



# Unleashing The Power of the Citizen in Health and Care

Future Health Leaders Conference

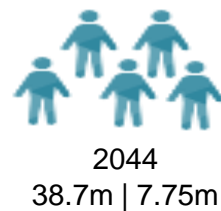
Sydney

20<sup>th</sup> November 2015

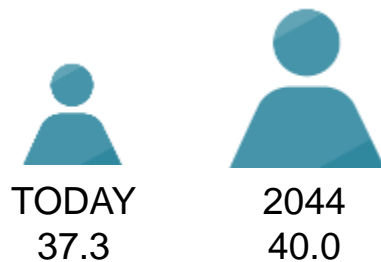
# So What Is Going On

## GROWING DEMAND

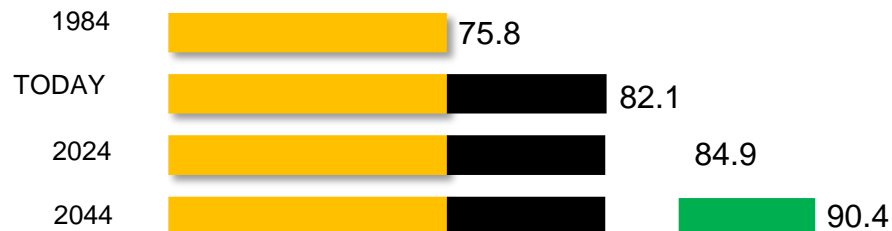
Growing Population Australian | 65+ Population



