

HEALTH ISSUES CENTRE PUBLICATION LIST

2004

The Publishing Program of the Health Issues Centre

*Addressing the challenges of health care, the Health Issues Centre publishes a unique collection of reports, research papers and booklets as well as the quarterly journal, **Health Issues**.*

Written with the consumer's viewpoint in mind, these publications offer a detailed and considered examination of crucial health care issues as they emerge.

The publications are clearly written and many feature lively illustrations by well-known cartoonists.

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HEALTH ISSUES CENTRE

PUBLICATION LIST

(All prices include GST)

Adequacy of Information on Complaints Handling at Referral Venues

Here are the results of a unique survey conducted by Health Issues Centre. This paper addresses the level of information on complaints procedures which may be available to health care consumers at Community Health Centres, Citizens Advice Bureaux, Financial Counsellors and Community Legal Centres (1990).

22pp. **Cost: \$5.50**

Becoming Visible - Acquired Brain Injury and Community Integration Consumer Observations on Service Provision and Recommended Guidelines for Service Delivery

This research report aims to identify indicators of quality service provision in community support services for people with Acquired Brain Injury (ABI). The report identifies that the key determinant for quality service provision is consumer involvement in service development and consumer driven service delivery (1995).

45pp. **Cost: \$16.50**

Benefits of SHGs and Linkages between Self Help and GP Training

This research report conducted a pilot study which focuses on how general practitioners link with self help groups, assessing the benefits of these links, the barriers to linking with self help groups, and suggests future links and the implications for general practice training. The information was collected by interviewing general practitioners and members of self help groups (1992).

45pp. **Cost: \$16.50**

Casemix, Quality and Consumers - Fixing the mix

This publication describes what casemix is and how it works, and analyses the key issues for consumers. These issues include the quality of health care, the definition and measurement of quality, and the role of health care consumers in quality improvement (1992). Reprinted 1996.

84pp. **Cost: \$22.00**

Complaints Handling in Victoria's Hospitals - Towards a consumer focus

Taking a comprehensive look at the role of Complaints Liaison Officers in hospitals - and the ways in which hospitals respond to complaints. This paper exposes some significant problems and proffers recommendations to improve the system (1991).

38pp. **Cost: \$16.50**

Consumer Health Information Tree: What Consumers want to know about Hospitals

This report examines consumers' needs for information when making decisions about using hospitals or other acute health care services. Whilst many studies of health services in Australia have raised concerns about the type of information available to the health consumer, there has been no systematic attempt to look at information needs from the perspective of the consumer when viewed in the context of the health system as a whole. The Consumers' Health Information Project (CHIP) is a pilot study which highlights some important points about the information consumers require to make decisions about their acute health care (1997).

80pp. **Cost: \$16.50**

Consumer Protection - How far have we come?

This is a concise critical analysis of Victoria's consumer protection system and the reforms achieved since 1982.

Gillian Ednie's lively report forms the first part of a complete appraisal of the past and future of the consumer protection system (1989).

14pp. **Cost: \$5.50**

Costs of Care: Disadvantaged Consumers Financial Access to Health Care

This research report is an exploratory study undertaken to identify the range of financial barriers consumers experience in obtaining health care practitioners give to consumers in relation to these barriers. The research involved nine focus group discussions with a total of over 100 participants. Groups were chosen to ensure that consumers who are often financially disadvantaged were involved. These included women, country residents, older persons, non-English speaking people and youth (1993).

33pp. **Cost: \$16.50**

DES Report

An imaginative solution to a complex concern, this report proposes a successful model for on-going consultation. Based on a model developed by hospital and DES Clinic staff at the Royal Women's Hospital in Melbourne, the project involved essential input from members of the DES Action self-help group (1989).

39pp. **Cost: \$11.00**

Developing a Consumer focus for Co-ordinated Care - A Consultation Report

This report provides a brief overview of co-ordinated care and in particular examines measures that might be developed to ensure that the efficacy of co-ordinated care is developed from the perspective of the consumer (1996).

37pp. **Cost: \$16.50**

Getting off the Sickness go Round - Are we on the right track?

Where is the evidence to show that implemented strategies are changing the current directions of the health care system? Will those strategies stem the growing inequalities in health status? While the case for change gathers momentum, Stephanie Brown looks at why current strategies are failing, and asks whether we are on the right track (1988).

22pp. **Cost: \$3.85** (Photocopies only)

GPs and Information on Locally Available Services

This research report interviewed 30 general practitioners. The issues covered include how well informed they are, where they get their information and how satisfied they are with the information currently available. The implications of the findings for consumers are also discussed and recommendations are made (1993).

31pp. **Cost: \$16.50**

Linking Consumers and Divisions of General Practice - A Pilot Study of Issues and Attitudes

This research report looks at the potential for consumers to participate in shaping how General Practice Divisions address issues of quality of care. The report highlights the interests of consumers and the extent to which different models of Divisions across three states might accommodate or promote their perspectives (1994).

