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HCCA EVENTS

Exercise & Strength for Life - Seminar

7pm - 9pm,
Tues 17 March 2020
100 Maitland St, Hackett

Advance Care Planning - Seminar

10am – 12pm,
Tues 24 March 2020
100 Maitland St, Hackett.

HCCA blogs

- [People Improving the Use of Medicines: What We Know and Don't Know](#)
by Kathryn Briant
- [Preventing Overdiagnosis](#)
by Karin Calford

UPDATE FROM THE OFFICE

This has been an extremely busy fortnight in the office with a wide range of issues considered.

HCCA has had a long interest in informed consent and we are currently reviewing Canberra Health Services' *Consent and Treatment Policy*. We believe that consent must be integrally linked with shared decision making. Most importantly we will be reminding health services that consent is not necessarily just given at the beginning of an episode of care, but that it is a continuum across the patient journey.

We have recently been working with the ACT Health Directorate on their *Challenging Behaviours Guideline*. We recognise the significant concerns about challenging behaviours in our healthcare system in the ACT and the importance of ensuring environments where staff and consumers can feel safe and protected from harm.

The ACT Wellbeing Framework is being released on 12 March 2020. A stakeholder briefing to coincide with the release is being held and Linda Trompf, Chair of our Health Policy and Research Advisory Committee will attend for HCCA. HCCA participated in a range of face to face sessions in 2019 on this. Canberrans were invited to complete a survey to help refine the proposed domains and indicators. We will be interested to see what domains and indicators appear in the completed Framework.

[Choosing Wisely Australia](#) is an initiative of [NPS MedicineWise](#) in partnership with Australia's health professional colleges, societies and associations. The campaign is supporting clinicians, consumers and healthcare stakeholders to have important conversations about tests, treatments and procedures where evidence shows they provide no benefit or, in some cases, lead to harm. A recommendation was made in the final report of the culture review that "Canberra Health Services and Calvary Public Hospital should assess the appropriateness of the Choosing Wisely initiative as a mechanism for improving safety and quality of care, developing improved clinical engagement and greater involvement in clinical governance". Work has begun at Canberra Health Services. We have requested an update from Calvary Health Care about their approach.

Coronavirus (COVID-19) has dominated much of the news in the past fortnight and it looks like this will continue for a while longer. It seems to be the first item on the news every morning. The name of the new coronavirus disease is “COVID-19”. The CO stands for corona, the VI for virus and the D for disease. COVID-19 causes a spectrum of illness including fever and/or respiratory symptoms (e.g. cough, sore throat or shortness of breath). Most cases are mild. Currently, there is no specific treatment. There is evidence that it spreads from person to person, so good hygiene, especially hand washing, is important in preventing infection.

We know there is a level of anxiety in communities about this but want to reassure people that as of 3 March 2020 there have been no confirmed cases of COVID-19 in the ACT. The ACT Health Directorate report that 146 people tested negative so far. For the latest information about novel coronavirus (COVID-19) in the ACT go to the [ACT Health website here](#).

Last week I attended a meeting of the Clinical Governance Standard Steering Committee for Canberra Health Services. Clinical Governance (Standard 1) is one of the overarching standards for the National Safety and Quality Health Service (NSQHS). (The other overarching standard is Partnering with Consumers – Standard 2). You can read about the standard [here](#). The Australian Commission for Safety and Quality in Healthcare (ACSQHC) defines clinical governance as the set of relationships and responsibilities established by a health service between its department of health (for the public sector), governing body, executive, workforce, patients and consumers, and other stakeholders to deliver safe and high-quality health care. It includes policy development and review processes, staff induction and training, and how well decision-making committees operate. Is the agenda clear? Are members engaged? Are action items followed up on? It includes the systems and processes for identifying and managing risk, testing and influencing organisational culture and how health services

ensure improvement. It also includes credentialing and scope of clinical practice as well as variation in clinical practice and health outcomes. Clinical Governance committees include medical and dental appointments, clinical ethics, clinical review and morbidity and mortality. Clinical Governance is core business for health services. HCCA supports consumer representatives on a range of these committees.

