

Partnering with our Consumers, Carers & Community ***Eastern Health’s Community Participation Plan 2017 – 2020***

Introduction

The Eastern Health Community Participation Plan 2017 – 2020 is a plan that articulates how the organisation will ensure adherence with four main Eastern Health standards:

- Partnering with Consumers standard
- Patient and Family Centred Care standard
- Complaints Resolution standard
- Open Disclosure standard

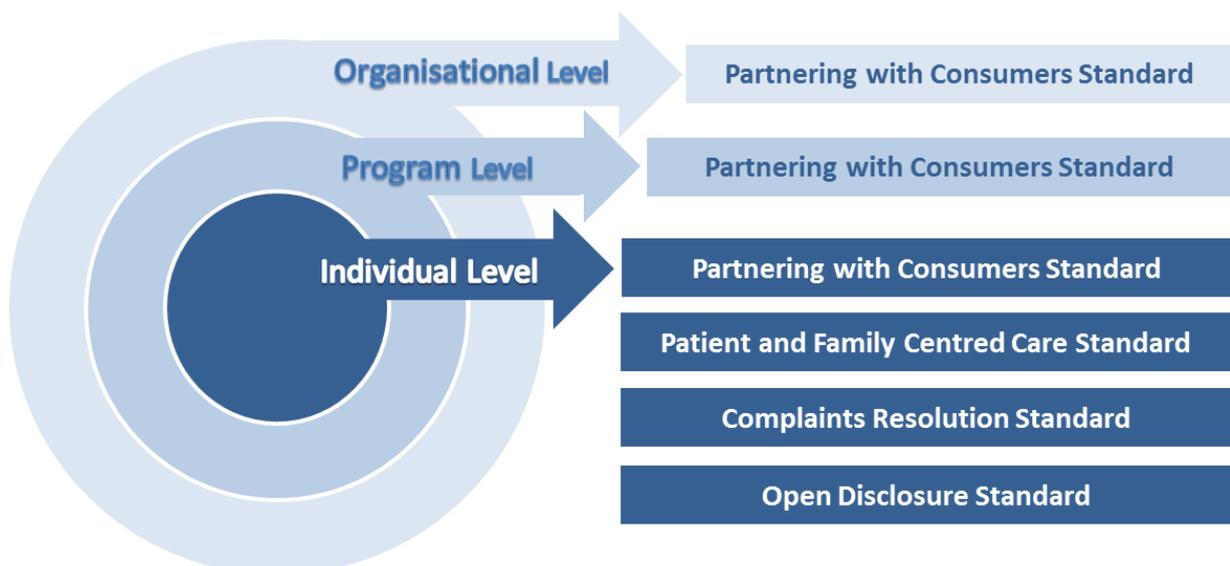
The plan also assists Eastern Health to meet the following external reporting requirements:

1. The Australian Commission on Safety and Quality in Health Care National Accreditation Standard 2: Partnering with Consumers
2. The Victorian Quality Account (which forms an element of the new Department of Health and Human Services’ *Participate in healthcare policy* that is currently being developed to build on the foundational work of the *Doing it with us not for us policy* and the *Cultural responsiveness framework: Guidelines for Victorian health Services*)

What does participation at Eastern Health look like?

Consistent with Victorian government policy, Eastern Health is committed to ensuring effective consumer, carer and community participation at the individual, program and organisational levels.

The below diagram depicts how the organisation implements consumer participation across the three levels. Whilst the Consumer, Carer and Community Participation Standard outlines some key principles in relation to the individual level, these principles are expanded on and articulated in more detail in the Patient and Family Centred Care standard.



The rationale for Consumer, Carer and Community participation

“Participation in health is an essential principle of health development, clinical governance, community capacity building and the development of social capital.”¹ Eastern Health is committed to consumer, carer and community participation because it is:

- An aid to improve health outcomes and the quality of health care
- An important democratic right
- A mechanism to ensure accountability.²

Roles and Responsibilities

The Eastern Health Community Participation Plan 2017 – 2020 is a document that has relevance to the whole of Eastern Health. Whilst overall responsibility for implementation of the plan lies with the Manager, Consumer Participation and Patient Experience, elements of the plan will be coordinated by various staff throughout the organisation.

The Community Advisory Committee, in accordance with their Terms of Reference, also has responsibility for ensuring that a plan is developed and that this plan is implemented and monitored.

Reporting

Reporting of consumer, carer and community participation at the individual, program and organisational levels occurs as outlined in the table below:

Consumer Participation Level	EH Performance Standard	Reporting Mechanism
Organisational Level	Partnering with Consumers Standard	Quality Account
Program Level	Partnering with Consumers Standard	Quality Account Program Annual Reports
Individual Level	Partnering with Consumers Standard Patient and Family Centred Care Standard Complaints Resolution Standard Open Disclosure Standard	Quality Account Program Annual Reports Patient Experience of Care Report

Reporting on the progress of implementation of the plan will occur annually to the Eastern Health Board. The Clinical Executive Committee and the Community Advisory Committee will review the progress report before it is sent to the Board for approval.

¹ ‘Doing it with us not for us’ Strategic Direction 2010-2013 Page 7.

² ‘Doing it with us not for us’ Strategic Direction 2010-2013 Page 7.