



HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH

# Destination Sustainability- What Consumers Want

Pip Brennan, Executive Director,  
Health Consumers' Council (WA) Inc.

# Acknowledgement of Traditional Owners

We acknowledge the Whadjuk Noongar people who are the Traditional Owners of this Land and pay respect to all Elders past, present and future. We extend our respect to all other Aboriginal and Torres Strait Islander Cultures.



- The Sustainable Health Review -  
consumer engagement to date
- What Consumers Want

# Reid Report



- ▶ 88 Recommendations
- ▶ 85 Endorsed Recommendations
- ▶ Almost 100 separate projects

# Sustainable Health Review

Outcome: Recommendations  
which lead to system **change**  
supporting a sustainable, person-  
centred health system

# Sustainable Health Review - Panel - Robyn Kruk - Chair

Outcome: Recommendations which lead to system change supporting a sustainable, person-centred health system

Consumer and  
Carer  
Reference  
Group

Clinical  
Reference  
Group

FORUMS

19 held

PUBLIC Submissions

300+

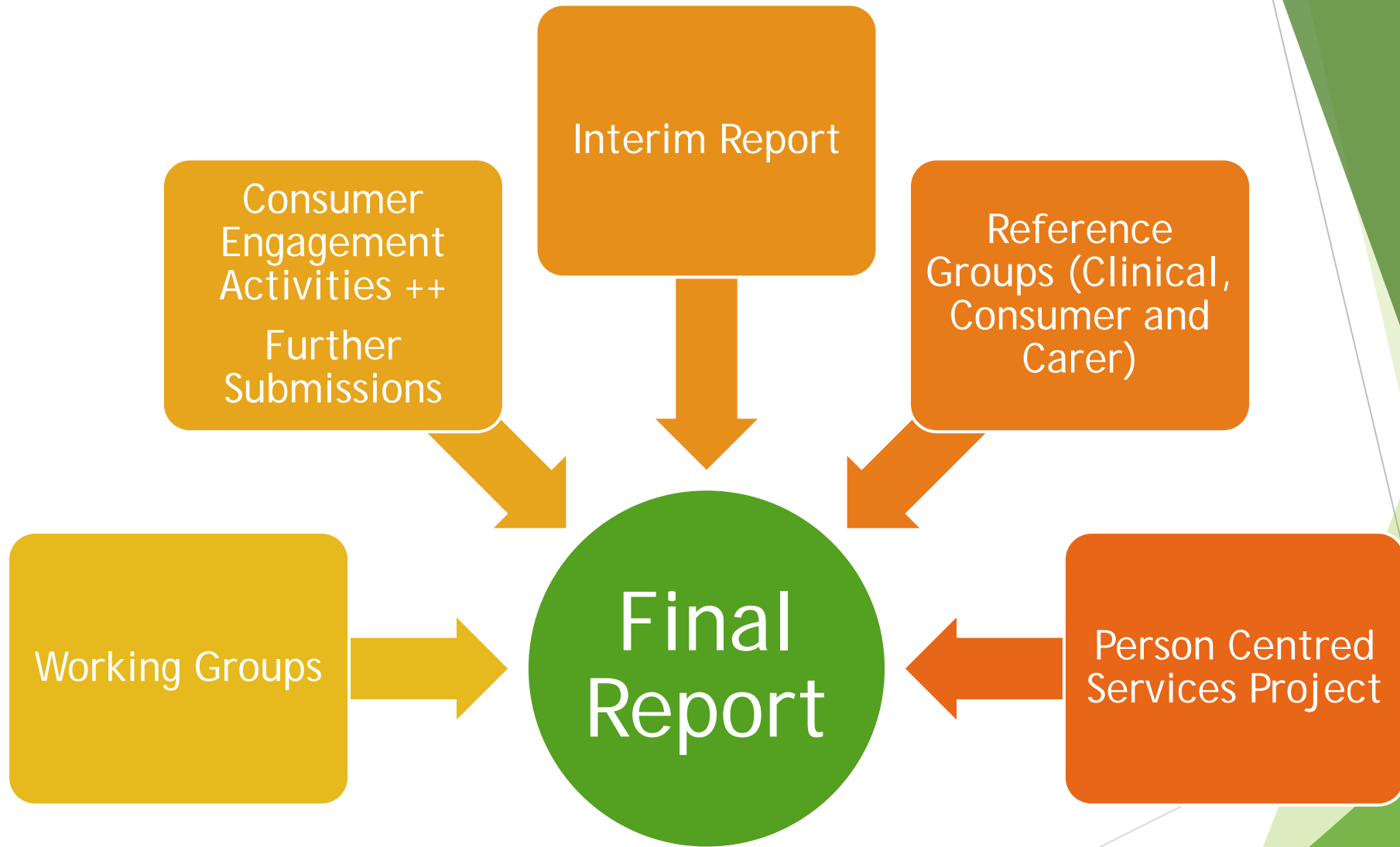
STAFF SURVEYS

PERSON CENTRED SERVICES  
(NOUS)

## WORKING GROUPS

1. Patient Experience & Pathways
2. Quality and Value
