

Reflective questions for consumers

- Is the diversity of consumers recognised and supported so that they can actively contribute?
- Is the health service organisation working on building relationships with the local community to improve the way care is delivered?
- How are you invited to partner with health service organisations and what type of relationship do you have (minimal, consumer led, partnership/shared leadership, paternalistic)?
- Is the partnership working well and are there things about the partnership that you would like to discuss with the health service organisation?
- How can you influence the way health service organisations partner with you?
- Have you looked at some of the key resources and links in [further reading](#)?

Reflective questions about health service organisations

- How would you describe the organisation's partnerships and relationships with consumers?
- Do you have a consumer engagement strategy in place to guide how the organisation involves consumers?
- How do you ensure partnerships reflect the diversity of consumers that use the health service organisation and the diversity within the local community?
- Which type of relationship does the organisation have with consumers (minimal, consumer led, partnership, paternalistic)?
- How could you improve the way that the organisation partners with consumers?
- Is mentoring and training available for new consumer representatives?
- Have you looked at some of the key resources and links in [further reading](#)?



What are the Standards?

Our health system aims to give people the right care, in the right place, at the right time and cost. Most health care in Australia has good outcomes, but sometimes people don't get the care they need, or things go wrong, and people are harmed. The Standards describe what health service organisations need to do to help keep people safe. The Standards are there to:

- Improve the safety and quality of health care
- Protect people from harm.

The Commission has developed eight Standards, each with a set of actions that health service organisations must meet (see Figure 2 and the Appendix).

There is a strong focus on consumer partnerships throughout the Standards. This recognises that involving consumers leads to a more positive experience, higher-quality health care and improved safety.

Figure 2: National Safety and Quality Health Service Standards



Health Care Services In The Nineteen Nineties A Consumers Guide

M Mosston



Health Care Services In The Nineteen Nineties A Consumers Guide:

Health Care Services in the 1990s Stephen J. Williams, Sandra Guerra, 1991-05-30 How do you go about choosing between health insurance plans selecting a hospital choosing a doctor These are just some of the difficult decisions certain to have a profound impact on your physical emotional and financial well being for years to come This comprehensive guide shows you how to make knowledgeable choices how to get everything you require from our nation s 600 billion a year health care system Health Care Services in the 1990s provides life or death information about ambulatory care long term care and mental health services Learn about the changing roles of physicians and dentists insurance vs pre paid plans how hospitals and physicians get current addresses contact information and toll free telephone numbers of agencies capable of answering questions about specific needs and situations health care system and proceeds with the active role of the consumer as a partner in the system protecting and promoting one s own health The book also describes ways in which the system s resources can be most advantageous when the consumer is not in bad health The book progresses with a detailed exploration of the major components of the system and analyzes functions such as ambulatory care the choice of a hospital and its services long term care the nursing home and mental health services The major providers of care the physicians dentists and other relevant providers and how to work with them are discussed Consumer approaches to health insurance governmental health care programs and financial considerations are also addressed The quality of health care from the consumer viewpoint and protection of consumer rights inherent in the system is another aspect covered in this valuable book Alternatives to the traditional health care system are also provided *Subject Guide to Books in Print* ,1996 **Paperbound Books in Print**

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