



Consumers  
Health Forum  
*of Australia*

Representing consumers on national health issues

# Consumer Perspectives

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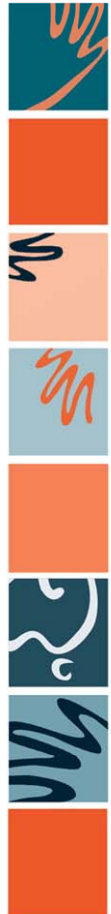
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# Consumer centric healthcare

- Consumers as people
- Consumers as participants in their healthcare
- Consumers as citizens



## Defining person centred healthcare

- Healthcare which respects my humanity and acknowledges my individuality

( derived from Don Berwick, 2009)





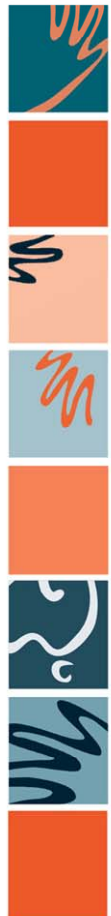
# Consumers as people

- Who are we?



## Consumers as Participants

- Health care works best when consumers are active partners in decision making
- Consumers more likely to adopt/maintain behaviours and plans when they feel in control
- Respects the rights and interests of consumers





# Consumers as citizens

- How we can help make it happen





# The National Safety and Quality Framework





# The National Safety and Quality Framework

Three elements:

- Person centred care
- Organised for Safety
- Driven by information



## The impact of the GFC

Fragmented health system is subject to ever increasing pressures and rising consumer demand and expectations.

Health administrators and clinicians are being forced to make decisions about the allocation of scarce resources.

Who should receive the next hip replacement? How many premature babies should one unit support?