3. Financial Sustainability
4. Prevention, Promotion & Partnerships
5. Digital, Innovation & Research
6. Workforce & Culture

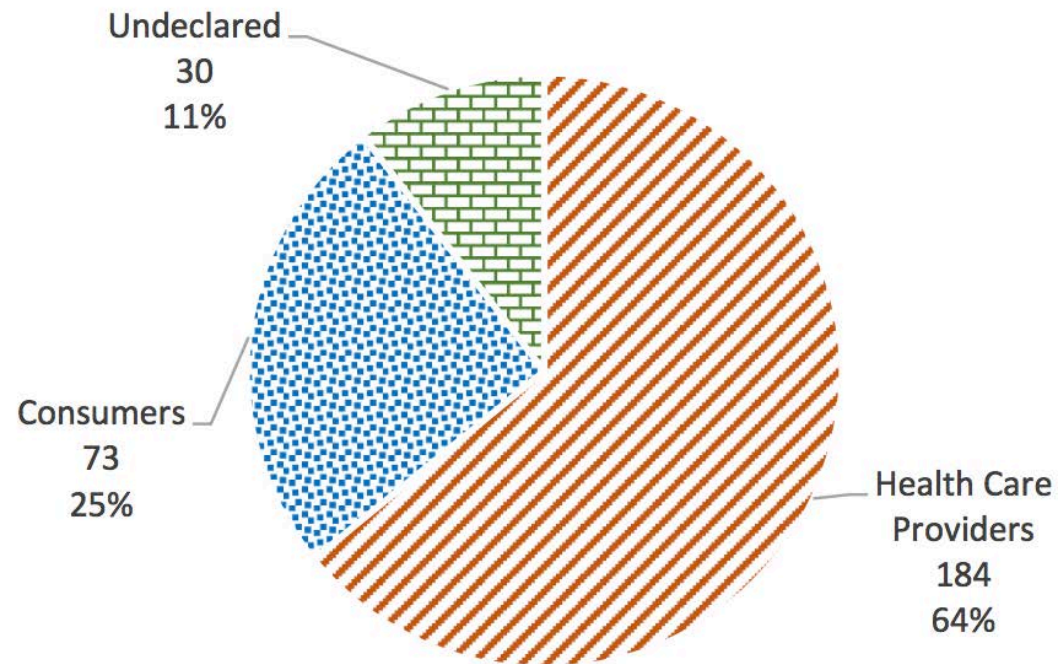






# Engagement Forums – Community sector ≠ Community

Statewide Participants  
Health Care Providers vs Consumers  
287 participants in total



...the importance of getting real public representation and engaging communities at the grassroots level.

“Where’s the “man on the street?”

Bunbury Forum participant

# Engagement - Consumer & Carer Reference Group



- Being rushed along with the momentum of the Review
- Concern about the focus on an **output** of a report rather than the **outcome** of real change for consumers
- Payment for all different forums and for reading time
- Only one consumer/ carer on some working groups

## Response to concerns

- Review of payment schedule in progress to include reading time
- Review of membership of Working Groups in progress
- Specific engagement project with HCC to reach “wo/man on the street”
- And.. increased timeframe of Review





Recommendations lead to system change supporting a sustainable, person-centred health system

So you're telling me that pinning exercise routines is not enough? I actually have to do them?



