

## PARTNERING WITH CONSUMERS, CARERS AND THE COMMUNITY

### COMMUNITY PARTICIPATION PLAN 2021-2023

#### Introduction

Eastern Health is an inclusive health care service and is committed to providing a great patient experience, great patient outcomes and harm-free care and values the importance of partnering in healthcare delivery to achieve this. Eastern Health will ensure:

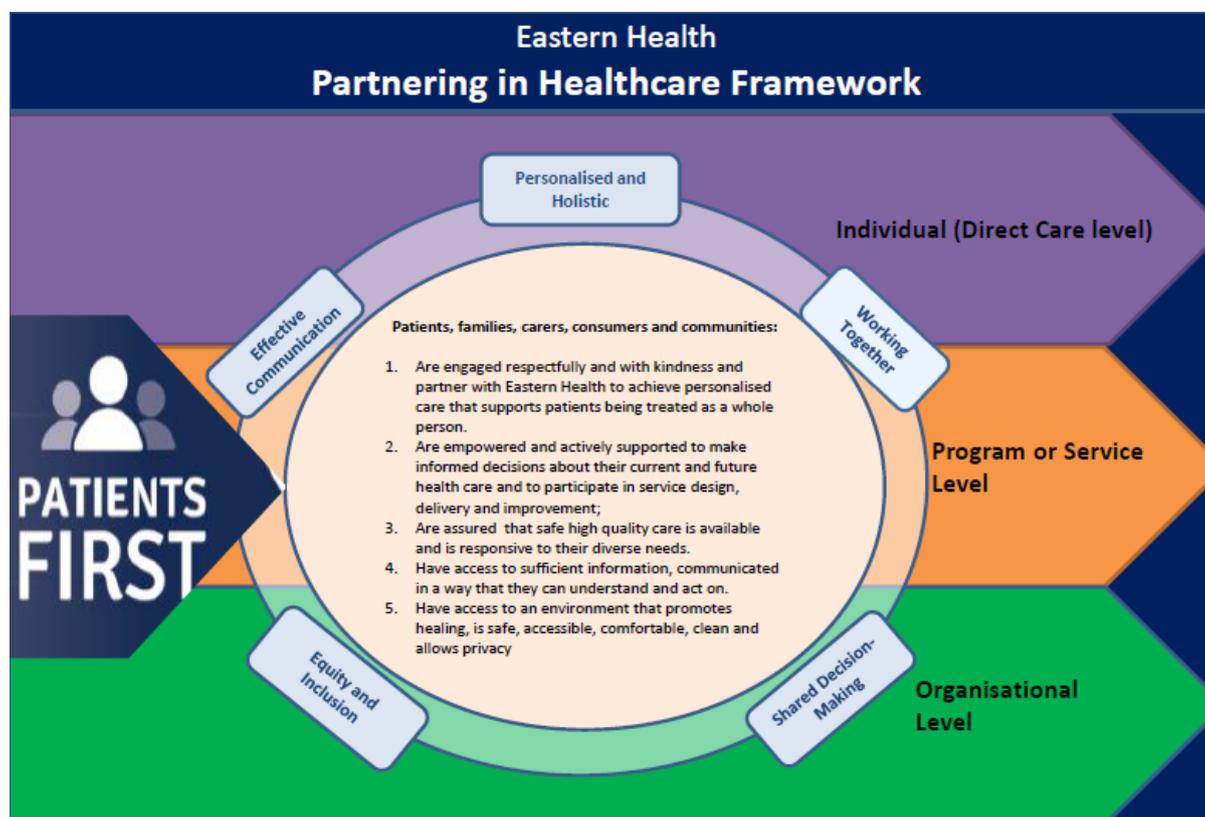
- Consumer representatives are partners in planning, design, decision-making, delivery, monitoring and evaluation of systems and services; and
- Patients are partners in their own care, to the extent that they choose.