Last week at the meeting of our Quality and Safety Consumer Reference Group, we discussed the importance of Clinical Review Committees (CRC) in the context of clinical governance. Usually the CRC is a multidisciplinary committee to oversee the hospital-wide clinical review process and provide the hospital’s leadership with recommendations for reducing the incidence of adverse events. The CRC is focussed on clinical outcomes and patient care issues and facilitates open communication for improving outcomes. The intensity of the review is dependent on the severity of the adverse event, allowing more cases to be reviewed without diminishing the review outcomes. HCCA has supported a consumer representative on the Clinical Review Committee for many years but there is not currently a consumer rep on the CRC. We are following up on this.

The other committee that plays an important role is an interjurisdictional clinical review committee. This looks at clinical outcomes and patient care issues across health services and identifies vulnerabilities in systems and processes through the review of individual incidents or episodes of patient care across systems and settings. In the ACT this can include public and private hospitals, the ACT Ambulance Service and services across the border in NSW. The Health Interagency Clinical Review Committee has not met recently and there is a need for this to be re-established. HCCA supported a consumer representative on previous iterations of this committee and we are advocating for a consumer member of the new committee.

*Darlene Cox
Executive Director*

POLICY AND RESEARCH UPDATE

We have recently submitted our input to the Canberra Health Service *Consumer Feedback Management Policy and Procedure*. There was significant interest and feedback from members on this one so a big thank you to all those who were able to contribute.

We are currently working on a submission around the Canberra Health Service *Consent and Treatment Policy*. If you have a story about consent that you would like to share with us, or if you have an interest in providing feedback on this policy, please email: kathrynbriaant@hcca.org.au or phone on 6230 7800.

ISIUM Conference - People Improving the Use of Medicines: What we Know and Don't Know

I had the great honour of being invited to speak at the first conference of the International Society for Improving the Use of Medicines (ISIUM) in Bangkok from 26-28 January 2020. My brief was to provide a consumer perspective on Australia's universal health system, specifically looking at the Quality Use of Medicines (QUM) in Australia.

My presentation, *Keeping consumers at the centre of medicine use in Australia*, looked at some of the difficulties in achieving quality use of medicines in the context of Australia's health care system. These difficulties can lead to issues such as consumers struggling to manage our medicines, as well as adverse events, preventable hospitalisations, and unnecessary dependency. I addressed some of the current challenges in working towards QUM in Australia, including:

- fostering a culture of shared decision making in health care
- developing individual and community health literacy
- Australia's increasingly multicultural society and how we address information needs
- addressing access with rising inequity and the barriers of costs to consumers

Addressing these challenges will be key to improving consumer experiences, outcomes and ensuring QUM in Australia. [Click here](#) to access the presentation summary.

More broadly, the international conference represented 34 different countries, with the aim of reinvigorating the QUM movement and working together to address a range of complex policy and implementation challenges.

It was exciting to hear about the wide range of strategies that have been used successfully for improvement in a range of developed and developing countries, as well as considering what could be applied in Australia. I found it fascinating to understand more about the importance of standard medicines lists as well as the significant impact of poor use and regulation of antibiotics in many countries on managing antimicrobial resistance internationally.

There was also considerable discussion around the importance of using patient stories to better understand how people perceive their health care and the use of medicines from the consumer perspective. We will make sure to share the summary report from the ISIUM Conference 2020 in Consumer Bites, once it is released.



Kathryn Briant and Mary Murray (member of ISIUM organising committee)

Blog Post: Preventing Overdiagnosis Conference

Late last year three HCCA members, Karin Calford, Russell McGowan and Kathryn Briant, attended the Preventing Overdiagnosis Conference (5-7 December 2019) in Sydney. The conference was co-sponsored by the World Health Organization. Wisser Healthcare was a partner organisation and they provided funding to support consumer participation at the conference. Wisser Healthcare is a research collaborative that conducts research that will reduce overdiagnosis and overtreatment in Australia and around the world.

