

# Improving together: consumers, clinicians & services



## HEALTH QUALITY & SAFETY COMMISSION NEW ZEALAND

*Kupu Taurangi Hauora o Aotearoa*

*The Health Quality & Safety Commission is holding the first of its quality forums in Auckland and Christchurch in October.*

The keynote speaker at both forums will be Beverley Johnson from the Institute of Patient and Family Centered Care in the United States. The Health Quality & Safety Commission is bringing Beverley Johnson to New Zealand to share her extensive experience of working with hospitals and health organisations to improve consumer participation in health.

### **Quality Forum 1**

Tuesday 4 October 2011  
Ko Awatea, Middlemore Hospital  
AUCKLAND  
9am – 5pm

### **Quality Forum 2**

Thursday 6 October 2011  
Cashmere Club, Colombo St  
CHRISTCHURCH  
9am – 5pm

Please mark these dates in your calendar and book your place at one of the two forums now. You can register by visiting [www.hqsc.govt.nz](http://www.hqsc.govt.nz). A full programme for the forums will be available the week of 5 September 2011.

The forums are open to people working in health, as well as health consumers and groups representing consumer interests. You will leave with ideas and additional insights into a number of topics, including:

- How to engage with consumers – the international experience
- Consumers advising services – some tools and resources
- New Zealand consumer groups – a new assessment of their needs
- Developing and using patient stories for improvement
- Creating a family engagement strategy
- Use of a strength-based model of practice



**For more information contact Gillian Bohm, 04 901 6047, or email her on [gillian.bohm@hqsc.govt.nz](mailto:gillian.bohm@hqsc.govt.nz)**

**You can read more about the Health Quality & Safety Commission at [www.hqsc.govt.nz](http://www.hqsc.govt.nz)**