Ageing Society Median Age



Increased Longevity Life Expectancy At Birth

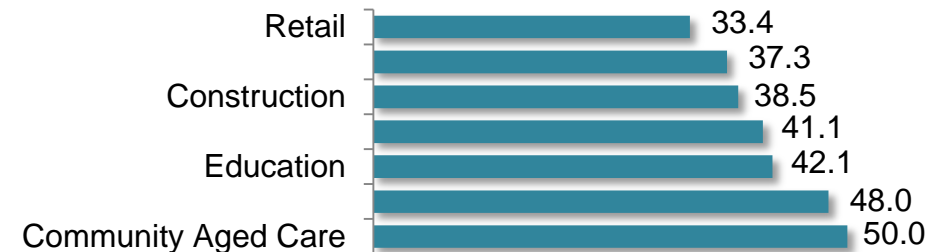


## DECREASING SUPPLY

Declining Workforce Ratio of Workers: Retired Couple



Ageing Workers Median Age In Workforce Sectors



Mass Retirement and Recruitment Retiring Aged Care Workforce

Half of the workforce will be of retirement age in 15 years

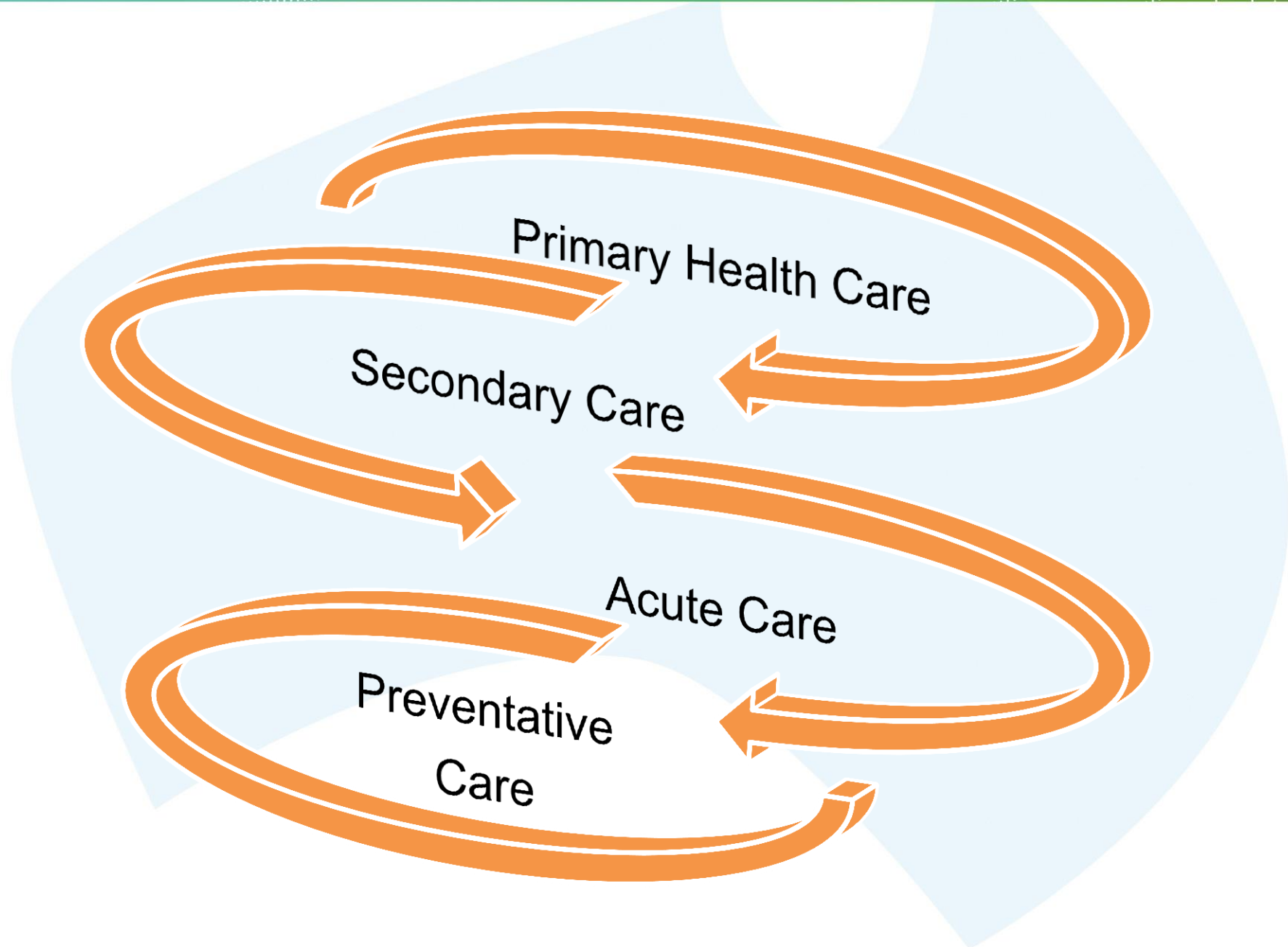
## **Non-demographic drivers:**

- Higher incomes leads to increased demand for services
- Impact of health services wages growth on the price for services
- Increased burden of chronic disease and ageing population increasing demand for services

## **Technological change:**

- Impacts both the price and the demand for services

Doing more with less is going to be the norm.....



Australia is not unique. All the OECD nations face a challenge in terms of:

- Health System Sustainability
- Affordability, and
- Fitness for Purpose.