Overdiagnosis happens when people get a diagnosis they don't need. It can happen when people without symptoms are diagnosed and then treated for a disease that won't actually cause them any symptoms, and it can happen for people whose symptoms or life experiences are given a diagnostic label which brings them more harm than good.

[Click here](#) to read Karin Calford's great blog post from the Preventing Overdiagnosis Conference.

If you are interested in finding out more about the conference, you can access the program online [here](#). The keynote presentations are available to watch online [here](#).

*Kathryn Briant
Policy Officer*

HEALTH LITERACY UPDATE

Staying Healthy in a Changing Climate

Many of us didn't really get the holiday we may have planned but have numerous stories to share of our summer experience. Evacuations, friends losing property, businesses under pressure, hail, smoke, fire threat, constant app monitoring for air quality... everyone's tired. I decided to do something useful and organised a workshop "Staying Healthy in a Changing Climate". Thirty six people attended with speakers from the ACT Health Directorate, the Emergency Services Agency and the Next Step mental health program. We learnt how to be emergency ready, how air quality is monitored and what the numbers mean, what to look out for on the hot days and how to manage our environmental anxiety including what's normal and when it's time to get extra support.

Participants said what was useful was:

- bushfire plan reminder
- suggestions for emergency evacuation kit
- terrific mental health info
- air quality and how to understand it.

For useful information on air quality go to the [ACT Health website](#). For bushfire survival plans and emergency fact sheets for storms, floods and extreme heat go to the [Emergency Services website](#). Here is a link for [mental health after bushfires](#) or for general mental health [go here](#). For child specific information [click here](#).



Speakers from the Emergency Services Agency at the "Staying Healthy in a Changing Climate" seminar.

*Claudia Cresswell
Health Literacy Officer*

Managing Your Pain



Chris Cousins, physiotherapist, talks about nerve pathways.

Twenty nine people attended our first free health seminar for the year on “Managing Your Pain” with a physiotherapist and psychologist from the Canberra Injury Management Centre speaking. The information covered aspects of nerve pathways and how our brains process the messages. Participants said; “Very important information given the pressure on people to stop or drastically reduce their opioid medications” and “Excellent analysis of pain processes and means to improve well-being”. Posture, exercise and increasing beneficial activities and therefore the good hormones in the brain can all help.

The next seminar in the series is “Exercise and Strength for Life” for over 50s on Tuesday 17 March 2020 at 7pm.

HCCA at National Multicultural Festival 2020

HCCA has again participated in the National Multicultural Festival 2020. We really appreciate our collaboration with the Canberra Multicultural Community Forum and sharing their stall to promote our work with the multicultural community.

From its origins as a community organised festival, to Canberra’s favourite event, the National Multicultural Festival has become a powerful symbol of our welcoming and inclusive city. The Festival has become Australia’s largest celebration of multiculturalism, bringing people together from all over Australia to share their culture through performances, food, information and other entertainment.



Dr Madhumita Iyengar, President of Initiatives for Women in Need (IWIn), Yelin Hung, Mary Petterson, and Manaswini Iyengar, IWIn,

I talked with many members of our multicultural community about the after-hours health services that are available, how to access these services effectively and how to be proactive to increase our health literacy. The number of new migrants in the ACT has increased markedly which means more work needs to be done to spread our health literacy program. I look forward to next year’s festival!

*Yelin Hung
Multicultural Liaison Officer*

HEALTH INFRASTRUCTURE UPDATE

Designing ICUs to be More Patient Friendly

The [ABC 7.30 Report](#) recently ran a story on work being done at Prince Charles Hospital in Brisbane to design a world first Intensive Care Unit (ICU) bed, the ICU cocoon, which seeks to reduce the likelihood of ICU delirium in patients by providing a calmer and more secluded stay. The researchers are seeking funding to build a prototype of the ICU cocoon.

