

Queensland Health Consumers Collaborative

COMMUNIQUÉ

No. 6 - November 2017

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.

The Collaborative held its final meeting for 2017 on 23rd November, receiving updates on initiatives and focusing on developing a work plan for 2018. Some of the priority initiatives identified for the work plan by the Collaborative members include Value-based healthcare, health literacy, building consumer capacity and the NDIS interface with the health system.

The next meeting of the Collaborative will be held in February 2018 and more information on the focus areas for the Collaborative will be released after this meeting.

Queensland Clinical Senate

Queensland Clinical Senate Executive member Mark Tucker-Evans briefed the Collaborative on the Senate's two-day summit themed *Dare to compare - Reducing unwarranted variation*. The purpose of the Summit was to examine the rates of clinical variation in Queensland, consider the reasons for this variation and articulate how we should respond to improve the quality of care provided.

In 2014-2015 almost half (47%) of the potentially preventable hospitalisations (PPH) in Australia were due to chronic obstructive pulmonary disease (COPD), heart failure, cellulitis, kidney and urinary tract infections (UTI), and diabetes complications. When comparing Queensland to the other states and territories, Queensland has the second highest rates for all five potentially preventable hospitalisations.

A summary of recommendations from the Summit will be shared in the February 2018 Collaborative Communique.

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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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We acknowledge the Traditional Custodians on whose land we deliver a service and pay our respects to the Elders past, present and future.

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Value-based Healthcare for Queensland - Update

Queensland Health is continuing work on **Advancing Value in Healthcare: Delivering What Matters**, a program of work based on the concept of value-based healthcare.

The overarching aim of the Advancing Value program is to improve understanding of how to deliver what really matters to patients and the Queensland community, and maximise the value of our health system.

Members of the Advancing Value project team first discussed the program with consumers at the



Queensland Health Consumers Collaborative in June 2017. The discussion focused particularly on the consultation and engagement currently being undertaken to guide development of the Advancing Value strategy. The initial focus of the consultation has been around understanding the most significant barriers and enablers to delivering what really matters to patients and the community.

In September the project team provided an update and returned to the November meeting to inform the members on the work being done in regard to the development of a Strategy for value based healthcare (VBHC).

Focus areas for the Strategy have been identified and there is a strong emphasis on strategic actions to drive increased patient centred care in the way that healthcare is delivered. This includes a need for improved health literacy and systematic mechanisms to better understand patient goals and measure if these are being achieved e.g. through Patient Reported Outcome Measures (PROMs). PROMs are questionnaires which patients complete about their treatment goals in terms of quality of life and whether the treatment has delivered those goals.

The input provided by the Collaborative to shape the Strategy has been of great benefit. Discussion also took place around other aspects of the strategy, including data and workforce development. It is proposed that the Strategy and the role of the Collaborative in its delivery will be discussed in detail at the February Collaborative meeting.

HAVE YOUR SAY

All members of the Queensland health system – consumers, clinicians, system leaders etc. – are invited to have their say and contribute to the strategy via the (online) Advancing Value Engagement Hub -

<https://advancingvalue.engagementhub.com.au/advancing-value-a-strategy-for-queensland-health>.

Further information about the Advancing Value program is available on the Hub, along with a summary of feedback to date. There are also a range of documents and resources which can be downloaded (information paper, value scenarios), and opportunities to register interest in being further involved.

We encourage you to visit the Hub, and tell the project team what you think and what supports you need to achieve the objectives. The Hub will be updated as the project progresses, so keep checking back, or register online for updates.

Welcome to our new Consumer Member: Elizabeth (Lis) Miller

Elizabeth Miller has joined the Collaborative as our 8th consumer and carer member. Elizabeth has been an active Consumer Advisor since 2015. Currently she serves on the Metro South Health Person-Centred Care Steering Committee and the Partnering with Consumers Advisory and the Consumer Consultative Committees at Princess Alexander Hospital. She also assists two National Healthcare Standards: Standard 2 Working Groups with health literacy and patient care improvement projects.



Having been hospitalised herself, as well as providing care for extended family members who have journeyed through their own medical challenges, Elizabeth has a wealth of personal experience and observations to bring to the table. Elizabeth strongly believes that participation in healthcare improvement is an act of responsible citizenship - one that she finds both enjoyable and fulfilling.

In her spare time, Elizabeth finds great joy in gardening, interior decorating, reading and spending time with her delightful twin grandchildren.