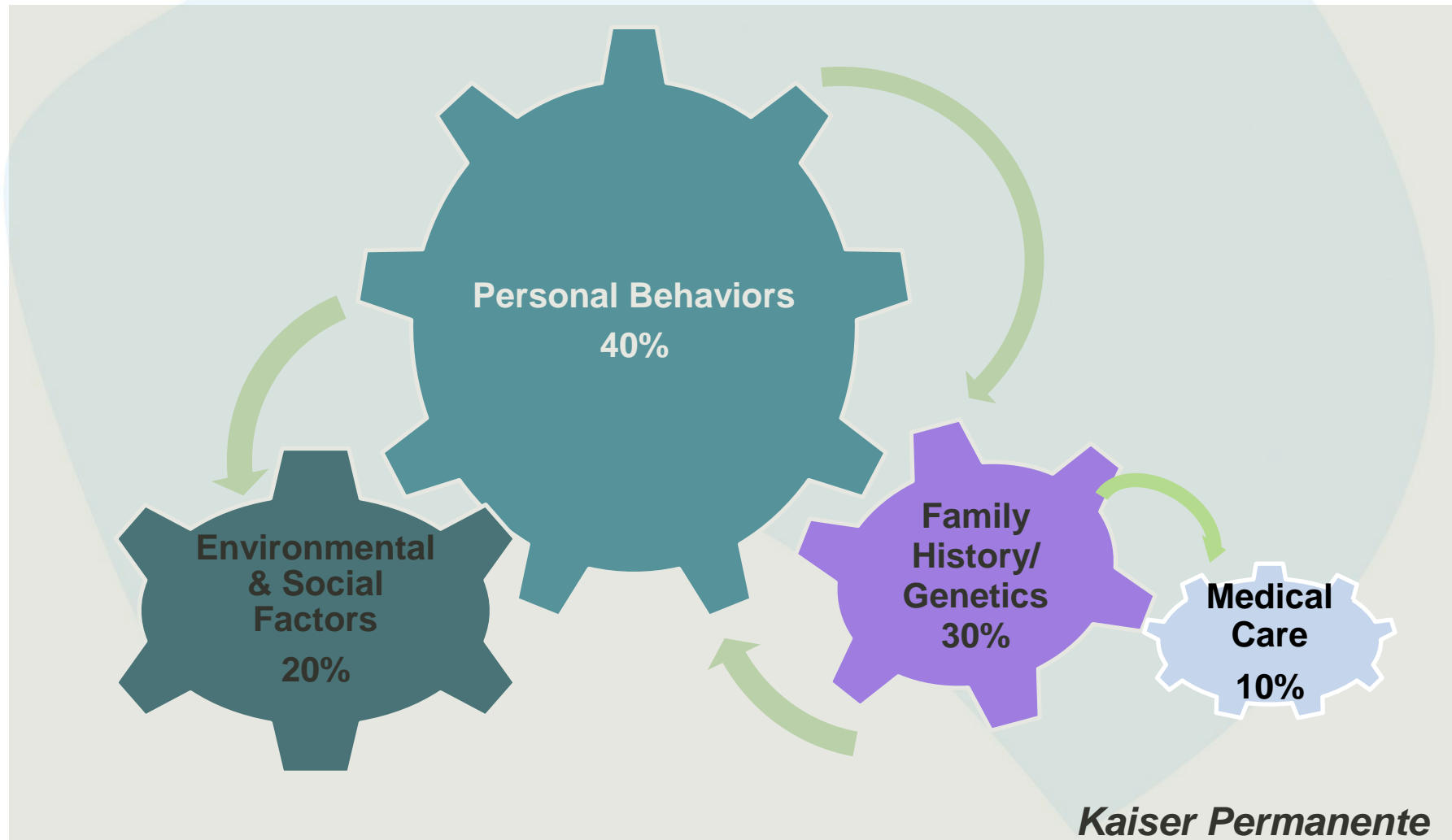
*How to more effectively and sustainably manage the ageing population, growing burden of chronic disease and rapidly increasing costs?*

*How to increase the economic participation and productivity of all Australians?*

*We are also entering the Age of the Customer so what does that mean for Health and Care?*

# Drivers Of Health Care

Health is driven by multiple factors that are intricately linked – of which medical care is only one component....