Eastern Health partners in health care at the following three levels which overlap with each other and are interdependent:

- **Individual:** Eastern Health will provide care that is in line with its values of kindness, respect, excellence, agility, humility and patients first. Eastern Health will enable and support patients and other consumers to be equal partners in their care, including through shared decision-making.
- **Program or service:** Consumers, carers and community members are involved in planning, service design, delivery, quality improvement, monitoring and evaluation at a program/service level.
- **Organisation:** Consumers, carers and community members are involved in governance, planning, service design, quality improvement, monitoring and evaluation at an organisation level.

Eastern Health will review and adjust this plan in accordance with recommendations arising from the Mental Health Royal Commission and the Aged Care Royal Commission

## Our Framework



The Eastern Health Partnering in Healthcare Framework includes the following 5 principles for partnering in health care. Patients, families, carers, consumers and the community:

1. are engaged respectfully and with kindness and partner with Eastern Health to achieve personalised care that supports patients being treated as a whole person.
2. are empowered and actively supported to make informed decisions about their current and future health care and to participate in service design, delivery and improvement;
3. are assured that safe high quality care is available and is responsive to their diverse needs.
4. have access to sufficient information, communicated in a way that they can understand and act on.
5. have access to an environment that promotes healing, is safe, accessible, comfortable, clean and supports privacy

## **Our objectives**

Through the implementation of this Community Participation Plan, Eastern Health is aspiring to be known for:

- being an equitable and inclusive healthcare service that cares for our staff, who in turn care for our patients, consumers and their families and carers;
- its excellent care that is provided with a holistic consideration of the patient and consumer and their wider family in whatever form that takes;
- welcoming the diversity of those living in our community and receiving treatment at our health service;
- recognising the important lived experience that everyone brings with them that provides valuable input into every care interaction; and
- having a deeply committed and actively engaged group of consumers who support the organisation to be the best it can be.

## **What matters to us**

Eastern Health has identified that the following items are important to strive for and aim to see at the completion of this three year Community Participation Plan:

- Patients and consumers are sharing in decision-making about their care as much as they want to;
- Patients reporting that the care they received is personalised and holistic;
- Staff are engaged in working with patients, family, carers, consumers and the community to respond to their needs;
- The voice of our patients and community is heard through a range of inclusive feedback mechanisms and that Eastern Health responds to each and every one of them;
- Data and information is used to review the care and services we provide and to identify areas that need extra attention and to address them accordingly;
- Consumer engagement and co-design is embedded in our culture with consumers recognised and listened to as they work with our staff to improve the services we deliver;
- Staff are trained and supported to work in collaboration with consumers;
- Consumers are great advocates for Eastern Health and volunteering is encouraged; and

- Avenues for working with our community are available and easy to access so that the voice of our diverse population is able to be heard.

## **Our plan**

Eastern Health will work towards these objectives and outcomes across the three year cycle of this plan through the actions outlined in the following pages.

## Partnering at the individual level

Year 1 (2021)	Year 2 (2022)	Year 3 (2023)
Develop the implementation plan for the Health Literacy Standard	Implementation of all new and revised standards and guidelines including staff and consumer representatives training and capability building Development of quantitative and qualitative measures of health literacy and conduct a baseline assessment	Measure and evaluate impact of key guidelines and practice on patients, carers, families, community and workforce
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.	Refinement of the Partnering in Healthcare Scorecard of measures to ensure able to evaluate partnering with patients, families and carers as outlined in all standards and guidelines Progress the implementation of the Partnering with Patient, Families and Carers project and ensure monitoring of practice is in place	Continue to improve the partnership models through review and evaluation
Review the Complaints Resolution Standard to be the Patient and Family Feedback Guideline and to be compliant with Health Complaints Commissioner legislation	Explore opportunities to progress Patient Reported Outcomes	Commence feasibility pilot of Patient Reported Outcomes
Review Guide for Authors: Developing Health Information	Embed identification of patient information requirements and resources into clinical	Ensure all patient related health information is consolidated into the Future Information

