consumer representatives share lesson learned and suggestions for success, and answer your questions. <ul style="list-style-type: none">• Alison Marcus, consumer representative• Dr Christine Walker, Chronic Illness Alliance and consumer representative• Debra Kay, consumer representative• Tony Lawson, CHF Chair• Deborah Smith, Community Council for Australia
3.00pm to 3.15pm	Where to from here? Adam Stankevicius, CHF CEO

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