

Models of Primary Care – *What do older Australians need?*

- Consumer focus and control

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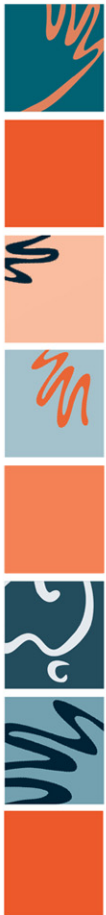
Representing consumers on national health issues

***Making sure older consumers
are at the centre of health care***



Overview

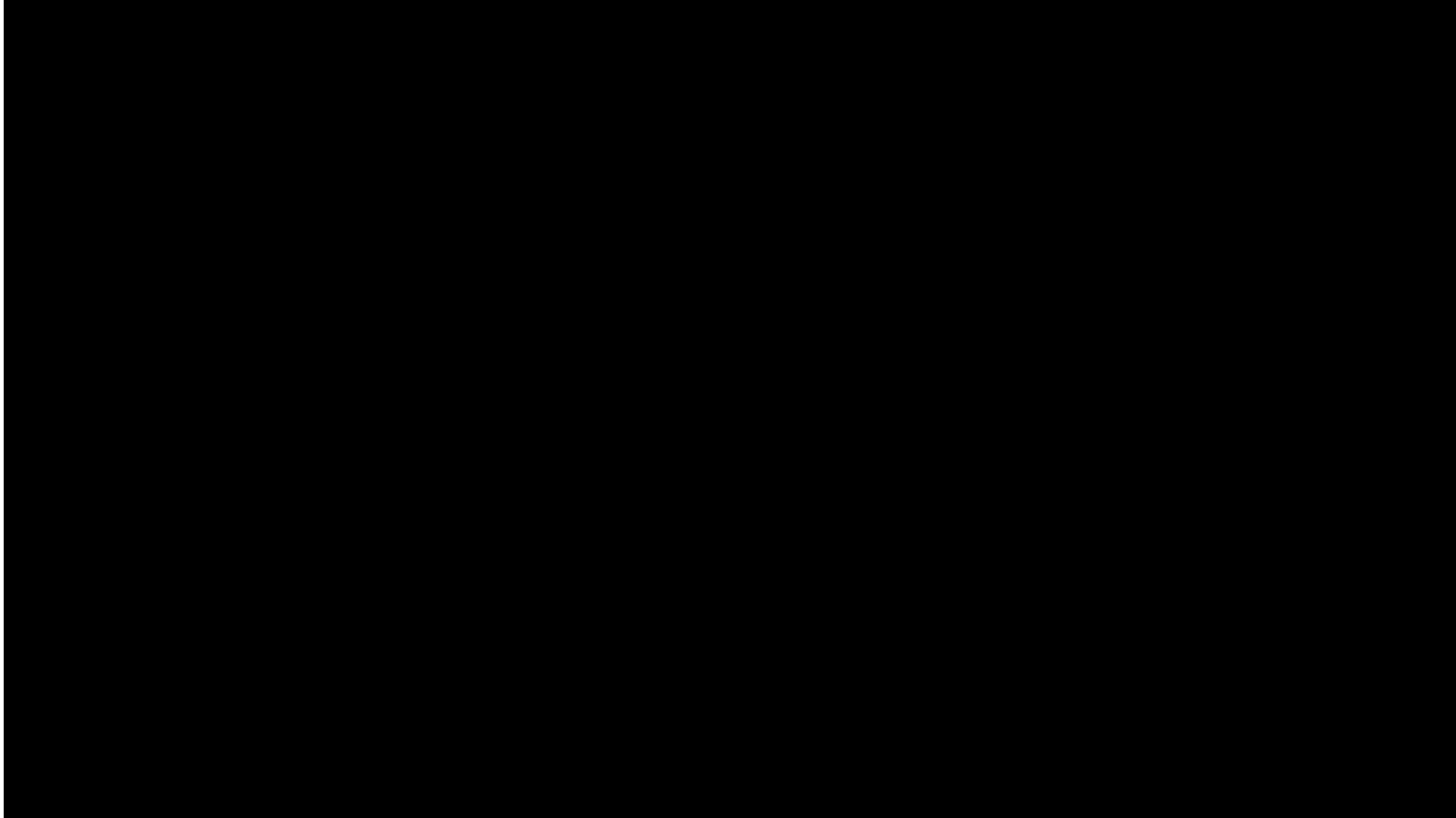
- **What is consumer centred care**
- **Why we need reforms in primary health care**
- **What those reforms should look like**





