



CHF Consumers Health
Forum OF Australia



NPS
MEDICINEWISE

WORKING TOGETHER

A diverse crowd of people of various ages and ethnicities, all smiling and cheering with their hands raised in the air. The background is a light, semi-transparent overlay of the same crowd, creating a sense of depth and movement.

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WORKING TOGETHER

NPS MedicineWise and Consumers Health Forum of Australia

This Working Together agreement sets out how the Consumers Health Forum of Australia (CHF) and NPS MedicineWise will work together to ensure consumers are at the centre of our efforts to achieve quality use of medicines and better health decision-making. This partnership is timely with the Australian Council of Governments (COAG) recognising Quality Use of Medicines and Medicine Safety as the 10th National Health Priority.

Consumers are at the centre of the health system, and the decisions they make and actions they take are a vital component of ensuring that society achieves good health outcomes, better care experiences and safe and high-quality health care.

CHF is Australia's national peak body for health care consumers and leading advocate on consumer health care issues, working to achieve safe, good quality, timely healthcare for all Australians, supported by the best health information and systems the country can afford.

Independent, not-for-profit and evidence-based, NPS MedicineWise is a national implementation body that enables better decisions about medicines, medical tests and other health technologies.

Together, both organisations are committed to achieving better health outcomes for all Australians and working with consumers to determine the best ways to achieve those outcomes. Specifically, together we are committed to working together to realise the goals and objectives of the [National Medicines Policy](#) and the [National Strategy for Quality Use of Medicines](#).

Both CHF and NPS MedicineWise recognise that:

- ▶ Active consumer participation in decision-making in individual care leads to improvements in health outcomes
- ▶ Access to quality information facilitates decision-making and supports an active role for consumers in managing their own health
- ▶ Active consumer participation leads to more accessible and effective health services
- ▶ Effective consumer participation in quality improvement and service development activities is achieved through the adoption of a range of methods
- ▶ Effective consumer participation must include methods that facilitate participation by those traditionally marginalised by mainstream health services
- ▶ Active involvement of consumers at all levels of the development, implementation and evaluation of health strategies and programs is integral to their success.

Principles of engagement

- ▶ **The primacy of consumers** as equal partners, advisers and peers in shaping health care, health strategies and programs and supporting them with the information and resources to participate effectively.
- ▶ **Draw on consumer and community knowledge** and experience to drive innovation and improvements to the health system and health care in Australia and achieve better health outcomes, especially to the attainment of quality use of medicines (QUM)
- ▶ **Integrate the aims of the *National Medicines Policy and the National Strategy for Quality Use of Medicines*** into national policy, system and program design.
- ▶ **Openly share knowledge and expertise.** Facilitate mutually beneficial and respectful partnerships that extend the reach and impact of both organisations and work together to build the capacity of the system to strengthen and improve QUM, particularly the consumer community so that it may act with influence in order to create sustainable solutions.
- ▶ **Promote and provide access** to quality information, knowledge, tools and resources to support consumers to make informed decisions and be active (and equal partners) in managing their own health and the health of those they care for (health literacy).

How we will work together

NPS MedicineWise and CHF have worked productively together in several ways in the past. The contemporary QUM environment and scope for joint action into the future will be determined by a number of developments. At the policy level these include a review of the National Medicines Policy, the Medicines Safety National Health Priority Area, the general global groundswell of interest in values-based health care and overuse and overdiagnosis.

With these developments in mind, below is an outline of how both organisations will work together over the next two and half years. This includes two main domains of activity: a continuation of business as usual activities and new ways of working to advance QUM and better health care decisions.

Business as usual activities

CHF will work to meet commitment and responsibilities as a member of NPS MedicineWise by:

- ▶ Including QUM in the organisation's documentation (e.g. strategic plan)
- ▶ Engaging with other partners to progress QUM issues
- ▶ Nominating and supporting individuals for NPS MedicineWise Advisory and Working Groups.

NPS MedicineWise will work to meet commitment and responsibilities as a member of CHF by:

- ▶ Upholding, advocating and demonstrating CHF objectives in its organisational policies, programs and practices especially optimising the participation of consumer and community groups in decisions and encouraging the development of a consumer centred health system
- ▶ Contributing and informing CHF advocacy on national consumer-centred policy and programs.

CHF and NPS MedicineWise will share information and promote each other by:

- ▶ Sharing environmental intelligence and other information early through regular meetings
- ▶ Sharing and cross promoting messages and activities through available channels, e.g. social media, e-newsletters, health share portal
- ▶ Working together to support uptake and continuously improve the Choosing Wisely Australia resources (through Primary Health Networks (PHNs)), local health networks, consumer organisations and others).

CHF will facilitate NPS MedicineWise consumer and community engagement through:

- ▶ Access to CHF's membership base, Consumer Representatives Program, Special Interest Groups in safety and quality, the Youth Health Forum and Australia's Health Panel and communication channels.
- ▶ Nomination of consumer representatives for NPS MedicineWise advisory groups, expert working groups and other project-based groups.