ICU delirium is a serious condition that results in an acute change in the mental state of critically ill patients, with disturbances to consciousness, attention, cognition and perception. The noise, light and sleep deprivation that patients often experience in an ICU can exacerbate the condition. Many ICU patients present with debilitating psychological and physical impairments after experiencing ICU delirium. According to the 7.30 report, a patient who gets delirium is:

- twice as likely to die while in the ICU
- three times more likely to die within six months of leaving the ICU
- nine times more likely to develop a cognitive impairment afterwards.

The ICU cocoon features noise-cancelling technology that removes the incessant beeping of monitoring equipment, simulates day and night and allows patients to view a live video of their home to communicate with family and pets.

Update on Hydrotherapy Pool

From 2 March 2020, Arthritis ACT will offer southside hydrotherapy services at Aqua Harmony in Kambah following the closure of the Canberra Hospital hydrotherapy pool.

The Minister for Health, Rachel Stephen-Smith MLA, announced the new agreement with Arthritis ACT on 14 February 2020. The ACT Government has committed additional funding of \$305,000 over three years, providing for 645

additional hydrotherapy sessions a year at Aqua Harmony with two qualified staff members in attendance.

The ACT Government undertook a market sounding process to identify new non-government organisations that may be interested in working with the ACT Government to facilitate new, public hydrotherapy services in Canberra's south. Expressions of interest have now closed, and ACT health is reviewing submissions and engaging with relevant stakeholders, including Arthritis ACT. For more information see the [media release](#) here.

SPIRE Project – Update on the Local Community Reference Group Forum

As reported in the last Consumer Bites, the first Local Community Reference Group Forum on the SPIRE project was held on 4 February 2020. The [Local Community Forum – SPIRE Project – Report on What We Heard](#) is now available on the [SPIRE Project page](#) on the ACT Government [Your Say website](#). The Local Community Reference Group held its inaugural meeting on 26 February 2020 and was informed by the Forum of outcomes to determine the initial direction of the group.

Major Projects have scheduled **SPIRE Project Pop Up Chats** in neighbourhood centres:

- 4 March 2020 - 4.30pm - 7.30pm – Alinga Street, City
- 5 March 2020 - 11.00am – 5.00pm – Capital Chemist Mawson
- 10 March 2020 - 11.00am – 2.00pm – Capital Chemist Curtin
- 11 March 2020 - 10.0am – 1.00pm – Woden Library
- 17 March 2020 - 10.00am-1.00pm – City Community Health Centre

For dates of other scheduled engagement activities please refer to the Timeline on the [SPIRE Project page](#) of the ACT Government [Your Say website](#)

*Anne Meuronen
Community Participation Coordinator*

CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

Quality and Safety – CRG Meeting

The Quality and Safety Consumer Reference Group met on Tuesday 25 February 2020.

Consumer representative Don McFeat gave an overview of his role (outside of his HCCA work) as a consumer consultant at the National Capital Private Hospital (NCPH), specifically in relation to accreditation of this hospital. The NCPH last went through accreditation in 2017 and will do so again in mid-2020. Many improvements were made in the lead up to the last accreditation.

A question was asked about how those improvements could be sustained between accreditation visits, and how consumers could find out information about this. Healthscope Hospitals (the parent company of NCPH) publishes Quality and Safety Data for each of its hospitals online. Consumers can [see this data here](#).

The group considered the *Consent and Treatment Policy* from Canberra Health Services which is currently open for consultation. Members had concerns about the practicality of communicating information about the elements of good consent practice to staff through a 35 page document and would like it to be communicated in a more accessible way.

Consumer representatives updated the meeting on the work of their Quality and Safety committees.