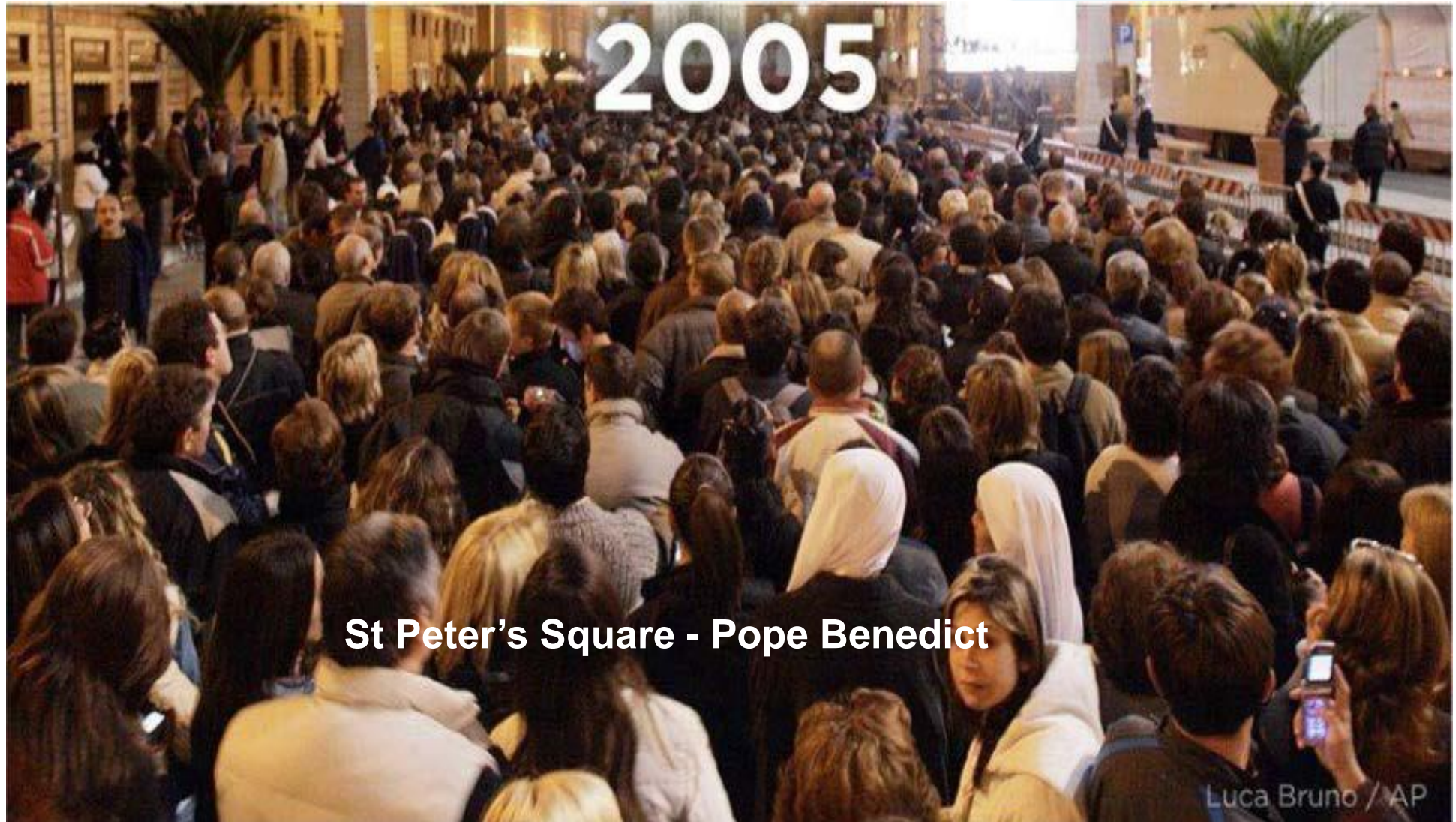
*Kaiser Permanente*

## ***Expectations in the Age of the Customer.....***

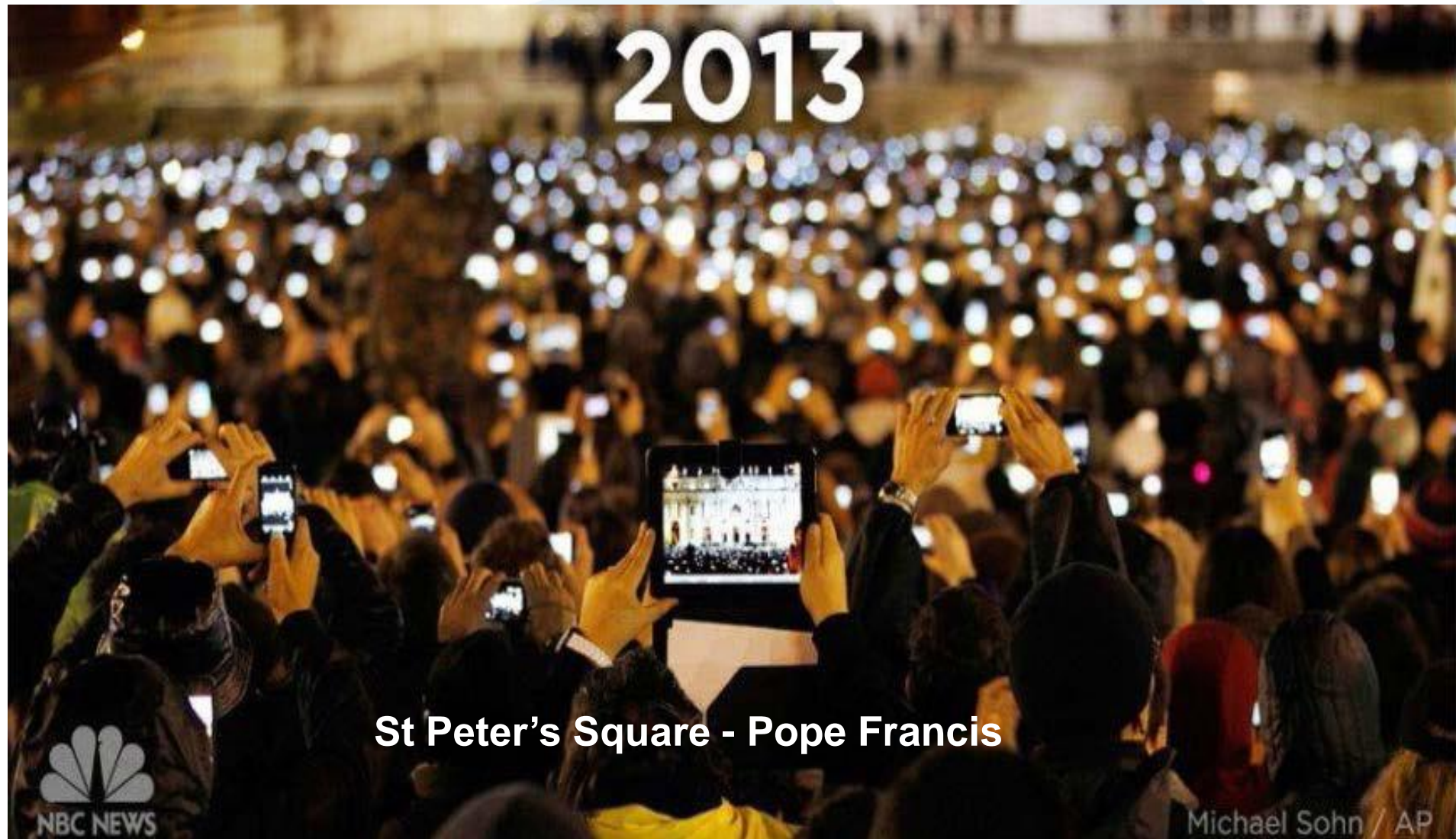
- My expectations are set by my experiences in all industries and geographies
- I want more flexibility and choice in how I deal with you
- I expect more for what I am paying, or to pay less for what I am getting
- Make it relevant and just for me
- I want access – anywhere, anytime
- Involve me proactively so I feel like I am in control



# If you think digital devices aren't changing behaviour . . .







What will the Uber of Health and Care look like?

Disintermediation:

*“If the existing players do not provide Australian end users with what they want others will seek to do so”*

