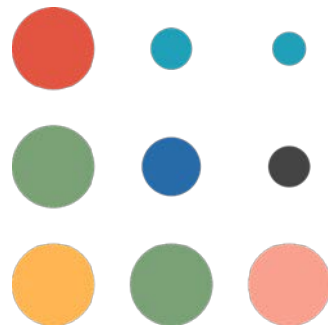




REPRESENTING THE CONSUMER VOICE IN DATA REFORM

Georgina Luscombe & Brian Dalton
Lumos Symposium, Sydney, Friday 22nd July 2022

Lumos



OUTLINE



WHO ARE THE LUMOS
CONSUMER REPRESENTATIVES?



WHY IS THE USE OF LUMOS DATA
IMPORTANT TO CONSUMERS?



INSIGHTS TO INFORM PLANNING,
FUNDING, MANAGEMENT AND
EVALUATION



CONSUMER REPRESENTATIVE MEMBERS

- Stakeholder Reference Group (SRG)
 - Data Governance Committee (DGC)
-
- ⇒ Follow a governance framework for best practices
 - ⇒ Advisory / influencing voice at the table, placing consumer interests first
 - ⇒ Fostering social licence
 - ⇒ Depth of diverse and experienced stakeholder representatives

*“... secondary data use tends to be driven by what matters to **providers** rather than **recipients** of care ... this non-consumer-centric view could be problematic to gaining consumer trust and willingness to share data.*”

*To redress this, consumers need to be involved in **defining what outputs** they would like to see from use of their data and how they would like to be kept informed about the use of their data.”*



WHY IS THE USE OF LUMOS DATA IMPORTANT FOR CONSUMERS?

- improving the consumer experience
- advancing health and wellbeing to improve health outcomes
- ✓ Need to understand what consumers need, where and when
- ✓ Linking wealth of GP data (up to 4M consumer journeys) with a suite of health systems data
- ✓ Delivering a system view that incorporates consumer journey across primary and acute care

GENERATING INSIGHTS AND INFORMATION TO SUPPORT PLANNING, FUNDING, MANAGEMENT AND EVALUATION



- reforming and generating insights and information supports

- ⇒ Performance and utilisation monitoring
- ⇒ Planning and evaluation of health services, public health programs and service models
- ⇒ Quality improvement and re-design
- ⇒ Predictive analytics and risk stratification (identifying groups to target/high risk cohorts)
- ⇒ Fact Sheets

QUESTIONS?



THANK YOU