Lou Bannister reported that the Rehabilitation Aged and Community Care Quality and Safety Committee would like to consider patient stories at each of their meetings. Lou invited members who had relevant stories which they would be comfortable having presented to this meeting (in part and deidentified), to send them to her via kategorman@hcca.org.au

Quality and Safety – ‘Be Safe First’ Cosmetic Procedures

The [Australian Health Practitioner Regulation Agency](#) (AHPRA) has launched a new education campaign called ‘[be safe first](#)’ to advise consumers of the risks associated with cosmetic procedures particularly those offered by unregistered practitioners. The ‘be safe first’ campaign includes information such as:

- a guide to help consumers know what questions to ask and what to look out for
- information about who to contact with a concern and the roles and responsibilities of organisations involved in regulating cosmetic procedures and surgery
- a new fact sheet on cosmetic injectables
- information resources for practitioners about cosmetic procedures, including links to guidance developed earlier by the Dental, Medical and Nursing and Midwifery Boards of Australia
- all cosmetic procedures have risks. When having a cosmetic procedure, consider whether the person who is going to carry out the procedure is appropriately qualified, knowledgeable, skilled and experienced
- cosmetic procedures should be provided in a clean and safe environment with products that have been prescribed appropriately
- if a member of the public is considering a cosmetic procedure, they should ‘be safe first’ and make an informed decision

Consumers can ‘be safe first’ by checking out information on the [AHPRA website](#).

Quality and Safety - Online Mental Health Consultation Now Open

The Australian Commission on Safety and Quality in Health Care (ACSQHC) is conducting an online survey to address safety and quality risks for digital mental health service users.

If you would like to participate in the online survey the link is [here](#). Feedback can be provided to DMHS@safetyandquality.gov.au.

The commission is also running webinars and consultation forums. You can register for these via the link and find out more information about the consultation process. The Canberra consultation forum will be held on **Thursday, 23 April 2020 from 10am to 12.30pm**.

e-Health - Digital Health is a Cultural Transformation of Traditional Medicine

Digital Health is a Cultural Transformation of Traditional Medicine discusses how the old paradigm of the paternalistic model of medicine is transforming into an equal level partnership between patients and professionals and how it is

aided and augmented by disruptive technologies. It attempts to define what digital health means and how it affects the status quo of care and also the study design in implementing technological innovations into the practice of medicine.

Health of Older People – CRG Meeting Report

The Health of Older People Consumer Reference Group met on Wednesday 19 February 2020. We talked about the need for e-Health in residential aged care facilities (RACFs), and specifically, the ways in which e-Health could be used for better supporting care delivered to consumers in RACFs. Some ideas included:

- enabling capacity for video consultations (CHN are hoping to promote this area)
- use of My Health Record – this needs to be kept up to date and viewed/utilised
- improve GP access to IT – it can be unclear as to whether information is entered into RACF systems and/or GP notes (systems are not normally integrated)

We also had a presentation by Lina Webber, Seniors Liaison Officer - Community Safety Education & Diversion, ACT Policing. She spoke to us about supporting vulnerable members of the community, and in particular, about elder abuse.

ITEMS OF INTEREST

Australian Institute of Health and Welfare (AIHW) - Mental Health Services

Mental health services in Australia (MHSA) provides a picture of the national response of the health and welfare service system to the mental health care needs of Australians. MHSA is updated progressively throughout each year as data becomes available.

Mental health services: in brief 2019 is the companion publication to the MHSA report. It provides an overview of data about the national response of the health and welfare system to the mental health care needs of Australians. You can read the in brief [here](#).

Bushfires and Health/Mental Health

The Australian Healthcare and Hospitals Association (AHHA) has a two-part series podcast on the bushfire effects on health and mental health. In the first episode Sotiris Vardoulakis, Professor of Global Environmental

Health at ANU College of Health and Medicine, discusses the impact of bushfire smoke on our health. You can [listen here](#).

In the second episode [Dr Sebastian Rosenberg](#), Head of the Mental Health Policy Unit, Centre for Mental Health Research at the Australian

National University, looks at the impacts of the bushfires on the mental health of Australians. You can [listen here](#).

