

Health Consumers Alliance of SA Inc

Wellbeing through health for all South Australians

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Who are we?

- HCA is a not for profit, independent alliance of health consumers and health consumer organisations.
- HCA is consumer-led with a Board elected by the membership.
- HCA is the peak body for health consumers in South Australia funded by the Minister for Health & Mental Health and Substance Abuse.



Who are we?

Vision:

Wellbeing through health for all South Australians

Mission:

To provide a respected and informed consumer voice to influence the development of quality health services



Key areas of activity

- Policy and systems advocacy
- Mental Health focus
- Building and supporting consumer networks
- Consumer and community engagement



Consumer advocacy

- Open Disclosure
- Consumer Feedback & Complaints
- SA Charter of Health and Community Services Rights
- Adult Community Health Models of Care
- Advanced Care Planning/End of Life Decision-Making
- Consumer Experience Survey
- MBS Quality Framework



Nothing about us without us

- Partners, not just patients
- Person-centred care
- Experts by experience
- Better health, better care, lower cost
- “Governing the Commons”




Person-centred care (WHO)

- **Access to clear, concise and intelligible health information and education that increases health literacy**
- **Equitable access to health systems, effective treatments, and psycho-social support**
- **Personal skills which allow control over health and engagement with health care systems: communication, mutual collaboration and respect, goal setting, decision-making, problem-solving, self-care**
- **Supported involvement in health care decision-making, including health policy**



IAP2 Public Participation Spectrum

IAP2 PUBLIC PARTICIPATION SPECTRUM

INCREASING LEVEL OF PUBLIC IMPACT 				
INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:
To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Tools:	Example Tools:	Example Tools:	Example Tools:	Example Tools:
<ul style="list-style-type: none"> • fact sheets • web sites • open houses. 	<ul style="list-style-type: none"> • public comment • focus groups • surveys • public meetings. 	<ul style="list-style-type: none"> • workshops • deliberate polling. 	<ul style="list-style-type: none"> • citizen advisory committees • consensus-building • participatory decision-making. 	<ul style="list-style-type: none"> • citizen juries • ballots • delegated decisions.

Healthy Voices

- **Person-centred care**

Consumers want health care that puts them at the centre of decision-making and treats them as whole human beings not as symptoms or body parts that need treatment. This means a relationship between consumers and health care providers that is based on mutual respect and operates as a partnership.

- **Access**

Our health care system needs to be responsive to the diverse needs of our community. A “one size fits all” approach is not appropriate. Along with the importance of ease of physical access and culturally appropriate services, participants talked about affordability.

- **Rights and responsibilities**

Participants talked about mutual or shared responsibility for health and wellbeing. However, there was much concern about the ability of some people to take responsibility for their health care due to their economic, education or health situations.

- **Health literacy**

Health literacy was consistently viewed as critical to effective reform of the health care system. Participants viewed it as the basis and starting point for ensuring consumer awareness of rights and responsibilities, making health services accessible, and ensuring they are person-centred.



Power of stories: the lived experience



Thank you!

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