

Consumer Participation:

What it really looks like & how organisations are achieving it.

Presenting the evidence to support consumer participation and showcasing successful initiatives from metro, regional and rural / remote health care organisations.



Who should attend?

All those involved or interested in enhancing and supporting consumer engagement in service planning, designing care, and service measurement & evaluation. Including:

- * Healthcare Administrators
- * Quality Professionals
- * Consumer Advisory Group Members
- * Patient Advocates / Consumers

Additional key attractions:

- ★ **Information booths** including AAQHC, Riskman, C Gov, Australian Institute for Patient and Family Centred Care and Health Issue Centre.
- ★ **Friday morning breakfast session with Jeanette Kinahan**, providing information on her current research into international strategies to strengthen consumer partnerships. Seats are limited, be sure to book yours today!
- ★ **"Too Good Not To Share" competition.** Submit details of a project you have undertaken to enhance consumer participation & go in the draw to win a "Once In A Lifetime Package" at The Langham Hotel, Melbourne (valued at \$1094) generously donated by Riskman International. See attached entry form for competition details.

Conference Proudly Sponsored By:



DRAFT PROGRAM

Thursday 28th May

Opening Plenary – What's it all about?	
Dr Catherine Crock	The growing evidence to support consumer partnerships
Department of Health	Policies / processes / resources to assist organisations
Karen Edwards	Lessons from the field from an ACHS Surveyor's perspective
Partners in service planning	
Health Issues Centre	Evidence to support partnerships in service planning
Eastern Health	How's it done in practice – an example from a metro organisation
Barwon Health	How's it done in practice – an example from a regional organisation
Kyneton District Health Service	How's it done in practice – an example from a rural / remote organisation
Partners in Designing Care	
To be confirmed	Evidence to support partnerships in designing care
Northern Health	How's it done in practice – an example from a metro organisation
To be confirmed	How's it done in practice – an example from a regional organisation
Rural Northwest Health	How's it done in practice – an example from a rural / remote organisation

Friday 29th May

Breakfast session with Jeanette Kinahan (spaces limited)

The Consumers Perspective	
Maureen Johnson	A look at Health Literacy
Stephanie Newell	Internationally renowned Patient Advocate
Eastern Health	How's it done in practice – a consumer from a metro organisation
To be confirmed	How's it done in practice – a consumer from a regional organisation
To be confirmed	How's it done in practice – a consumer from a rural / remote organisation
Partners in service measurement & evaluation	
Consumers Health Forum	Evidence to support partnerships in service measurement & evaluation
Alfred Health	How's it done in practice – an example from a metro organisation
Bendigo Community Health	How's it done in practice – an example from a regional organisation
St John of God Warnambool	How's it done in practice – an example from a rural / remote organisation
Summation	
Susan Biggar	The final say.

Registration costs

Delegates	Two days	One day	Breakfast session
AAQHC members / consumers	\$450	\$ 250	\$20
Non-members	\$ 550	\$ 350	\$30

For accommodation deals at Novotel St Kilda visit <http://accorasiapacificpartners.com/VQHA>



Register now at <http://www.trybooking.com/125494>

For all conference enquiries please email vhqasn@gmail.com

