



# consumers reforming health

The next wave in community engagement in health care

Melbourne Exhibition & Convention Centre

[www.consumersreforminghealth.org](http://www.consumersreforminghealth.org)

*save the dates: 18th-20th July 2011*

## Speaker Presentations Monday, July 18<sup>th</sup>

### **Equal Partners: systemic engagement**

**Moving beyond consultation: New ways to engage consumers in debate and decision making.**

Presented by Judy Gregory, Information Design Centre

<http://www.healthissuescentre.org.au/documents/items/2011/09/378181-upload-00001.pdf>

**From activism to state inclusion: health consumer groups in Australia.**

Presented by Hans Lofgren, Deakin University

<http://www.healthissuescentre.org.au/documents/items/2011/09/378182-upload-00001.pdf>

**Partnership at the “Sharp End”**

Presented by Karen Luxford, Clinical Excellence Commission

<http://www.healthissuescentre.org.au/documents/items/2011/09/378183-upload-00001.pdf>

**Citizens as Partners in policy development: a framework for evaluating deliberative engagement.**

Presented by Catherine Joyce, School of Public Health & Preventative Medicine, Monash University

<http://www.healthissuescentre.org.au/documents/items/2011/09/378184-upload-00001.pdf>

## **Queensland's Health Community Councils: effective strategic partnership or missed opportunity?**

Presented by Paul Burton, Griffith University

<http://www.healthissuescentre.org.au/documents/items/2011/09/378186-upload-00001.pdf>

## **Equal Partners: mental health**

### **Involvement of consumers in the delivery of statutory mental health services: the impact on consumers and professional employees.**

Presented by Diane Lowe, La Trobe University

<http://www.healthissuescentre.org.au/documents/items/2011/09/378216-upload-00001.pdf>

### **The Mental Health Culturally and Linguistically Diverse Consumer Reference Group of Victoria – Consumer run! – Consumer driven!-Consumer focussed!**

Presented by Evan Bichara, Victorian Transcultural Psychiatry Unit

<http://www.healthissuescentre.org.au/documents/items/2011/09/378217-upload-00001.pdf>

### **The Psych Action & Training Group: a case study of developing a consumer perspective discipline in mental health.**

Presented by Cath Roper, Centre for Psychiatric Nursing, University of Melbourne

<http://www.healthissuescentre.org.au/documents/items/2011/09/378219-upload-00001.pdf>

### **Pathways through Participation: Creating dynamic mental health services with consumers at Western Region Health Centre.**

Presented by Neil Turton-Lane, Consumer Consultant, Western Region Health Centre

[http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename\\_num=378220](http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename_num=378220)

## **Equal Partners: participation models**

### **Meaningful engagement or tokenism? A family perspective of involvement in the paediatric health system.**

Presented by Sue Robins, Bird Communications, Canada

<http://www.healthissuescentre.org.au/documents/items/2011/09/378221-upload-00001.pdf>

### **Key issues for effectively engaging consumers, communities and health service professionals in the provision of rural health services.**

Presented by Bob Neumayer, Southern NSW Local Health Network

<http://www.healthissuescentre.org.au/documents/items/2011/09/378224-upload-00001.pdf>

### **HACC Tasmania's Whole-of-Service Client Management Model and Toolkit**

Presented by Klaus Baur, social Policy and Research, TasCOSS

<http://www.healthissuescentre.org.au/documents/items/2011/09/378227-upload-00001.pdf>

### **Consumers "the trump card" in creating a new model of care**

Presented by Rosie Rowe, Primary & Preventative Health, Western District Health Service

<http://www.healthissuescentre.org.au/documents/items/2011/09/378229-upload-00001.pdf>

## **Strategic Partnerships: safety and quality**

### **Team Around the Child: Creating collaborative teams for children with complex needs.**

Presented by Kate Moseley, Speech Pathology, Campbelltown Hospital

<http://www.healthissuescentre.org.au/documents/items/2011/09/378230-upload-00001.pdf>

## **Investigating the relationship between health consumer organisations and the pharmaceutical industry in Australia.**

Presented by Agnes Vigny, Quality Use of Medicines and Pharmacy Research Centre, University of SA

<http://www.healthissuescentre.org.au/documents/items/2011/09/378190-upload-00001.pdf>

## **Client Services: a performance indicator for quality in community health.**

Presented by Gillian Hamerston, Doutta Galla Community Health Services

[http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename\\_num=378199](http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename_num=378199)

## **Inside Radiology: a consumer partnership – research design to implementation**

Presented by Ann Revell, Consumer – Seat at the Table Program, Breast Cancer Network Australia

<http://www.healthissuescentre.org.au/documents/items/2011/09/378200-upload-00001.pdf>

