Enhancing quality in healthcare: the patient / consumer contribution

Russell McGowan 7 June 2011

Patient or consumer?

I am who I say I am
I consume health services
I identify as a consumer

I am accepted by other consumers as one of them

Sometimes I am patient

The pitch

Consumer Centric Care

leads to

Safety

Quality

Productivity

Healthcare Quality Improvement

Organise for safety

Monitor performance, provide feedback

Consumer centred care –

Doing it with us not for us

Defining consumer centric healthcare

Healthcare which respects my humanity and acknowledges my individuality

(derived from Don Berwick, 2009)

Australia



Canberra



Types of consumer groups

Consumer groups / organisations represent millions of health consumers:

- Population groups: older people, women, culturally diverse
- Illness and self-help groups: diabetes, arthritis, cardiovascular, prostate cancer
- Health interest groups: community, state, rural and remote, carers

Health Care Consumers Association of the ACT

healthcare consumers.

Contributing consumer groups in Canberra

- Mental Health Consumer Network
- •SHOUT (Self help organisations unite together)
- ACTCOSS
- Canberra Multicultural Community Forum
- •COTA
- People with Disabilities ACT
- Youth Coalition
- Canberra Alliance of Harm Minimisation
 Advocacy
- Friends of the Birth Centre
- Canberra Region Kidney Support Group
- Canberra Lung Life Support Group
- Women's Centre for Health Matters

- Advocacy for Inclusion
- Hepatitis Resource Centre
- Women with Disabilities ACT
- P&C Council
- Canberra Tinnitus Support Group
- PaTCH Consumer Network
- Maternity Coalition
- •Families and Friends for Drug Law Reform
- Arthritis Association ACT
- Asthma Foundation ACT
- Alzheimer's Australia ACT
- Older Women's Network
- And more ...

Consumer roles

Consumers as people

Consumers as participants in their own healthcare

Consumers as citizens

Consumers as people

Consumers come in all shapes and sizes

Three dimensions are:

1. Active/passive

2. Informed/uninformed

3. Positive/negative

(see UltraFeedback's Healthy Australia Report)

My story

Same GP in Canberra since 1981

Diagnosis at WVH - 1991

Surgery - 1992

Inpatient blood transfusions – 1992

BMT in Royal Adelaide - 1993

Re-admissions TCH 1993, 1994, 2006

Referal to Westmead - 2003

Specialists - within hospitals

Haematologist
Infectious disease specialist
Cardiologist
Thoracic physician
Gastroenterologist

Oral physician

Specialists – outside hospitals

Ophthalmologist(s)

Dermatologist(s)

Neurologist

Dentist(s)

Physiotherapist(s)

Consumers as participants

Healthcare works best when consumers are active partners in decision making

Consumers are more likely to adopt and maintain healthy behaviours and follow care plans when they feel in control

CCC respects the rights and interests of consumers

Why consumers engage in quality

"I just wanted them to know so they could make changes"



How consumers can improve the quality of health services



To prevent health care errors, patients are urged to...















Patient Guides



Patient Centred Care

- 1. Respect
- 2. Choice and empowerment
- 3. Patient involvement in health policy
- 4. Access and support
- 5. Information

► ACSQHC

The Australian Commission on Safety and Quality in Health Care

- Established by Health Ministers in 2005, commenced in 2006
- Reports to Health Ministers
- Commissioners diversity and strength
- Committee structure:
 - Inter-Jurisdictional Committee, Private Hospital Sector Committee, Primary Care Committee, Information Strategy Committee
 - Advisory / working groups
- Stakeholders / Colleagues include:
 - Consumers
 - Professional organisations
 - Health Service Managers
 - Safety and Quality organisations

ACSQHC programs

- 1. Australian Charter of Healthcare Rights
- 2. Open Disclosure
- 3. Basic Care Issues
 - Healthcare Associated Infection
 - Patient Identification
 - Medication Safety
 - Clinical Handover
 - Patient at risk
 - Falls Guidelines
 - Patient centred care guidelines
- 4. Tools
 - Accreditation and credentialing
 - Information Strategy

The Right to Comment

- I have a right to comment on my care and to have my concerns addressed.
- I can comment on or complain about my care and have my concerns dealt with properly and promptly.

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit www.safetyandquality.gov.au

AUSTRALIANCOMMISSION IN SAFETYANGUALITY IN HEALTH CARI

MY RIGHTS	WHAT THIS MEANS
Access	
I have a right to health care.	I can access services to address my health care needs.
Safety	3.00
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect	1.8
I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

The National Safety and Quality Framework

- Consumer centred
- Organised for Safety
- Driven by information



What consumers expect from the Commission

Commitment to high quality, safe healthcare

Involvement in policy development and service delivery frameworks

Integration and monitoring of services

Good quality healthcare information

Skill development training

Facilitated access to peers

Benefits of consumer input

Safer clinical handover Better clinical decisions Improved medication management Minimisation of duplicated tests More comprehensive review of adverse incidents

Consumers as the Solution

"It is only by working in partnership with consumers and listening to and learning from their feedback, that it is possible for health services to truly appreciate what constitutes quality, safe health care"

From Listening and Learning Feedback Standards, ACT Health 2003



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