

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

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

STRATEGIC PRIORITIES

KEY ACTION AREAS

Provide highly informed consumer-based input into government policy and planning	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
Support consumer participation and person centred care in all Victorian health services.	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
Maintain and promote the Participate in Health website	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

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

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

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

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

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

Promote stronger models of consumer partnership in the chronic conditions sector

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

Increase the range and experience of consumers on the consumer register

Improve training and networking for consumers on the consumer register

Redevelop Consumer News as a more effective communication mechanism

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