

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2011-12, 30 May 2011

Question: 14

OUTCOME 10.2: e-Health

Topic: e-Health - Consumers

Written Question on Notice

Senator Boyce asked:

What evidence and information does NEHTA possess to substantiate their claim that they have been engaging consistently with consumers on E-Health issues?

Answer:

The Boston Consulting Group report of 2007 into NeHTA identified shortcomings in the NeHTA programme. Since that time the NeHTA Board set a course to further engage, widely and meaningfully, with various stakeholder including Consumers' representative groups. The NeHTA Strategic Plan 2009 identified how, including:

- A "Stakeholder Reference Forum" and various reference groups relating to the NEHTA work program such as medications management, continuity of care, access and authentication, and terminology.
- A Clinical Leads group to ensure NEHTA's work program is clinically led. This group has recently expanded to also include consumer representatives.
- A road-show by NeHTA was held in 2008 in Brisbane (urban focus), Alice Springs (Rural focus) and Canberra (Peak bodies focus) each attended by many consumers' representatives.
- NEHTA's engagement with consumers, targeted through the Consumers Health Forum of Australia (CHF), the national peak body representing healthcare consumers and their carers, including:
 - CHF representatives on all five of NEHTA's Reference Groups. These reference groups were established in February 2009 to review the NEHTA work program and deliverables and meet every 2 to 3 months.
 - CHF representatives regularly being involved in working groups to provide input on specific design and specification details, such as for registration, access and authentication to eHealth systems.
 - CHF representatives attending and contributing to bi-annual Stakeholder Reference Forum meetings.
- Specific arrangements have also been made with the Consumers Health Forum to advise and support NeHTA. Activities include consultation amongst their own membership including a seminar on 15 February 2011 in Canberra.
- NEHTA has engaged with 21 other peak consumer organisations (forming a group named the 'Consumer Reference Forum') three times during January and February 2011 at face to face workshops. This was test and seek feedback on initial PCEHR

System design aspects - particularly access controls, consumer entered information and system governance, that directly influenced the draft PCEHR Concept of Operations released in March.

- Many consumers from the 22 peak consumer organisations also attended a 'Four-Cornered Roundtable' in March 2011 which brought together consumer, clinician, vendor and government stakeholders.
- Of the 165 submissions received on the Draft Concept of Operations, 16% were from the general public. Another 15% of submissions were from consumer peak bodies and associations.
- In June and July 2011 NEHTA led a series of workshops, with consumer groups that are likely to receive the most immediate benefit from the PCEHR; people managing a chronic disease, people living with a mental illness, rural and remote communities, Aboriginal and Torres Strait Islanders, older Australians, and Australian youth.
- In addition, since 2009 NEHTA has attended and/or presented at over 32 national and state-based conferences aimed specifically at the target consumer groups. At these conferences NEHTA also distributed eHealth material for consumers.
- NEHTA has also run tours for consumers at the 'Model Healthcare Community' which is used to demonstrate many of the broader eHealth products.
- Further consultations and workshops with targeted consumer groups are planned as part of the National Change and Adoption Strategy.