

HIC Strategic Directions 2017-2022

Vision: “We exist to create a better health system, shaped by consumer voices”

What we do

1. “Give a voice”

2. “Shine a spotlight”

3. “Design Solutions”



We create participation pathways that enable universal access

We uncover and amplify hidden health issues

Collective experience informs the design brief



Role

How we do it



We remove barriers by deploying innovative tools including arts & culture / videography / social media

Social research using digital tools
Investigative reporting

Insights drawn from collective experience



Methodologies



Provide appropriate skills and a robust information base to ensure consumers in advisory roles represent their community

Adverse outcomes register

Human Centred Design principles shape the solution



Why we do it



Outcomes are based on collective experience

So that . . .

We make more visible the impacts of health issues on real people

System owners deliver consumer generated solutions to consumer identified problems and opportunities



Results

Differentiators: We are trusted / We are independent / We have proven methodologies