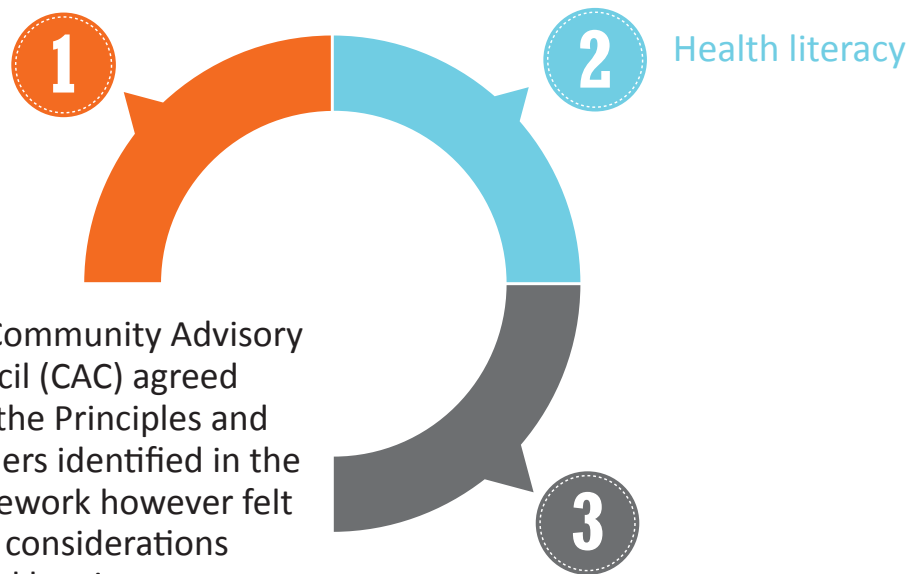


NATIONAL STRATEGIC FRAMEWORK FOR CHRONIC CONDITIONS

A focus on prevention



The Community Advisory Council (CAC) agreed with the Principles and Enablers identified in the Framework however felt 3 key considerations should be given more prominence.

Cultural change to support healthy decision making



Additional considerations raised by CAC members include:

- Holistic approach is needed, some issues impacting chronic conditions are broader than just health and include social and environmental factors
- Current health system is not designed around prevention
- Attitude and behaviour of health professionals to work together across disciplines and also with consumers needs to be a focus area

CAC members provided input into how 5 strategic priority areas could be measured from the consumer point of view.



Risk Reduction



Active Engagement



Accessible Health Services



Community and Culture



Targeted Action

Meaningful Measurement

- Personalised to the individual, targets must be achievable
- Use graphics and images
- Regular support and review of progress over time
- Person feels 'empowered'
- Attitude of health professionals to consumer involvement
- Regular communication and information on support provided
- Proximity of services to public transport
- Number of bulk billing services
- Confidence of public in knowing where to get help
- Opportunities provided for consumer feedback
- Number of people who receive the care they need
- Number of services that are culturally safe
- Individual needs to be involved in choosing outcomes that are meaningful to them
- Information tailored to target groups
- Share positive personal stories (words are as important as numbers)

Important Considerations

- Clear and simple explanations
- Ensure options to reduce risk are discussed
- Don't stigmatise or blame individuals
- Appropriate support needs to be given to ensure people do not feel overburdened with responsibility or are pushed beyond their capacity to cope
- Transparent about eligibility or service barriers
- Cost is a major concern
- Patient should be involved in selecting most suitable provider for referral
- Various methods of engagement including technology assisted
- Need to be sensitive in engagement to gain 'buy in' and support from community
- Spiritual support and respect
- Cultural norms and differences
- Health and prevention may not be a priority for people in these target groups
- Education for individuals and broader community