Teal Ribbon Day

Teal Ribbon Day was on 26 February 2020 and aims to highlight the importance of recognising the signs and symptoms of ovarian cancer for early detection and where to seek help. For more information see the Ovarian Cancer Australia website <https://ovariancancer.net.au/taking-action/ocam/>

Rare Disease Day

Rare Disease Day on 29 February 2020 raises awareness for the 300 million people living with rare disease and their families and carers. It aims to achieve equitable access to diagnosis, treatment, health and social opportunity for people affected by a rare disease. Rare Disease Day is the opportunity advocate for rare diseases as a human rights priority at local, national and international level as we work towards a more inclusive society. For more information see <https://www.rarediseaseday.org/article/what-is-a-rare-disease>.

Call for Volunteers for Research Project



The connection between chronic illness, patient-caregiver relationships and psychosocial wellbeing



UNIVERSITY OF
CANBERRA

Researchers at the University of Canberra are exploring the connection between patient-caregiving relationships, chronic illness and wellbeing. The study will assist the research team to validate a survey that examines the skills, knowledge and confidence of individuals who provide care for someone who lives with a chronic disease.

Men and women over 18 years are sought who provide informal care for an adult with a chronic illness such as heart disease, respiratory illness, kidney disease, liver disease, cancer, diabetes,

neurological disorders, arthritis, post stroke, mental illness etc.

The survey is completed online. It should only take approximately 10 minutes and will be open until the end of March 2020. For more information contact Kath Carleton u3179444@uni.canberra.edu.au To access the survey directly click [here](#).

This project has received approval from the University of Canberra's Human Research Ethics Committee (HREC 0389)

Useful Newsletters

ACTCOSS

- February e-Notice [here](#)

Canberra Lung Life

- February edition [here](#)

Consumers Health Forum of Australia

- Youth HealthUpdate [here](#)

Public Health Association of Australia

- Intouch February edition [here](#)

ACT Australian Assoc of Gerontology

- Feb/March newsletter [here](#)

ACT Health COVID-19

- Latest update [here](#)

LOCAL EVENTS

Climate Change Council Community Forums

The ACT Climate Change Council is hosting a series of community forums following the unprecedented weather and smoke events of this summer.

How were you and your community affected by this shocking summer of extreme weather events? What helped you to cope? How can we as a community be better prepared in future? Come along to one of our community sessions to share your experiences with the ACT Climate Change Council.

The Council invites you to attend one of the three below sessions. The sessions will be held at:

- 7-9pm, Thursday 5 March 2020, Tuggeranong Community Centre Balcony Room, RSVP bit.ly/2Vpmejo.
- 7-9pm, Wednesday 11 March 2020, Dickson College Hall, RSVP bit.ly/2VvKrom.
- 7-9pm, Friday 13 March 2020, Palmerston Community Centre, RSVP bit.ly/2l35rLe.

Your participation can help make Canberra's response to climate change strong, effective and equitable.

Enabling Recovery for People with Complex Psychosis

The ANU Centre for Mental Health Research and the Office for Mental Health and Wellbeing present “Enabling Recovery for People with Complex Psychosis” with Professor Helen Killaspy.

Around 20 per cent of people with psychosis develop severe and complex problems that impact negatively on their day to day function, leading to lengthy hospital admissions and high support needs in the community. Learn how Professor Killaspy’s complex psychosis research group has been addressing the evidence gap in this area.

Helen Killaspy is Professor and Honorary Consultant in Rehabilitation Psychiatry at University College, London and Camden and Islington NHS Foundation Trust in the UK. She leads national and international programmes of research that focus on the assessment of quality of care for people with complex mental health problems and the evaluation of complex interventions for this group.

Date: Tuesday 17 March 2020 (4.30 - 6.00pm presentation, 6.00 - 6.30pm light refreshments and networking)

Venue: The Shine Dome, 15 Gordon St, Acton

RSVP: For information and to register [here](#) or phone Office for Mental Health and Wellbeing on 5124 9600

UPCOMING HCCA EVENTS

Free Health Seminar: Exercise and Strength for Life

A free seminar introducing people over 50 years to the “Strength for Life” program where you can find out how exercise can prevent issues associated with ageing, how you can maintain and improve strength as you age, take part in some strength, coordination and balance exercises and identify your next steps.