## **Consumer voices in clinical review**

Presented by Darlene Cox, Health Care Consumers Association

<http://www.healthissuescentre.org.au/documents/items/2011/09/378201-upload-00001.pdf>

## **Strategic Partnerships: service improvement**

### **Engaging Cancer Patients and their Carers: The Grampians experience**

Presented by Anthony Love, University of Ballarat

<http://www.healthissuescentre.org.au/documents/items/2011/09/378202-upload-00001.pdf>

**Environmental factors that affect communication for patients with a communicative disability in acute hospital stroke units: A qualitative metasynthesis.**

Presented by Robyn O'Halloran, La Trobe University

<http://www.healthissuescentre.org.au/documents/items/2011/09/378203-upload-00001.pdf>

**Consumer Participation and Patient Experience – The Eastern Health Strategy.**

Presented by Jo Gatehouse, Quality Planning and Innovation, Eastern Health

[http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename\\_num=378205](http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename_num=378205)

**What is important to patients and their families attending inpatient rehabilitation? The consumer's perspective – insights from a qualitative study.**

Presented by Stephen Gill, Barwon Health

<http://www.healthissuescentre.org.au/documents/items/2011/09/378206-upload-00001.pdf>

**Consumer engagement in the alcohol, tobacco and other drugs sector, a quality improvement pathway.**

Presented by David Owen, Advocacy Tasmania Inc.

<http://www.healthissuescentre.org.au/documents/items/2011/09/378209-upload-00001.pdf>

**Strategic Partnerships: consumer experience.**

**Consumer experiences of participation in Community Advisory Committees**

Presented by Nicky Barry, Health Issues Centre

<http://www.healthissuescentre.org.au/documents/items/2011/12/396736-upload-00001.pdf>

## **No Greater Gift – The Carer’s Perspective on the Palliative Care Journey.**

Presented by Gaye Moore, St Vincent’s Hospital

<http://www.healthissuescentre.org.au/documents/items/2011/09/378212-upload-00001.pdf>

## **Consumer Participation in healthy partnerships.**

Presented by Sophie Athan, outer East HACS Alliance

<http://www.healthissuescentre.org.au/documents/items/2011/09/378213-upload-00001.pdf>

## **Austin Health Volunteer Guides improving services for consumers.**

Presented by Ania Sieracka, Austin Health

<http://www.healthissuescentre.org.au/documents/items/2011/09/378215-upload-00001.pdf>

### **Speaker Presentations Tuesday, July 19<sup>th</sup>**

#### **Human rights, health and health care**

### **Human Rights and Health Care – A necessary link or an additional burden?**

Presented by Mary Lyttle, Elder Rights Advocacy

<http://www.healthissuescentre.org.au/documents/items/2011/09/378710-upload-00001.pdf>

### **Consumer perspectives on participation and evidence: tools for socially just services.**

Presented by Kate Davies, RISIW, The University of Newcastle

<http://www.healthissuescentre.org.au/documents/items/2011/09/378711-upload-00001.pdf>

### **Voices heard: Queer community advise health service.**

Presented by Carmel Frazer-Stewart, Peninsula Health

<http://www.healthissuescentre.org.au/documents/items/2011/12/396737-upload-00001.pdf>

## **One in Five: Responding to the needs of people with a disability.**

Presented by Noni Bourke, Peninsula Health

<http://www.healthissuescentre.org.au/documents/items/2011/09/378712-upload-00001.pdf>

## **Encouraging consumer demand for qualified interpreters for health appointments.**

Presented by Spase Vejanovski, Centre for Culture, Ethnicity and Health

<http://www.healthissuescentre.org.au/documents/items/2011/09/378725-upload-00001.pdf>

## **Patient Centred Care**

### **Missing in action: Where is the patient in “patient-centred care”?**

Presented by Nicola Bruce, Health Issues Centre

<http://www.healthissuescentre.org.au/documents/items/2011/10/384430-upload-00001.pdf>

### **Person centred care – guided through the eyes of wisdom**

Presented by June Dyson, Redesigning Care / Quality Unit

<http://www.healthissuescentre.org.au/documents/items/2011/10/384431-upload-00001.pdf>

### **Improving quality and safety through patient-centred care**

Presented by Naomi Poole, Australian Commission on Safety and Quality in Health Care

<http://www.healthissuescentre.org.au/documents/items/2011/10/384228-upload-00001.pdf>

### **Patient and family centred care: The journey begins**

ACT Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384420-upload-00001.pdf>

## **The role of the consumer as a Member of the Surgery Model of Care Redesign Working Group at Peninsula Health.**

Presented by Alice Irving, Surgical Services, Peninsula Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384421-upload-00001.pdf>

