

Report out now



The Australian Health Consumer Sentiment Survey

Preliminary analysis and key findings released

The Australian Health Consumer Sentiment Survey is a population-based study of health consumer sentiment and provides an important barometer of satisfaction and opinions about the Australian health system.

The survey was co-designed by academics and researchers from Macquarie University together with health consumer advocates and consumer-researchers from the Consumers Health Forum of Australia (CHF). Data from two waves of the survey with representative samples of Australian adults drawn from the general population – 1024 respondents in December 2018 and 5100 in October 2021 during the COVID-19 Delta outbreak – provides unique insights into health service use, satisfaction, and opinions before and during the COVID-19 pandemic.

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Reflections on 30-years of cross-border collaboration on healthcare and research between North Norway and Russia

Speaker: Professor Tor Ingebrigtsen

Thursday, 31 March 11am

With decades long experience with cross-border collaboration on healthcare and research with clinicians and academics in Russia, Professor Tor Ingebrigtsen will reflect on the experience, against the backdrop of current events.

Tor Ingebrigtsen is professor of clinical neurosurgery in the Department of Clinical Medicine, UiT The Arctic University of Norway, Tromsø, Norway, and a visiting professor to the Australian Institute of Health Innovation. He was formerly Chief Executive Officer of University Hospital of Northern Norway 2007-2018.

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Frontline Patient Safety: 20 strategies to keep you and your patient safe

Speaker: Dr Glen Farrow

Tuesday, 5 April 11am

All safety systems rely on an individual using the system and responding appropriately to safety alerts. Almost all serious adverse events are triggered by failure to recognise or failure to respond to deterioration. Understanding why, is part of human factors research.

Dr Glen Farrow, an experienced healthcare executive, author and general surgeon, will discuss with Professor Jeffrey Braithwaite how high reliability principles underpin simple strategies, based on experience and evidence.

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Prof Jeffrey Braithwaite

Centre for Healthcare Resilience and Implementation Science
(CHRIS)



Prof Johanna Westbrook

Centre for Health Systems and Safety Research (CHSSR)



Prof Enrico Coiera

Centre for Health Informatics (CHI)



Prof Henry Cutler

Macquarie University Centre for the Health Economy (MUCHE)

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The **Australian Institute of Health Innovation (AIHI)** at Macquarie University conducts world-class research with national and international research communities, governments, policymakers, providers of health services, managers, clinicians, patients and the community. Our work underpins health reforms and systems improvement, providing new tools, perspectives and evidence to help stakeholders who are interested in making the health system more effective, efficient and productive. Our overarching aim is to produce new, high quality research evidence to support change, prevention and improvement.

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