

Committed to Participate
Session 1 Consumers payments

Stand up—Be counted—Be paid —Can hospitals afford not to pay CAC members?

By Beryl Shaw, Author, Public Speaker, Consultant

Are you paid for the work you do?

Is representation on a Consumer Advisory Committee (CAC) work? (expertise brought to discussions, time travelled, time attending, reading papers, acting on suggestions, keeping contact).

Are the professionals sitting around the table being paid?

Should a member be paid if they do not wish to be? (there are alternatives)

These are issues we need to think about and discuss if we are to derive the best value from CAC members. They, as consumers, the people the system purports to exist for, are the great and present voice for the greater population not attending.

Our health services have been stratified, from the top down.

The way health websites report their memberships almost always reflects this top down bias. As do the requests for consumer representatives. The Consumer is always listed last. This sets the scene whose ultimate result can be that the consumer is last thought of, last in consideration, last in perceived value.

Yet without the consumer voice, all consumers will be disadvantaged in some way.

I am happy to make myself available to discuss these views.

Beryl Shaw—Author and Public Speaker, provides presentations, seminars, workshops for health and aged care professionals. As an expert Wordsmith, she shows participants new ways of relating with their patients. A structure of words that is so easy to learn and transfer immediately to the workplace, making your job easier, more effective—and even fun.

She is also available for private consultations and talks for groups of individuals who need the tools that help them put one foot in front of the other after major trauma, such a cancer, heart attack, death of a loved one. Her books, CDs, DVDs are listed on her website.

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