## **The case for consumer participation**

### **blueVoices – beyondblue’s model of a national consumer and carer participation**

Presented by Bonnie Vincent, beyondblue

<http://www.healthissuescentre.org.au/documents/items/2011/10/384423-upload-00001.pdf>

### **Executive Conversation Rounds Incorporating a Consumer Consultant Model**

Presented by John Clark Kennedy, Community Participation, Peninsula Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384424-upload-00001.pdf>

### **Community participating in action and working with the community to assess needs and develop information support on issues of family violence and family safety.**

Presented by Bich Hoa Ha, North Yarra Community Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384426-upload-00001.pdf>

### **Consumers Improving Equity of Access to Services**

Presented by Fidy Westgarth, Age4ncy for Clinical Innovation, NSW

<http://www.healthissuescentre.org.au/documents/items/2011/10/384427-upload-00001.pdf>

### **The process and benefits of consumer participation in software development.**

Presented by Janette Collier, Australian Institute for Primary Care and Ageing

[http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename\\_num=384428](http://www.healthissuescentre.org.au/documents/admin/detail.chtml?filename_num=384428)

## **A “health” consumer/community partnership – key success factors**

Elaine Hillis, Peninsula Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384429-upload-00001.pdf>

### **Speaker Presentations from Wednesday, July 20<sup>th</sup>.**

#### **Models of consumer involvement in research**

##### **Embracing a strong consumer participation model in research at Arthritis Victoria**

Presented by Esther Lim, Policy and Research, Arthritis Victoria

<http://www.healthissuescentre.org.au/documents/items/2011/10/384433-upload-00001.pdf>

##### **New Resources for Consumer and Community Participation in Health Research**

Presented by Anne Mckenzie, University of WA, School of Population Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384434-upload-00001.pdf>

##### **Consumer involvement in Australian health and medical research.**

Presented by Carla Saunders, university of Newcastle

<http://www.healthissuescentre.org.au/documents/items/2011/10/384436-upload-00001.pdf>

#### **Learnings from research involving consumers**

##### **Pain is not invisible – A consumer-directed research project**

Presented by Coralie Wales, Chronic Pain Australia

<http://www.healthissuescentre.org.au/documents/items/2011/10/384437-upload-00001.pdf>

## **Cambodian Community Problem Gambling Project: A truly equitable partnership**

Presented by MyTien Lam, Centre for Culture, Ethnicity and Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384438-upload-00001.pdf>

## **Involving Breast Cancer Consumers in Health Research**

Presented by Michelle Marven, Breast Cancer Network Australia

<http://www.healthissuescentre.org.au/documents/items/2011/10/384439-upload-00001.pdf>

## **Family participation in residential dementia care.**

Presented by Kaye Ervin, University of Melbourne

<http://www.healthissuescentre.org.au/documents/items/2011/10/384440-upload-00001.pdf>

## **Impact of the Australian Cancer trials website on discussions about cancer clinical trial participation and recruitment.**

Presented by Sally Crossing, Health Consumers NSW

<http://www.healthissuescentre.org.au/documents/items/2011/10/384441-upload-00001.pdf>

## **Patient consultation and engagement with practice nurses.**

Presented by Elsa Lally, Graduate School of Nursing Midwifery and Health, Victoria University of Wellington, NZ

<http://www.healthissuescentre.org.au/documents/items/2011/10/384444-upload-00001.pdf>

## **Training and Workforce**

### **Consumer perspectives of workforce changes**

Presented by Panayiota Romios, Health Issues Centre

<http://www.healthissuescentre.org.au/documents/items/2011/10/384446-upload-00001.pdf>

**Health professionals as participant observers in an online community – lurking or consumer consultation? Findings and emerging issues from a consumer-led evaluation of “RealityCheck”.**

Presented by Kate Gilbert, Type 1 Diabetes Network

<http://www.healthissuescentre.org.au/documents/items/2011/10/384447-upload-00001.pdf>

**Consumer “blueprint” for patient centred care – conference outcomes.**

Presented by Stephanie Miller, Health Consumers Alliance

<http://www.healthissuescentre.org.au/documents/items/2011/10/384449-upload-00001.pdf>

**A person-centred care mental health workshop.**

Presented by Kylie Hinton, University of Sydney

<http://www.healthissuescentre.org.au/documents/items/2011/10/384450-upload-00001.pdf>

**Real lives real jobs – Developing a sustainable consumer workforce in the mental health sector**

Presented by Wanda Bennetts, NorthWestern Mental Health

<http://www.healthissuescentre.org.au/documents/items/2011/10/384451-upload-00001.pdf>

**Evaluation of pilot courses for nationally accredited training in consumer literacy, leadership and engagement.**

Presented by Michael Janssen, Health Issues Centre

<http://www.healthissuescentre.org.au/documents/items/2011/10/384452-upload-00001.pdf>