New ways of working and specific projects

NPS MedicineWise's future strategy will be shaped by a renewed stewardship approach to QUM in Australia. This will involve working with collaborating partners to create direction, alignment and commitment to action.

Governance

- ▶ **Input to the NPS MedicineWise organisational strategy:** CHF will be offered the opportunity to be involved in the review and update of the NPS MedicineWise organisational strategy. CHF's involvement will ensure that consumers and the community are placed at the centre of our work and it reflects our desire to work in partnership with consumers.

- ▶ **A Consumer Advisory Group:** NPS MedicineWise will have a Consumer Advisory Group (CAG) chaired by an independent consumer. The Group will have a mix of established, experienced consumers, emerging consumer leaders and experts in public engagement.

- ▶ **CHF advisory services:** to support the appropriate membership composition for the CAG, CHF will nominate to two positions: one earmarked for an emerging leader nominated from the Youth Health Forum or the Safety and Quality Special Interest Group and a second from CHF's extensive network of experienced consumer advocates.

- ▶ **CHF project delivery:** A funding agreement for services with capacity for multiple schedules over time will be put in place between NPS MedicineWise and CHF. CHF will be commissioned to undertake priority agreed projects that assist the fulfillment of NPS MedicineWise's program deliverables under their Australian Government funding agreement.

Shared purpose, leadership and strategy

- ▶ **Working together:** NPS MedicineWise and CHF will have a working together agreement. The agreement will be published on our websites to publicise our partnership.
- ▶ **Thought leadership events:** NPS MedicineWise and CHF will collaborate on key events and roundtables to promote value-based health care, QUM and consumer co-design and health literacy. This will include CHF supporting the Choosing Wisely National Meeting and the National Medicines Symposium, and NPS MedicineWise making a strategic and significant contribution to CHF's Shifting Gears Summit 2021. Options may include:
 - Choosing Wisely, supporting the theme of value-based healthcare. Involvement may include sponsorship, hosting a breakfast or conducting a workshop.
 - Promoting NPS MedicineWise as an early adopter of mentoring consumer representatives and promoting excellence in consumer and community engagement.

Capacity building and culture

- ▶ **Consumer mentorship:** NPS MedicineWise and CHF will support a culture of mentorship through practical activities designed to build the capacity and capability of consumer representatives, particularly of those with less experience and/or from diverse backgrounds.
- ▶ **Consumer leadership development:** NPS MedicineWise and CHF offer opportunities for consumers involved in supporting and serving as QUM champions to access leadership and development opportunities which will equip

them to fulfil and enrich their leadership roles. This will fulfil our shared obligations to develop consumer leadership skills, consumer-clinician joint learning and a culture of collaborative practice between health program managers, clinical and consumer advisers.

- ▶ **Extending consumer representation:** NPS MedicineWise will ensure NPS MedicineWise Advisory Groups such as the Clinical Interventions Advisory Group, Choosing Wisely Advisory Group and the Good Medicine Better Health Advisory Group have at least two consumer representatives to bring deeper insight and so that an experienced representative can be paired with those who are new or less experienced.
- ▶ **Consumer representative support:** CHF will provide consumer representatives with initial training and support through the existing Consumer Representatives Program.
- ▶ **Future shared priorities:** NPS MedicineWise and CHF recognise there are many important settings and services where action to advance QUM and Choosing Wisely messages and practices can be explored and further supported. As local system stewards, commissioners and sources of support to general practice, PHNs are a priority area for future focus.

Priority projects

CHF will be engaged and funded as lead agency to plan and implement the following projects:

1. **Establishing a QUM Lead at CHF.** This role will serve as a liaison point and project manager for projects NPS MedicineWise's commissions from CHF and/or are conducted jointly.
2. **Consumer segmentation and activation research.** This would explore levels of consumer health literacy and activation as it relates to medicines and safe use, consumer adherence to medicines and the barriers and enablers to good adherence. It would develop a typology of consumer segments to assist in future resource or program development. It will inform the National Medicines Policy Review and QUM implementation.
3. **A consumer leadership and mentoring program.** This program will increase the diversity and number of consumer representatives within the QUM sector. This will be done by providing support within NPS MedicineWise's advisory groups to train new and less experienced consumer representatives to gain confidence and exposure to provide input. This program will be designed in collaboration with CHF, NPS MedicineWise Consumer Advisory Group and other consumer representatives.

The project scope will be jointly worked up and agreed and, following agreement by the Australian Government, CHF will be commissioned under an omnibus contract (see 'Governance').

Term of this Agreement

This Agreement will expire on 30 June 2022. It is the intention of both organisations that is reviewed and renewed at that point.



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chf.org.au

CHF is Australia's leading advocate on consumer health issues. We work to achieve safe, good quality, timely healthcare for all Australians, supported by the best health information and system the country can afford.

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Independent, not-for-profit and evidence-based, NPS MedicineWise enables better decisions about medicines, medical tests and other health technologies. We receive funding from the Australian Government Department of Health.

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