



## **Consumer Centred Health Care in South Australia**

### **Health Consumer Advocacy Network of South Australia**

The Health Consumer Advocacy Network of South Australia (Health CAN SA- the Network) is a group of health consumers who believe the people, who pay for, fund and use health services in South Australia should be able to inform and influence how those services are designed and delivered.

The Network provides an independent health consumer voice in South Australia to inform government, service providers and policy makers about the experiences, issues and concerns of health consumers and contribute to shared planning and problem solving. Since the closure of HCASA in October 2020 the Network is committed to ensuring independent health consumer advocacy continues in South Australia.

Health CAN SA acknowledges and supports this Position Statement originally developed by Health Consumer Alliance of SA and endorses this updated Statement.

### **Our Position**

Health CAN SA calls on all health professionals to partner with South Australian health consumers to achieve genuine consumer-centred health care for all South Australians.

This position statement outlines the imperative and opportunity for health care professionals, services and researchers to position consumers, carers and communities at the centre of health in South Australia.

National and local health policy, regulation and standards make it clear that consumer-centred approaches are non-negotiable and that consumer-centred health care matters at all levels: in individual care; in health service governance and management of health systems.

Consumer-centred care is an approach to care delivery that values, recognises and respects the person using health and community services as an equal partner in planning, developing and monitoring their care to meet their needs. It requires care providers actively positioning the person at the centre of shared decisions about their care and support needs in the belief and acknowledgment that they are an expert in their own health through their lived experience.

Consumer-centred care is the foundation for partnering with consumers, carers and the community.

## **A consumer-centred approach to care involves:**

- Treating consumers and/or carers with dignity and respect communicating and sharing information between consumers and/or carers and their health professional/s
- Encouraging and supporting participation in shared decision-making
- Fostering collaboration with consumers and/or carers and healthcare organisations in the planning, design, delivery and evaluation of health care.<sup>i</sup>
- Building health literacy into consumer-centred communication and information

Internationally, the *terms patient-based, person-centred, relationship-based, patient-centred or patient and family-centred care* are also preferred and used by different sectors, services and/or groups.

Consumers want and expect the South Australian health system to engage and partner with consumers, carers and the community at every level to achieve safe, quality health care for all South Australians.

This contributes to;

- better planning and policy-making
- more respectful quality of care
- improved health outcomes and consumer experience
- greater consumer self-determination and wellbeing
- a more efficient and effective health system.

Health professionals, services and systems must partner with consumers, carers and the community to ensure the system responds to and meets their health care goals, needs, values and preferences.

It is the responsibility of people and organisations working in the health sector to ensure a health literacy environment makes it as easy as possible for consumers, carers and the community to access, understand and use health information to make effective decisions about their health and health care and take appropriate actions.<sup>ii</sup>

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<sup>i</sup> Australian Commission on Safety and Quality in Health Care (ACSQHC) definition Standard 2 Partnering with Consumers

<sup>ii</sup> Adapted from the National Statement on Health Literacy: Taking Action to Improve Safety and Quality Australian Commission on Safety and Quality in Health Care (ACSQHC)