



# Partnering with our Consumers, Carers & Community

*Eastern Health's Consumer, Carer and  
Community Participation & Responsiveness  
Plan 2014 – 2016*

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## Introduction

The Eastern Health Consumer, Carer and Community Participation & Responsiveness Plan 2014 – 2016 is a high-level plan that articulates how the organisation will ensure adherence with four main Eastern Health standards:

- Consumer, Carer and Community Participation standard
- Patient and Family Centred Care standard
- Aboriginal Health standard
- Patient Feedback Management standard

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

1. 'Doing it with us not for us' - Strategic direction 2010-2013 (The Department of Health's consumer, carer and community participation policy)
2. The Australian Commission on Safety and Quality in Health Care National Accreditation Standard 2: Partnering with Consumers
3. The Department of Health's Cultural Responsiveness Framework
4. Section 38 of the Victorian Disability Act 2006
5. The Victorian Government's Improving Care for Aboriginal and Torres Strait Islander Patients (ICAP) framework and Continuous quality improvement tool

### 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 and the Patient Feedback Management 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.”<sup>1</sup> 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.<sup>2</sup>

## **Linking the Community Participation and Responsiveness Plan to Eastern Health’s Strategic Plan**

Eastern Health’s vision is for ‘Great health and wellbeing’ and our mission is to provide positive health experiences for people and communities in the east. Eastern Health’s strategic plan 2010-2015 focuses on five key directions. These are:

1. A provider of great health care
2. A great patient experience
3. A great place to learn and work
4. A great partner with our communities
5. A great achiever in sustainability.

This plan assists Eastern Health to achieve its vision, mission and strategic directions, particularly around strategic directions one, two and four.

## **Roles and Responsibilities**

The Eastern Health Community Participation and Responsiveness Plan 2014 – 2016 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 on the progress of implementation of the plan will occur annually to the Department of Health on 30 November each year. The Community Advisory Committee will review the progress report before it is sent to the Board for approval. Elements of the plan will also be reported to the community via the annual Quality of Care Report for Eastern Health.

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

<sup>2</sup> “Doing it with us not for us” Strategic Direction 2010-2013 Page 7.

# Eastern Health Community Participation and Responsiveness Plan 2014 - 2016

## Organisational Level

### Consumer, Carer and Community Participation Standard

Consumers, carers and community members are involved in governance across the organisation
Consumers are involved in the strategic and service planning process of the organisation
Consumers, carers and community members are involved in the planning and implementation of quality improvements
Consumers, carers and community members are provided with information about the organisation's safety and quality performance in a format that they can understand via the Quality of Care report and the My Hospital website
Consumers, carers and community members are involved in the evaluation of patient feedback data and the development and implementation of action plans
Consumers, carers and community members have access to orientation, training and mentoring so that they can actively and meaningfully participate
Resources are provided to enable consumer, carer and community participation at Eastern Health
Mechanisms are in place for engaging consumer representatives from diverse backgrounds, as reflected in the Eastern Health community

## Program Level

### Consumer, Carer and Community Participation Standard

Consumers, carers and community members are provided with opportunities to be involved in the design and/or re-design of service delivery models to make sure that patient needs are considered
Consumers, carers and community members are involved in the development and review of patient information

## Individual Level

### Consumer, Carer and Community Participation Standard

Consumers and carers are provided with information that is easy to understand and based on evidence to help our consumers and carers to make decisions.
Consumers, and where appropriate carers, are actively involved in decisions about their treatment, care and wellbeing at all stages of the patient experience and will have the appropriate support to do this
Consumers, carers and community members are encouraged to provide feedback

### Patient and Family Centred Care Standard

Personalisation of care including responding to diversity
Atmosphere and Environment of Care
Family involvement
Communicating effectively with patients and families
Continuity of Care

### Aboriginal Health Standard

Identification of Aboriginal Patients
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## Areas of focus for 2014 – 2016

Projects will be further articulated and actioned using the EH Improvement methodology as outlined in the Performance Excellence Framework.

Increase consumer participation in governance activities across Eastern Health including the recruitment of consumers to:

- i) relevant Eastern Health Program Quality & Strategy committees
- ii) the Patient Experience of Care Expert Advisory Committee and other Expert Advisory Committees
- iii) the Board Quality Committee

Continue to build the consumer register through promotion and targeted recruitment and identify and address any gaps in relation to the orientation, training and mentoring needs of register members.

Undertake a staff training and capacity building needs assessment to understand staff educational needs in relation to consumer participation

Incorporate key elements of the Consumer, Carer & Community Participation standard into staff position descriptions, performance monitoring, performance appraisals and Managers' Checklists

Evaluate the effectiveness of consumer participation at Eastern Health

Continue to document the consumer involvement that occurs at Eastern Health and evaluate whether further mapping of consumer involvement should be conducted to allow for greater transparency

Provide feedback and assurance to the Community Advisory Committee that Eastern Health has an understanding of its role in the broader health delivery system and has established links with existing community groups and service providers within the Eastern Health community to ensure the voices of specific community groups and consumers are heard.

Continue to expand the engagement of consumers, carers and community members in the implementation of the Recovery approach to clinical treatment and care under the national framework for recovery for mental health services

Review the existing processes for commissioning, development, review, distribution and maintenance of patient information and develop an Eastern Health wide strategy and process for ensuring that information is readily accessible and current across Eastern Health sites. This includes the development of an Eastern Health standard

Develop, implement, monitor and evaluate an action plan for a program of work that supports patient and family centred care across Eastern Health including the ongoing promotion of the standard

Review the complaints management process and continue to refine and improve the process. Provide ongoing training and support to staff.

Review Eastern Health's current response to diversity and implement improvement activities to ensure a whole of organisation approach in line with the Patient and Family Centred Care Standard

Undertake a risk assessment to understand what aspects of communication need to be addressed across Eastern Health and develop and implement an action plan to address the findings

Strengthen relationships with other service providers to improve the experience of Aboriginal & Torres Strait Islander patients

Continue to conduct work regarding 'Asking the Question' for Aboriginal and Torres Strait Islander patients