

Health Services Commissioner





Health Services Commissioner

- Statutory authority
- Resolves complaints from consumers about their health care
- Complaints are driven by consumers and what they are seeking as an outcome
- Health Services (Conciliation & Review) Act 1987
- Ms. Beth Wilson, Commissioner



Health Services Commissioner

Common issues:

- Access
 - Delays, discharge arrangements, transport, inadequate service, etc.
- Communication
 - Wrong information, failure to consult, poor attitude, rude behaviour
- Medical treatment problems
- Health information privacy breaches



Common Barriers

- Complaints in writing
- Bureaucratic process
- “Why bother complaining? Nothing ever happens anyway.”
- Time frames
- Feeling intimidated in dealing with medical professionals



Common Barriers

- Use of jargon – medical or otherwise
- Need for information in plain language
- Meetings in a ‘white’ context
- ‘Consumer Participation’




Conciliation

- An independent, confidential forum for two parties to a dispute to discuss and hopefully, resolve, issues
- Impartial conciliator present to facilitate discussions between the parties
- A forum for consumers to have their views heard and bring about change

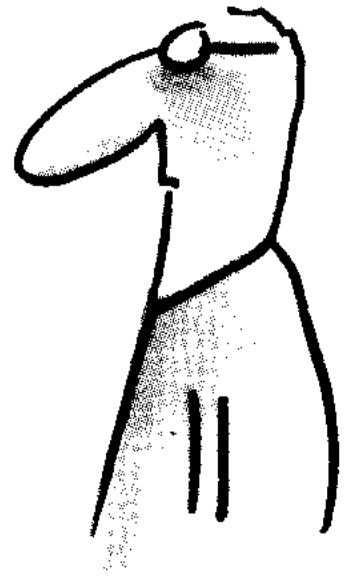


Focus on Outcomes

- Concern heard and acknowledged
- Apology
- Change in policy/procedure
- Compensation
- Medical treatment
- Referral to another health provider
- Other outcomes as suggested by consumer and agreed to by both parties



WE WANT
YOUR FEEDBACK!
...JUST DON'T COMPLAIN
ABOUT THE HOSPITAL FOOD
AS THE CHEF'S GRUMPY
AND HIS KNIVES AREN'T
PROPERLY STERILIZED!



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