

Creative ideas for hearing consumers

Advance care planning – it's not about the form!

Emma Sayers
Health Issues Centre



 Health Issues Centre

Consumer voices
for better healthcare


The problem

Advances in medical technology

Decisions re critical life moments

Advance care planning

2002-2012 Health Service program
model developed and implemented

 Health Issues Centre

Consumer voices
for better healthcare

— The problem

2002-2012 Health Service program model developed and implemented

- clinical champion
- program facilitator
- staff training
- forms
- consumer information

— The problem

2012
Minority of Victorians with advance
care plan

What do you do?

— Responses to problem

Health Service policy and practice

Doctors – information/education needs

Training – AMA and GPs

Engagement with GP practices

Engagement with ambulance service

— Responses to problem

Documentation

- forms
- storage
- sharing
- transfer
- review/update

— Responses to problem

Request to HIC – produce new (and improved!) consumer information

How did we respond?

— HIC response

First principles!

Most Victorians don't have an advance care plan.

Want to know why?

Ask!

Want to hear more?

Join me for group discussion or
contact me following the forum at
e.sayers@healthissuescentre.org.au