

# Health Issues Centre Strategy Action Plan 2013 – 2016

## **Our vision**

Health Issues Centre works towards a health system with better health outcomes and experiences for all. Using the valuable and unique insights of consumers as health service users, carers and citizens, we actively work with others to create a better health system, shaped by consumer voices.

## **A better health care system**

Health Issues Centre provides a credible and informed voice for all health consumers in Victoria. A health system that encourages equity and partnerships is only possible if health consumers are actively involved in the process and decisions that inform their health outcomes. We advocate consumer participation through training, consulting, networking and research to shape a better healthcare system. We work in collaboration with consumers, health services and policy makers to ensure the experiences and insights of health consumers are involved in shaping a better health system for everyone.

## **Working together**

Every day we are actively fostering meaningful partnerships between health consumers and the health sector. We work with health consumers, health providers and government to achieve a consumer focused healthcare system.

## **A broad consumer voice**

We support and listen to health consumers; we have a unique and broad understanding of consumer health participation in Victoria and Australia. We can provide research, insights and expert advice.

## Our goals

<b>System leadership</b>	Working in collaboration to ensure the experiences and insights of health consumers are involved in shaping a better health system for all.
<b>Service transformation</b>	Developing and advising on innovation that partners with consumers and health services to promote person and family centred healthcare
<b>Consumer leadership</b>	Supporting and connecting consumers and providing consumers with the tools to effectively participate and have a strong voice in the healthcare system
<b>Strong organisation</b>	Ensure HIC is positioned to be credible and informed voice for health consumers in Victoria.

**System leadership** - Working in collaboration to ensure the experiences and insights of health consumers are involved in shaping a better health system for all

<b>STRATEGIC PRIORITIES</b>	<b>KEY ACTION AREAS</b>
<b>Provide highly informed consumer-based input into government policy and planning</b>	Provide informed consumer input into high level Department Committees
	Promote consumer perspectives in government policy development and review
	Develop networks across the health consumer sector to develop a stronger consumer input into policy, planning and service delivery
<b>Support consumer participation and person centred care in all Victorian health services.</b>	Maintain and update sector organisation database
	Establish a Rural Consumer Participation Program to support rural consumer and health services towards stronger partnerships to improve rural health care
	Continue and evolve support for Community Advisory Committees
<b>Maintain and promote the Participate in Health website</b>	Develop and update written and web-based resources for health services and consumers to work together to improve health care and address the requirements of National Safety and Quality Standards, in particular Standard 2
	Redesign the HIC website to make it more accessible and easy for users to find relevant information and resources
	Continue to find and create relevant resources and enable sharing of useful resources

**Service transformation** - developing and advising on innovation that partners with consumers and health services to promote person and family centred healthcare

**Develop and promote approaches to significant culture change in health to support consumer centred health care**

Promote person and family centred care approaches through training, conference presentations, policy forums

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Develop training sessions on person and family centred care and use of consumer experience data

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Develop online training resources on person and family centred care and use of consumer experience data

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Seek opportunities to partner and attract funding to advance person and family centred health service models

**Consumer leadership** - supporting and connecting consumers and providing consumers with the tools to effectively participate and have a strong voice in the healthcare system

**Provide training and capacity development for consumers and health services**

Develop new topical training forums and training options, relating to Partnering with Consumers and Person Centred care

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Provide and improve accredited training programs and organisational consultancies to support consumer participation and Standard 2

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Review the marketing, relevance and delivery of accredited training to increase uptake

**Empower participation for people with chronic health conditions**

Develop, deliver and evaluate accredited and other training for consumer leaders from peer support groups and staff from health services and chronic condition organisations

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Promote stronger models of consumer partnership in the chronic conditions sector

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Develop a community of practice of peer support consumer leaders, chronic condition organisations and health services

**Support participation at all levels of the health system by diversifying and developing groups of highly skilled and experienced consumers for key committees and working groups**

Redevelop the Consumer Nominee Program to make it more effective in finding and supporting consumers

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Increase the range and experience of consumers on the consumer register

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Improve training and networking for consumers on the consumer register

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Redevelop Consumer News as a more effective communication mechanism

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Improve processes for DoH recruitment of consumers to Committee

**Strong organisation** - ensure HIC is positioned to be credible and informed voice for health consumers in Victoria

**Develop process and structures to build a health consumer voice**

Develop health Issues Centre's consumer base through better networking and capacity building

Build the health consumer sector organisational networks and build ongoing structures and processes for communication and exchange

**To develop and maintain appropriate internal governance/management activities and stakeholder relationships**

Develop a high capacity board with appropriate stakeholder linkages and skill mix

Redevelop HIC brand and logo

Develop a set of clear communication message about HIC's role

Continue to improve staff capacity and skill mix, especially policy skills