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| **Year 1 (2021) Action** | **Progress Report on Year 1 – as at December 2021** |
| **Partnering at the individual level** |
| Develop the implementation plan for the Health Literacy Standard | The Standard has been published and promoted via the Partnering in Healthcare Toolkit and through "Drop the Jargon" Day.The Standard is referenced in the Equity and Inclusion ilearn package, National Standards iLearn package (staff training packages) and Standard Work for Leaders tool.The Partnering with Patients, Families and Carers Project will further strengthen implementation of the Standard and will assist in building staff capacity.  |
| Commence the Partnering with Patients, Families and Carers project which will develop and pilot the future state for clinicians to effectively partner with our patients, families and carers to plan, communicate, set goals and make decisions about their current and future care and identify the required change management, integrated clinical tools, processes, framework and training to implement across Eastern Health | An iLearn hub and staff training went live on 1 September 2021. Project Officer and Manager Patient Experience will continue to raise awareness and ilearn package into Year 2 (2022) |
| Review the Complaints Resolution Standard to be the Patient and Family Feedback Guideline and to be compliant with Health Complaints Commissioner legislation | Revised standard was approved and published in June 2021 |
| Review Guide for Authors: Developing Health Information | Guide was reviewed in 2021 to align with new software. To complete final copy Year 2 (2022)  |
| Embed and evaluate the new Patient Experience Survey which will ensure we hear the voice of our patients | New Patient Experience Survey launched Jun 2021. Dashboards to be developed, implemented and evaluated in Year 2 (2022) |
| **Partnering at the service level** |
| Build capacity of staff on co-designing with consumers by developing a new Co-design with Consumers Guideline and associated tools and resources | Completed co-design with consumers guideline including tools/resources which support staff  |
| Review Partnering with Consumers and develop a new Managing Consumer Workforce guideline associated tools and resources | Completed Managing the Consumer Workforce including tools/resources to support staff in better understanding the process for consumer participation |
| Review resources such as the Consumer Request form to ensure that it includes the requirement for closing the loop of consumer participation in the form of a report - “You said, we did”. This will ensure that we are listening to what our consumers are saying and staff will become skilled in evaluating participation activities | Completed Consumer Request Form and ‘You said, we did’ Form to streamline the process when staff want to include a consumer representative into the health care services and to then evaluate the efficiency of their participation.  |
| **Partnering at the organisation level** |
| Working together with the community to ensure that services meet their needs by developing an understanding of what partnering with our community means at Eastern Health through a new Standard for Partnering with our community | Completed Partnering with the Community Standard to provide consistent understanding of expectations, roles and responsibilities of staff when engaging with the community and undertaking community engagement activities.  |
| Develop a process for community representation and engagement at the Eastern Health sites  | Work started prior to the pandemic and has been put on hold. |
| Continue to establish relationships with each local government council in primary and secondary catchments including participation on key committees where appropriate, as well as other service providers and community networks. Collate feedback from those relationships to develop partnerships and initiatives | Attend various community networks meetings and local council meetings in the eastern catchment. Eastern Health participated in ‘Together Knox’ campaign to further strengthen the harmony in the community of diverse backgrounds and the city of Knox, display the existing cultural diversity through embracing strength and resilience and encourage the togetherness of Knox through similar shared experiences.This was a partnership with Knox Council and Southern Migrant and Refugee Centre and we presented a video from an Eastern Health nurse on diversity at Eastern Health to the whole community. Delivered a presentation from the Eastern Health Falls Working group on falls to the Over 55 network group. |
| Promote and embed the Equity & Inclusion Standard & associated resources through an orientation process for New Starters (staff).Implement and embed the care and support of LGBTQIA Guideline | Equity and Inclusion iLearn package is mandatory for all new Eastern Health staff.  |