*Glenn Stevens RBA Governor*

*“Disruptive” is the adjective of choice these days*

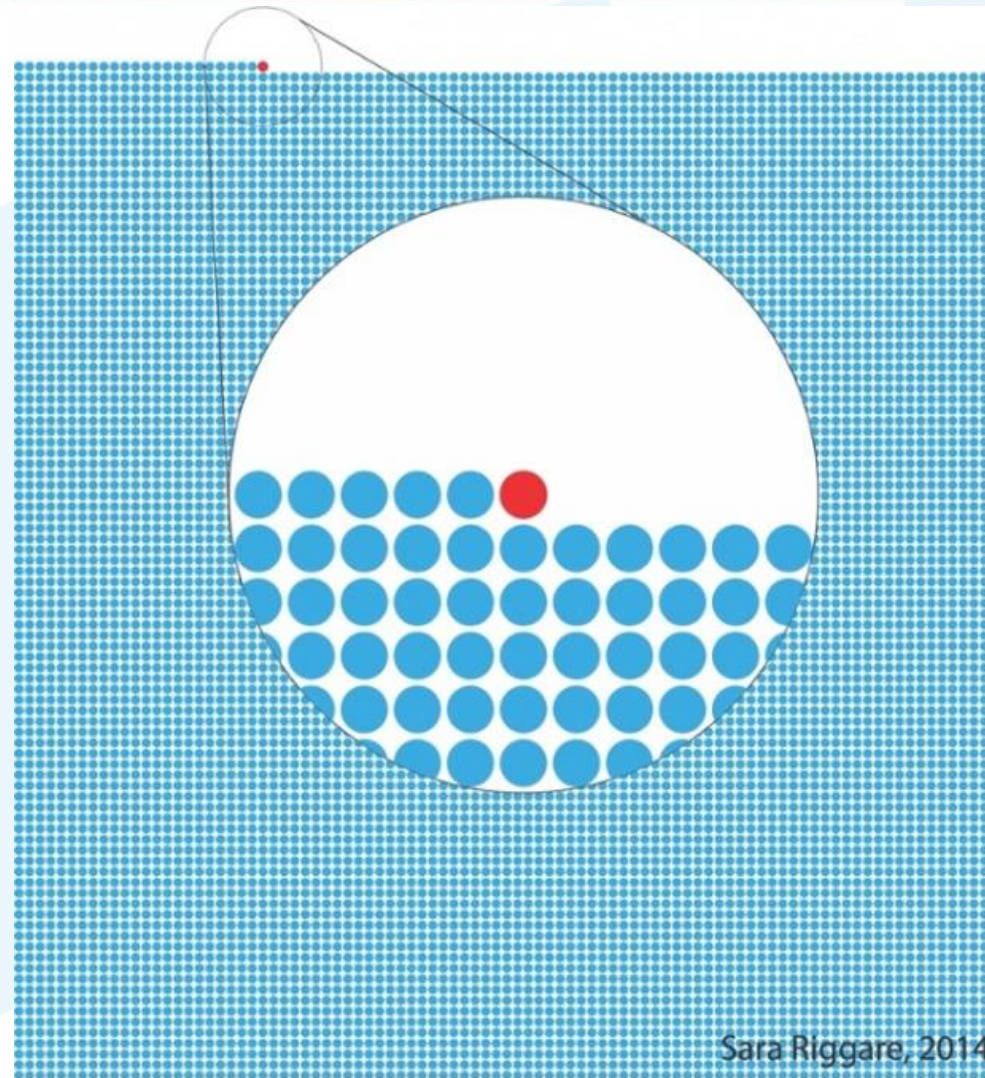
# Why Empowered Citizens Make Sense In Health Care



No matter how skilled our Health and Care Workforce or effective our Medications or Technology successful outcomes rely on citizens actively owning and participating in the management of their own health and wellness.