Date: 7– 9pm, Tuesday 17 March 2020
Venue: HCCA, 100 Maitland St, Hackett
RSVP: by Friday 13 March to karenjames@hcca.org.au or phone: 6230 7800. Light refreshments provided.

Advance Care Planning Seminar

A Conversation for Everyone - ensure your values and preferences are respected when you can't voice your health decisions. Learn how to:

- make a plan
- have the conversation about your wishes
- find practical help

Date: 10am – 12pm, Tuesday 24 March 2020
Venue: 100 Maitland St, Hackett. Parking front and rear.
RSVP: by Thursday 19 March to karenjames@hcca.org.au or phone 6230 7800. Refreshments provided.

RECENT APPOINTMENTS

- Trish Lord has been appointed to the Capital Health Network Pharmacy in Residential Aged Care Facilities Program Governance Committee
-

CONSUMER PARTICIPATION

Occupational Violence Prevention and Management Committee CHS

Canberra Health Services is seeking a consumer representative to participate in the Occupational Violence Prevention and Management Committee (OVPMC). The role of the OVPMC is to monitor implementation of the *Occupational Violence Strategy* and associated policies and procedures, review statistical reports and develop strategies in consultation with staff, management and other stakeholders.

The role would suit an experienced consumer representative with an interest in occupational violence prevention, work health and safety and policy implementation.

You can view the terms of reference for this committee [here](#). You can nominate for this committee [here](#). This opportunity closes on **Tuesday 17 March 2020**.

CONSUMER REPRESENTATIVE SPONSORSHIP OPPORTUNITIES

Better Care Everywhere: Healthcare Variation in Practice National Conference

The Australian Commission on Safety and Quality in Health Care will hold its annual conference at the International Convention Centre in Sydney on 20 and 21 July 2020.

The conference is a forum to increase understanding of health care variation and to share successful initiatives to improve appropriateness of health care and improve

patient outcomes. Led by national and international guest speakers, it is an opportunity to take part in plenary sessions, panel discussions and seminars to gain practical knowledge and skills to help deliver better patient outcomes.

HCCA will sponsor two consumer delegates to this conference and is seeking expressions of interest from consumer representatives. Sponsorship includes conference registration, and transport and accommodation costs. HCCA has an expectation that consumer representatives who are sponsored to attend conferences will share their knowledge through

contributing a written or spoken report for the benefit of other members and staff.

More information about the conference can be found [here](#). If you would like to attend this conference, please complete the expression of interest form [on the HCCA website](#). The closing date for expressions of interest is **Tuesday 10 March 2020**.

2020 Choosing Wisely Australia National Meeting: Empowering Consumers to Choose Wisely

Choosing Wisely Australia is holding its national meeting in Sydney on 20 May 2020 at the International Convention Centre in Sydney. This meeting offers a platform for Choosing Wisely members and supporters, consumer advocates, health services and other healthcare influencers to engage in discussions, presentations and workshops about empowering consumers and health professionals to change the conversations in our health system for evidence-based care.

The National Meeting will be immediately followed by the [National Medicines Symposium \(NMS\) 2020](#) on Thursday 21 May 2020, with the theme *Rising To The Medication Safety Challenge*.

HCCA will sponsor one consumer delegate to this meeting and symposium and is seeking expressions of interest from consumer representatives. Sponsorship includes conference registration, and transport and accommodation costs. HCCA has an expectation that consumer representatives who are sponsored to attend conferences will share their knowledge through contributing a written or spoken report for the benefit of other members and staff.

More information about the meeting can be found [here](#) Expressions of Interest close on **Friday 27 March 2020**.

Contact Us

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Consumer Bites is the fortnightly newsletter from **Health Care Consumers' Association ACT**

Please note that Consumer Bites provides a small snippet of health related articles our members might find interesting to consider, ponder and analyse. The HCCA does not purport to endorse any opinions or the veracity of claims contained within the articles.

Editor: Darlene Cox