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Consumer perspective on consumer centred care



bit.ly/JanneGraham

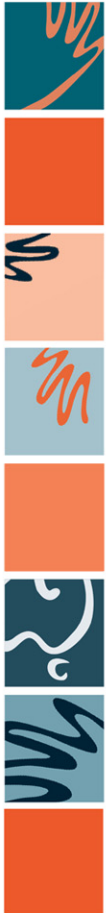
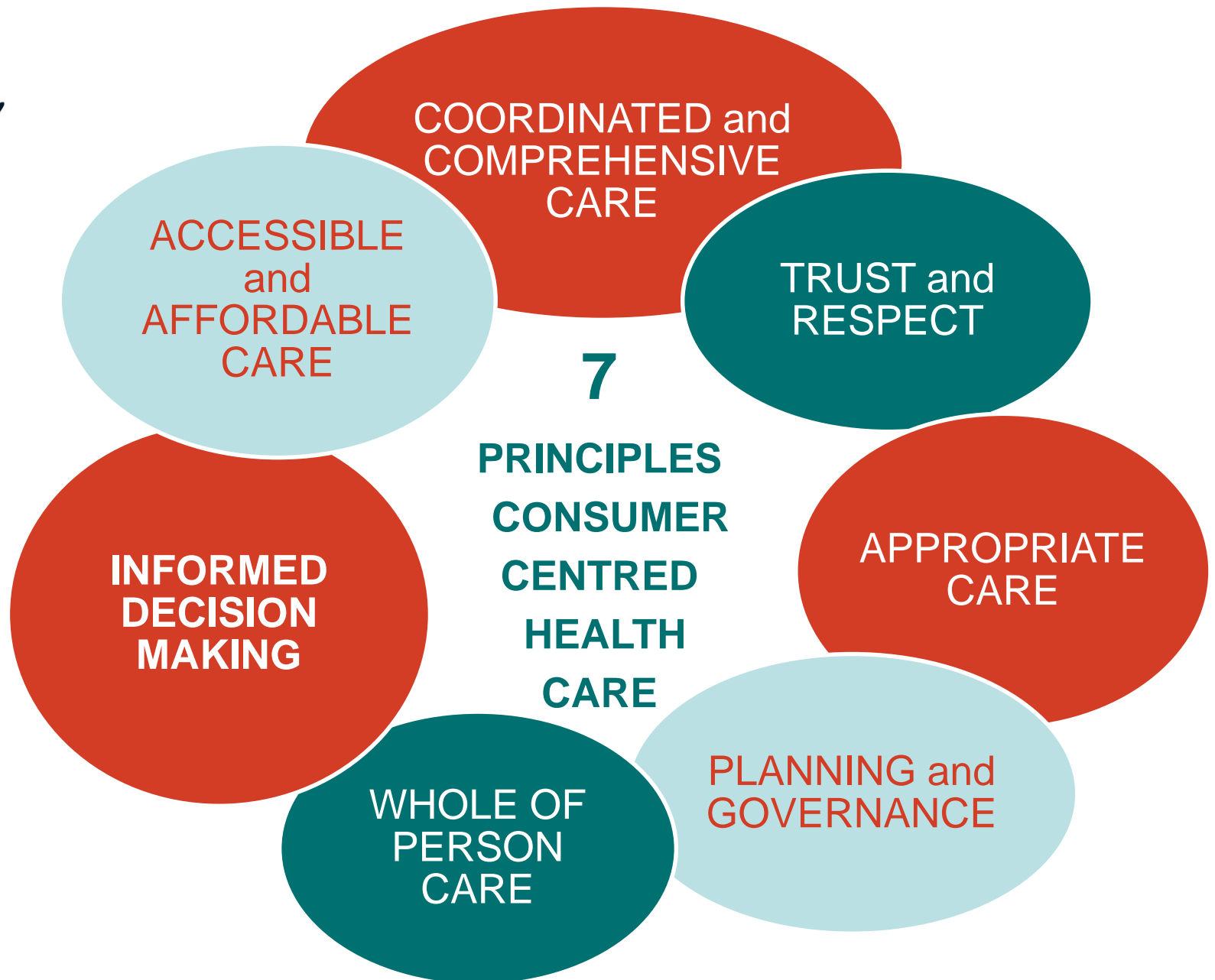


What older people want from primary care

- COTA election survey saw health as top priority gain
- Right care, right place right time and at the right cost
- Coordinated care - linking with the services within health and with other services
- Health records that go with them
- Promoting wellness

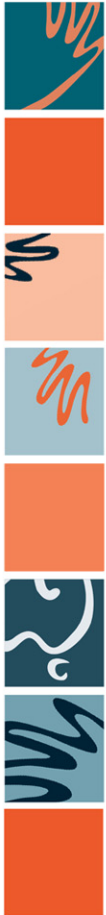


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Why primary health care matters

- Growing chronic condition burden
- The setting where we prevent and treat most
- It is efficient and accessible
- We can get good outcomes
- It is the backbone of a strong health system



Why we need reform

- Increase complex and chronic conditions
- Lack of coordination of care within health
- More people choosing to age at home
Lack of connections between health and aged care
- Lack of emphasis on prevention and promotion of wellness
- The need for assistance in navigating complex health systems
- Lack of robust ehealth record

What is needed

- More investment in primary health
- No new co-payments-keep universal Medicare
- Coordination of care
 - Health Care Home trials is first step
- Innovative models co-designed to meet identified gaps
- Strong well funded Primary Health Networks
- Primary health care research



Digital, **paperless**,
accessible, **efficient**,
simple, **world-class**,
personalised, human,
informed, **collaborative**,
sustainable, **affordable**,
connected, provides
better outcomes, **puts**
the patient in control,
gives me what I want
when I want it

- ***Make life easier***, more convenient for **ME**
- Let **ME** take **ownership**
- **Empower ME**
- Include and **respect ME** in the relationship
- ***Keep ME informed***
- Enable transparent ***access to MY info***
- Give **ME** the **best care** you can
- ***Reduce MY costs***

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