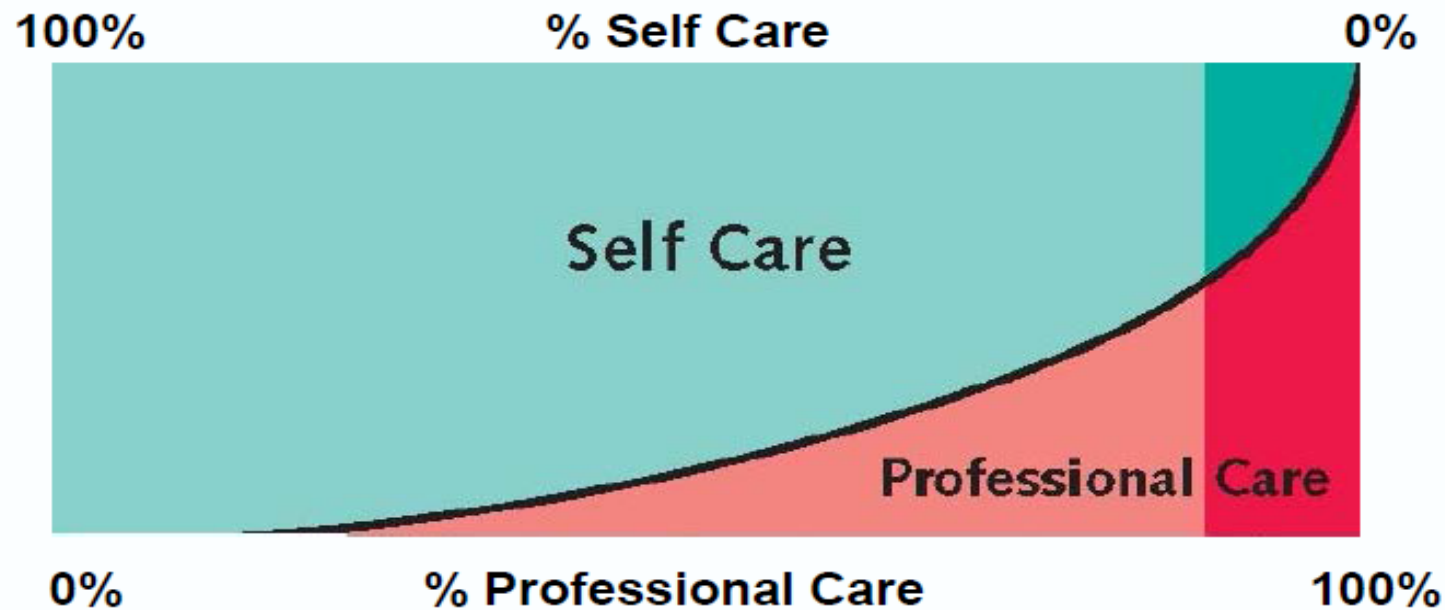
# What It Looks Like



***“I visit my neurologist twice a year, for about 30 minutes. That is one hour per year. The rest of the year’s 8,765 hours, I spend in self-care. Sara Riggare (Parkinson’s Sufferer since the age of 13)***

## The Spectrum of Care

Less Complex Case —————> More Complex Cases



HOME

COMMUNITY

HOSPITAL

AEHRC COLLOQUIUM 2015





- Self-care is not a new activity
- People have managed their own health and wellbeing since the beginning of time
- Was the dominant model in the family and community until the scientific revolution of the mid 19<sup>th</sup> and 20<sup>th</sup> century
- Self-care relevant to expectations in the age of the Customer

