

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-2011, 23 February 2011

Question: E11-069

OUTCOME 10: Health System Capacity and Quality

Topic: NATIONAL EHEALTH TRANSITION AUTHORITY (NEHTA)

Written Question on Notice

Senator Boyce asked:

- a) Despite the definition of stakeholder by the International Standards Organisation (ISO) '...a person or group concerned with, affected by, or perceiving themselves to be affected by an organisation'. Why does NEHTA not regard consumers as stakeholders, why is that?
- b) Why has NEHTA done this?
- c) Does it mean that in line with its performance in regard to consumers that they don't have a high priority in NEHTA's agenda thus far?

Answer:

a, b and c)

NEHTA does regard consumers as a key stakeholder. NEHTA places a high priority on seeking consumer feedback about initiatives on its work program. Since 2007, NEHTA has had consumer representation on its internal Stakeholder Reference Forum and project specific reference groups.

Consumers have been consulted on the design and legislation for the Healthcare Identifiers Service, attended the National eHealth Conference and informed the initial design of the personally controlled electronic health record system.

NEHTA has established a web portal, ehealth collaborate, to allow consumers and other stakeholders to contribute their ideas and feedback.