	<p>stream Appropriate and Effective Care plans Support clinical streams to prioritise and develop patient information resources</p>	<p>Management system. Consider alternative delivery mechanisms of patient information (ie audio and/or video) and accessibility (eg. via Internet or other systems)</p>
<p>Embed and evaluate the new Patient Experience Survey which will ensure we hear the voice of all of our patients</p>	<p>Embed patient experience survey data review into daily and weekly local clinical team meetings Capture local improvement activities resulting from data review and monitor for trends and opportunities for spread Routine review of data by Partnering in Healthcare Clinical Risk Governance Committee and Executive for EH wide opportunities for improvement</p>	<p>Embed processes for review of patient experience data over time to ensure improvement</p>

## Partnering at the service level

Year 1	Year 2	Year 3
<p>Build capacity of staff on co-designing with consumers by developing a new Co-design with consumers guideline and associated tools and resources</p>	<p>Identify two areas to pilot the process in depth and PDSA prior to full roll out Develop measures of success for co-design</p>	<p>Measure and evaluate capacity of staff to co-design with consumers and the impact of consumer co-design practices Monitor outcomes from co-design initiatives Implementation of guidelines including associated tools and resources across the whole of Eastern Health</p>
<p>Review Partnering with Consumers and develop new Guide for staff together with associated tools and resources</p>	<p>In partnership with consumers from diverse community groups, implement the new guide and provide training to staff so that they enhance their ability to partner with consumers.</p>	<p>Measure and evaluate capacity of staff to partner with consumers and the impact of consumer participation at the service level</p>
<p>Review resources such as the Consumer Request form to ensure that it includes a 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.</p>	<p>New Request form with consumer feedback loop embedded into standard practice</p>	<p>Measure and evaluate the consumer feedback loop and impact at the service level</p>

## Partnering at the organisation level

Year 1	Year 2	Year 3
Working together with the community to ensure that services meet their needs by developing an understanding of what partnering with our community means through a new standard for Partnering with our Community, associated tools and resources	Undertake gap analysis of current Community Partnership activities against the new Standard Implementation of the new standard, associated tools and resources commencing with identified gaps and using a risk based approach	Develop measures to evaluate the impact on the organisation Develop implementation plan to roll out the new guideline across Eastern Health and commence implementation
Develop a process for community representation and engagement at the Eastern Health sites	Implement site based reference groups Develop measures that will support progress towards community engagement and participation	Measure and evaluate efficiency of reference groups and the impact on the organisation
Establish two way communication processes with our community to enable EH to hear the things that are important through: <ol style="list-style-type: none"> <li>1. community representatives on CAC</li> <li>2. developing in partnership with CAC members a web page on EH website to seek the broader community input</li> <li>3. continuing to establish relationships with each local government council in primary and secondary catchments including participation on key committees where appropriate as well</li> </ol>	<ol style="list-style-type: none"> <li>1. Community issues/feedback highlighted by CAC members reviewed/discussed</li> <li>2. Co-design improvement of health literacy of our diverse community including illness prevention with diverse partners in the community</li> <li>3. Collate feedback to include in Community Participation Plan and other improvements</li> </ol>	Measure and evaluate impact in the community and reputation of EH

<p>as other service providers and community networks. Collate feedback from those relationships to develop partnerships and initiatives</p> <p>4. Develop a web-page on EH website to capture broader community feedback</p>		
<p>Promote and embed the Equity &amp; Inclusion Standard &amp; associated resources through the new starter orientation process</p>	<p>Review key indicators of Equity and Inclusion to identify areas for improvement with regard to the agreed standard</p>	<p>Monitor the indicators and undertake improvements to meet the standard</p>
<p>Implement and embed the care and support of LGBTIQ+ Guideline</p>	<p>Review key indicators of a supportive LGBTIQ+ organisation to identify areas for improvement with regard to the agreed standard</p>	<p>Monitor the indicators and undertake improvements to meet the standard</p>