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Transparent,  
updated and  
regular reporting  
on

● implementation  
of  
recommendations



# SAFETY AND QUALITY REVIEW REPORT RECOMMENDATIONS

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## Recommendation Implementation Watch.

In 2016 the Director General of the Department of Health in WA commissioned the Report into the Safety and Quality in the WA health system. This was not in response to a crisis, but instead was a proactive project to address the changes in the WA Health



**HEALTH CONSUMERS' COUNCIL (WA)**

Health Consumers' Council (WA) Inc (HCC) is an

## What consumers don't want - blaming the patient



“Patients not willing to take any personal responsibility for their life choices...”

*If we want people to take more responsibility for their health ... we need to equip and empower them to do so - telling them they need to do something isn't enough.*

Luke van der Beeke, Marketing for Change



# What consumers want – sustainability

“Using the required funding and appropriate resources in the most **culturally effective way** to meet our communities' reasonable current health education and service needs and expectations while, at the same time, enhancing the State's ability to meet the reasonable short, medium and long-term future health needs and expectations of the entire WA population.”

“healthy communities, healthy people and **healthy planet**”

“3 pillars of sustainability, people (social justice), economic, **environmental**.”

“Recognising the finite resources; human, **environmental**, financial and societal, and ensuring the health needs of all West Australians and West Australian communities now and into the future, can be met”

# What consumers want – inclusion of social determinants



# What consumers want - shift to preventative



# What consumers want - Bringing together key initiatives

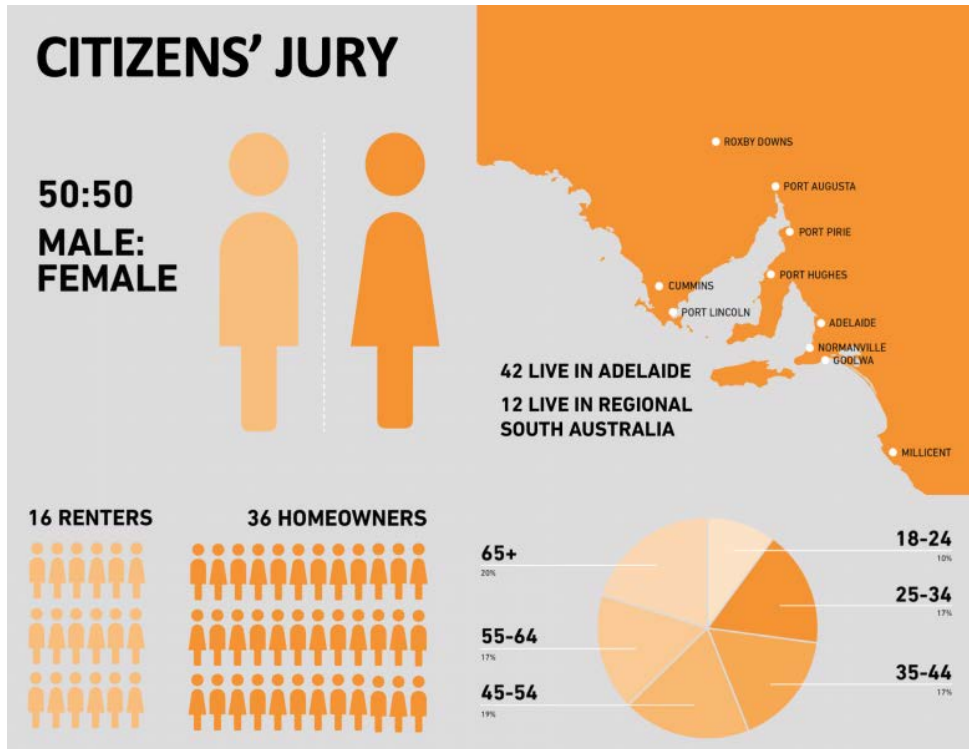


# What we do want - embracing new opportunities

“The uncomfortable truth is that there has to be rational decisions made about what is provided where”

“...clinicians put up a fight, the government bent to the adverse publicity...”

**Change the game.** Citizens debate and decide on Minister's question(s)



<https://participedia.net/en/cases/get-know-nuclear-nuclear-fuel-cycle-engagement-south-australia>