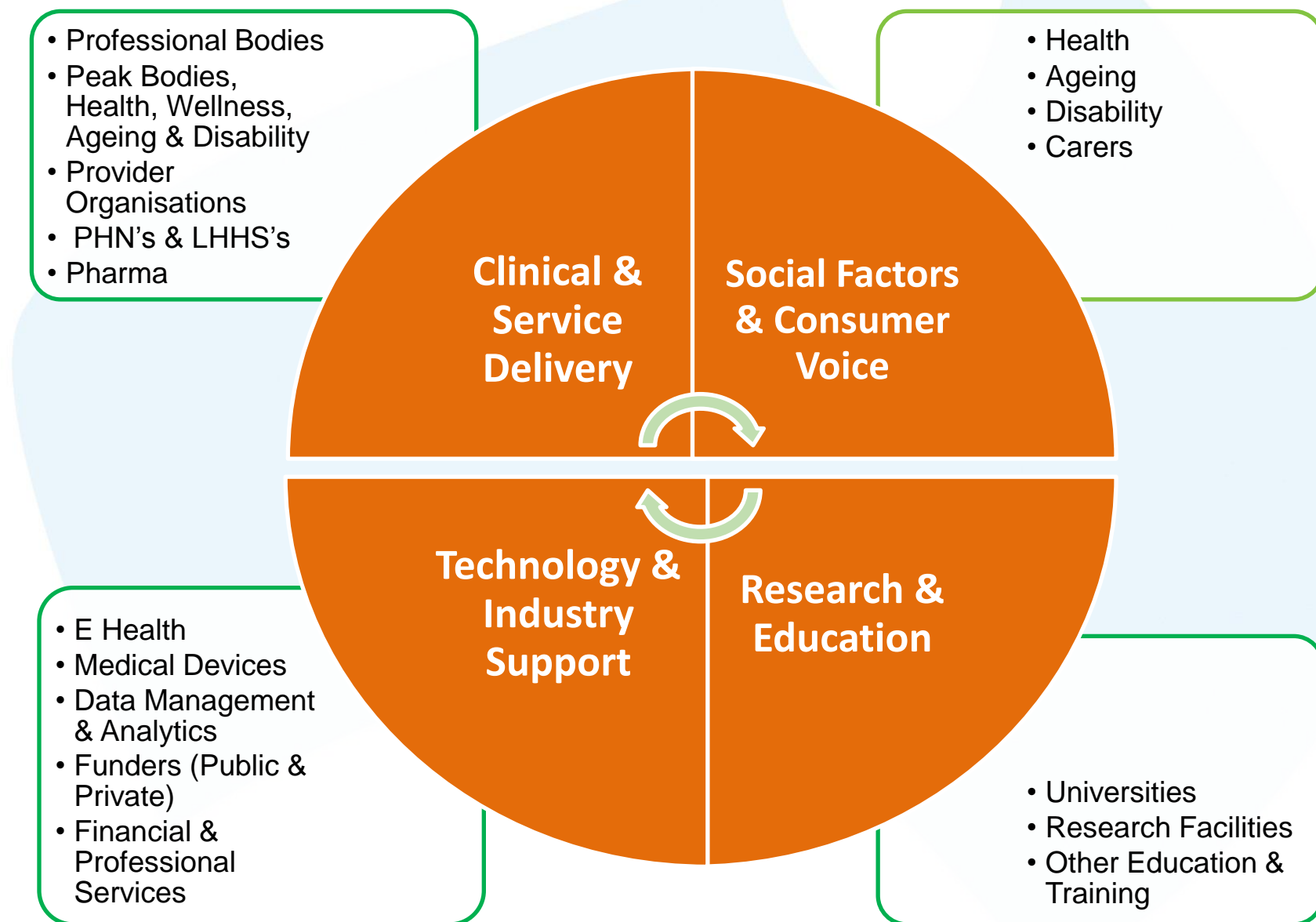
*Effective Self Care is not the whole answer but is a fundamental pillar of successful mid to long term reform of the Health and Care Sector.*

- Self Care is beyond the capacity of Government to mandate or any single group to bring about.
- Requires:
  - Ownership and action by participants from all domains of the Health and Care Sector
  - Collaboration on the issues and solutions
  - Commitment by all participants to the solutions
  - Contribution by Government in the areas where only Government can move

- The Alliance provides the neutral space and acts as the Catalyst to initiate and foster dialogue and facilitate collaboration

## **Vision**

- Adoption and implementation of self care as a core element of a sustainable National Health and Care Sector for Australia that delivers:
  - Improved Health Outcomes for all Australians
  - Appropriate and innovative solutions that meet the needs of the Australian Community in the 21<sup>st</sup> Century
  - Increased economic participation and productivity by all Australians



“The shift from the old culture to the new is not a matter of adding on a few items that were missing, but rather of seeing almost every feature in a different way.”

Tom Kitwood, Dementia Reconsidered

- How might Self Care inform and enhance the way you undertake your professional practice?
- How might you and other Health and Care professionals work together to build new care models and pathways that support Self Care?
- What additional Skills do you and your professional colleagues need to be relevant in a Self Care environment?
- How might you and other Health and Care professionals support and advocate for Self Care?

**.... So if you would like to know more, or would like to join the conversation on Self Care, please contact us.**



*“Even if it doesn’t appear imminent being ready to go when the rules change is the key to survival and success.”*

*Stephen Dunne, CEO AMP*

Robert Lippiatt

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