

## Queensland Health Consumers Collaborative

# COMMUNIQUE

### Communique No. 2 December 2016

Welcome to the Queensland Health Consumers Collaborative (Collaborative) newsletter. The Communique is a means for the Collaborative to inform the community of their role and ongoing progress.

The Queensland Health Consumers Collaborative is a joint initiative between Health Consumers Queensland and Queensland Health. This strategic, high level Collaborative is informing embedding of consumer partnerships at every level of planning, policy, delivery, monitoring and evaluation of services provided by Hospital and Health Services and the Department of Health. The Queensland Health Consumers Collaborative is chaired by Health Consumers Queensland which is funded by the Queensland Government.

### November 2016 Meeting Overview

The Collaborative met for its quarterly meeting on 22<sup>nd</sup> November and the following provides a brief overview of discussions:

Chair, Mark Tucker-Evans, acknowledged Ian Langdon, Chair of the Gold Coast HHS for his time on the Collaborative and welcomed new Chair of Chairs, Paul Woodhouse, Chair of North West HHS.

Discussion continued on the role that consumers play on healthcare committees and the challenges that can appear as a result. These include:

- limited job descriptions and induction processes for consumer roles, and therefore unclear expectations
- no set information sharing processes to ensure clear lines of communication between consumer representatives and service staff, including adding items to meeting agendas and provision of relevant training
- repeated use of the same consumer representatives across multiple committees
- consumer representatives need to understand that change takes time
- suggested service changes often mean more work for staff, so can be pushed to the back of the queue

It was agreed that it is a time of learning for both staff members on committees and consumer representatives.

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*For more information on the Collaborative and its work, please contact Anne Curtis, Project Manager - Health Consumers Queensland:  
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Work will continue in this area at the next Collaborative meeting in February to identify initiatives and opportunities to further support consumer representatives and Queensland Health staff in their respective roles.

### **Health Consumers Queensland Framework**

Health Consumers Queensland is reviewing its Consumer and Community Engagement Framework and the Collaborative members will have the opportunity to feedback on the draft.

### **Linking Hospital and Health Service payment to patient outcome model**

The capping of Commonwealth hospital funding next year will result in a tighter health funding environment for state governments. To address this, Queensland Health is investigating how to be smarter about delivering healthcare.

Director of Healthcare Purchasing Strategy, Jane Partridge told the Collaborative that funding the relationship between money and outcomes will become the focus for hospitals and health services. Achieving value for money, in the provision of healthcare, means paying attention to value rather than volume. In the example outpatients with diabetes as the focus would be on a proportion of people who maintain good blood glucose control and less on the consultations.

Queensland Health is in the early stages of developing the value based health care strategy for implementation from July 2017. There are three broad steps for consideration:

- 1) how to define value
- 2) which data collection methods best measure value
- 3) how to recognise and reward value.

Queensland Health will be seeking further input from the Collaborative on development of the strategy.

### **Allied Health Practitioner Expanded Scope Strategy 2016-2021**

Julie Hulcombe, Chief Allied Health Officer, Queensland Health presented the Allied Health Expanded Scope Strategy 2016 – 2021.

The Strategy has been developed through state-wide consultation with key stakeholders, building upon the recommendations of the 2014 Ministerial Taskforce on health practitioner expanded scope of practice: final report.

### **Allied health first contact services**

A number of Hospital and Health Services have implemented allied health-led models of care. These models provide patients with the right care at the right time, thereby providing medical officers with increased time and capacity to see patients that require medical or surgical intervention. These models have been shown to contribute to reduced waiting times, improved patient flow and improved patient outcomes and satisfaction.

### **Medication Prescribing Trials**

Nine medication prescribing trials are underway as part of the extended scope of practice for allied health practitioners including:

- physiotherapists in emergency and outpatient departments of seven public hospitals
- pharmacists in multiple settings including emergency department, pre-admission clinic and geriatric inpatient services.

### **Consumer Member profile: Harry Pitt**



**“Health is everyone’s business.”**

Harry Pitt provides advocacy for the Torres Strait Islander people and culture to health providers. He’s been doing this for Torres Strait Islander Consultancy for the past two years and has travelled all over Queensland in this role. Harry’s approach is refreshing and reassuring.

He provides people and organisations with a good grounding and reminder of the ways in which the culture and people of the Torres Strait Islander is separate to and distinct from Aboriginal cultures and of Torres Strait Islander rights as First Nations people. Harry believes that Torres Strait Islander people need to be a part of decision-making processes at both a state and national level and works with a range of organisations to make this a reality.

Torres Strait Islander people and their culture is sometimes lost in policy and delivery of services and Harry is keen to ensure Torres Strait Islanders are visible and at the table.