62pp. **Cost: \$16.50**

Meanings of Chronic Illness Usage of the term "Chronic Illness" by Clinicians, Policy Makers & Consumers in current literature

Definitions are important because they guide and inform current thinking in the field. In fact, they influence through the meaning they convey, both the experience of having a chronic illness and caring for people with chronic illness. If, as it is asserted chronic illness is now so widespread it may be that defining it in terms of a deviation from normal is no longer useful. (1999)

52pp. **Cost: \$16.50**

Medical Business - Entrepreneurial style

The potentially negative consequences of entrepreneurial style medical clinics and health care practices are explored in this report, raising concerns about public accountability and, importantly, the chance of a health-costs blow-out (1986).

19pp. **Cost: \$5.50** (Photocopies only)

Medicare - A double edged sword

In this report a fine tooth comb is taken to Medicare, examining what Medicare covers, how much the scheme costs and how these costs are met. A number of commonly held myths about the effects of Medicare are untangled with surprising results (1987).

46pp. **Cost: \$6.60** (Photocopies only)

Networking Hospitals, Consumers and Communities: The Consumer and community Consultation for a submission to the Metropolitan Hospitals Planning Board

This report details the consumer and community consultation co-ordinated by Health Issues Centre providing consumer input into the new Hospital Networks (1995).

39pp. **Cost: \$16.50**

Organ Transplants - the need for community debate

Examining the social, ethical and financial aspects of organ transplantation. This booklet sensitively handles the controversial issues surrounding an increasingly pressing community concern (1990).

28pp. **Cost: \$12.65**

Our Better Health - Getting it together

Consumers can have control of their health and reduce their likelihood of illness. This easy-to-read booklet, by Bev Blaskett, explains how. And, if you do get sick, it shows you how to have more say over what happens to you when you use health services (1991).

64pp. **Cost: \$16.50**

The Power of Information: Health Providers, Consumers & Treatment Records

This research report examines the extent of the legal and non-legal processes which exist to enable consumers to have access to their health records and to ensure that their privacy is maintained. The report includes the results of a survey which explored how 56 public agencies respond to consumers requests for access to their files and how they maintain consumer privacy. The latest developments in information technology in the health area are analysed in the context of access and privacy concerns (1993).

30pp. **Cost: \$16.50**

Protection for Health Care Consumers - Where to next?

Find out more about our consumer protection system. Intended especially for consumers and health care workers, this detailed guide to consumer protection by Jan Southgate explains what is currently in place to protect Victorians, and identifies further necessary reforms (1991).

28pp. **Cost: \$11.00**

Role of Complaints in the Improvement of Health Services

This research report looks specifically at linking consumer complaints information with quality assurance activities in hospitals to assist in improving health services from a consumer point of view (1994).

37 pp. **Cost: \$16.50**

Self Help Groups and General Practitioners: A Partnership for Mental Health?

This research report was undertaken to investigate the relationship between general practitioners and self help groups in the field of mental health. The study started from the presumption that a positive relationship between general practitioners and self help groups will enhance the services provided to consumers of mental health care services (1995).

47pp. **Cost: \$16.50**

Self Help Groups and the role they play in the health care system

How many small self help groups are in Victoria? What services do they offer and how are they funded? While uncovering a wealth of available services, our research also revealed disturbing gaps in funding and services (1991).

34pp. **Cost: \$16.50** (\$11.00 - shgs)

Towards a Consumer Protection System for Victorian Health Care Consumers

Following on from How Far Have We Come?, this paper addresses the failings of Victoria's consumer protection system and proposes changes that would make our system truly comprehensive (1990).

47pp. **Cost: \$16.50**

What's to be done with Private Health Insurance?

This report analyses some of the relevant data in order to chart what has happened in the field of private health insurance in the recent past, why it has happened, and what this really means for the Australian health care system (1993).

12pp. **Cost: \$16.50**

What's Wrong with the Health Care System?

The first of three publications looking at the state of the health system and options for change. The author, Stephanie Brown, argues that policy, research, consumer expectations and the structure of health resource allocation are locked into a medical framework inadequate to deal with the complexity of today's health problems (1988). Other publications in this series are Getting off the Sickbed, Go Round and Our Better Health.

40pp. **Cost: \$6.05** (Photocopies only)

Where the Health Dollar Goes

Providing a clear, detailed examination of how Australia's health resources are allocated at a State and Federal level, Sophie Hill offers options for redirecting priorities and reallocating health dollars more effectively (1988).

40pp. **Cost: \$11.00**

Who Controls Where the Health Dollar Goes?

The answer to this question is revealed by a critical examination of the major players in conflict over the distribution of resources to the health care sector. Sophie Hill explains how costs are transferred to consumers because of the failure to resolve conflict between funders and providers of care (1991).

44pp. **Cost: \$11.00**

Why go to Hospital?

A large public teaching hospital in Melbourne became the site of the study for the report. Concentrating on the general medical clinics, Sophie Hill and Helen Szoke examine the use of outpatient services.

The findings of consumer surveys and interviews with referring practitioners and hospital staff make revealing reading. The Victorian and Federal health departments, as well as public hospitals, are called on to respond to the problems raised (1989).

67pp. **Cost: \$16.50**

***A Woman's Work is Never Done:
The Impact of Shifting Care
Out of Hospitals***

This is a report about the effects of changes in acute health care. In particular, the report examines the impact of these changes on women's lives. The report documents the shift in the burden of care from hospitals to people's homes and the community and highlights the primary role of women in picking up this burden of care (1997).

66pp. **Cost: \$16.50**

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