

## Eastern Health (EH) Community Participation Plan 2017 – 2020

The 'Eastern Health Principles' below are the processes / elements documented in the Partnering with Consumers standard and the Patient & Family Centred Care standard. The plan is split into the three levels of participation: individual, program and organisational. (NB: Where a strategy relates to a number of different principles, it is only listed once)

Eastern Health Principles	STRATEGIES 2017 – 2020 (Organisational Level)	Progress
Consumers, carers and community members are involved in governance across the organisation	Continue to recruit consumer representatives to Expert Advisory Committees and Quality and Strategy Committees	Work in this area continues. At present, thirteen of the 15 Expert Advisory Committees and 9 of the 13 Quality and Strategy Committees have consumer representatives.
	Evaluate the effectiveness of consumer participation at EH	A review of our consumer's experience of being involved on committees has been conducted and the results will be presented to the CAC in February 2018.
	Review the current processes in place to support consumers involved in governance committees	A review of the Partnering with Consumers Standard 386 is underway and this includes a review of our support tools – e.g. a checklist to assist the support person of consumers on committees.
Consumers are involved in the strategic and service planning process of the organisation	Continue to involve consumers in service planning workshops, committees and improvement activities ensuring involvement throughout the course of the project	There continues to be good involvement of consumers, with participation in service planning workshops, committees and improvement activities.
	Establish EH precinct consumer reference groups for the 8 Eastern Health 'precincts'	This work has commenced. A Stakeholder Engagement Committee has been formed and it is chaired by the Executive Director QPI. The current consumers (75) on the register have nominated the precinct(s) they would choose to align with.
Consumers, carers and community members are involved in the planning and implementation of quality improvements	Continue to recruit to the Consumer Register with an increased focus on consumers with lived experience and consumers from the diverse groups within the EH community	Work in this area continues and currently there are 75 consumers on the consume register.
	Update consumer participation poster and cards and consider translation of this information into different languages	The poster has been drafted and is currently being reviewed by various staff and consumers on the Consumer Information committee. The poster has also been shown to new consumers who were recruited under the old poster for their feedback.
	Develop and conduct an annual satisfaction survey for consumer register members to facilitate review of support provided and additional requirements for support.	The annual survey has been conducted in October 2017 and the results will be presented to the CAC in February 2018.
	Review and refine the 'In the Patient's Shoes' strategy	The review will be occurring through the Patient Experience of Care EAC – which will guide the Patient First value work.
	Conduct as-needs training / capacity building so that staff understand how to involve consumers in quality improvements	Work in this area continues – the Manager Consumer Participation and Patient Experience conducts the New Manger Orientation training with a consumer and any ad hoc requests from Depts. Individual consultation meetings with staff also frequently occur.

<p><b>Consumers, carers and community members are provided with information about the organisation's safety and quality performance in a format that they can understand</b></p>	<p>Publish the annual EH 'Quality Account' and continue to recruit Community Advisory Committee member(s) to the working group</p>	<p>In 2017, two Community Advisory Committee (CAC) members and 4 consumer register members were on the Quality Account working group and they provided feedback regarding all articles, the format and distribution of the report.</p>
	<p>Consider the involvement of consumers in root cause analyses and in-depth case reviews</p>	<p>The recent review of the In-depth case review and root cause analysis processes has occurred and the involvement of consumers is being considered as part of this review.</p>
	<p>Undertake review of Performance Boards on the wards. Involve consumers in this project.</p>	<p>The Performance Board Practice Guideline has incorporated the need for local areas to seek consumer / family input into 'what matters to them' on their performance board – guideline is currently with the Clinical Practice Committee for review.</p>
<p><b>Consumers, carers and community members have access to orientation, training and mentoring so that they can actively and meaningfully participate</b></p>	<p>Review the training / support requirements and opportunities for consumer register members including:</p> <ul style="list-style-type: none"> <li>• Review of the induction and orientation process and resources (including checklist)</li> <li>• Specific orientation for consumers when joining a committee - explain roles, TOR, visit sites to better understand services</li> <li>• Targeted training for consumers to support effective participation in Q+S committees and EACs</li> <li>• Training / information required particularly in relation to changes occurring across the organisation (eg. Introduction of EMR)</li> <li>• Meeting with chair/support person before a meeting to assist consumer to participate in a meaningful way</li> <li>• Access to debriefing after meetings with support person</li> <li>• Sign confidentiality form and rights and responsibilities annually</li> <li>• Consider having more than 1 consumer on a committee to provide support</li> </ul>	<p>A review of the Partnering with Consumers Standard 386 is underway and this includes a review of our orientation, training, and support tools – e.g. a checklist to assist the support person of consumers on committees. Work in this area continues.</p>
<p><b>Resources are provided to enable consumer, carer and community participation at Eastern Health</b></p>	<p>Staff are provided with the training and assistance to support effective consumer participation in their respective roles:</p> <ul style="list-style-type: none"> <li>• Develop training / resources for committee chairs to assist them to facilitate effective consumer participation in the committee that they are responsible for</li> <li>• Develop training / resources for consumer support staff to assist them to effectively support the consumer they are the support person for</li> </ul>	<p>This work is to commence in 2018.</p>
	<p>Consider the incorporation of key elements of the Partnering with Consumers Standard 386 into staff position descriptions, performance monitoring, performance appraisals and Manager's Checklists</p>	<p>This work is to commence in 2018.</p>
	<p>Undertake a staff training and capability building needs assessment to understand staff training needs in relation to consumer participation and ensure consumer involvement in training is provided.</p>	<p>This work is to commence in 2018.</p>
	<p>Review of title on consumer name badge – consider changing from consumer register member to community representative</p>	<p>Feedback was provided by consumers at the annual consumer forum.</p>

Mechanisms are in place for engaging consumer representatives from diverse backgrounds, as reflected in the EH community	Continue to conduct targeted recruitment to diverse groups to encourage membership of the consumer register	Promotion of the register is widespread as identified above. The Diversity Coordinator and Manager Consumer Participation & Patient Experience continue to promote this opportunity via existing relationships with external agencies and partners, adverts in the Age newspaper when recruiting CAC members, revised consumer register poster etc. The register continues to grow and the representation is broadening.
Consumers and or carers are involved in training the clinical workforce	Explore opportunities and processes to more routinely build consumer involvement in training the clinical workforce	An audit of current activities is underway to establish a baseline status. Plans for further development will be made once this has been completed.
<b>Eastern Health Principles</b>	<b>STRATEGIES 2017 – 2020 (Program Level)</b>	
Consumers, carers and community members are involved in the development and review of patient information	Review of the existing processes for commissioning, development, review, distribution and maintenance of patient information (as outlined previously) to ensure that consumers, carers and community members are involved in the development and review of patient information and that the process in place is sustainable.	The Consumer Information Committee with 6 consumers and several staff is now well established. A review of the Consumer Information Development (385) practice guideline, tools and resources for staff is commencing in Dec 2017.
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	Evaluate the effectiveness of consumer involvement in Quality Improvement initiatives	This work is to commence in 2018.
	Development of peer workforce in mental health	The Consumer and Carer workforce within the Mental Health Program has grown substantially in 2017 with the recruitment of ten post discharge peer (lived experience) support service staff members, including an Aboriginal Peer Worker role. These new staff members provide direct service to people and their families experiencing mental health problems across adolescent, adult and aged person's inpatient psychiatric units. There are now twenty two Consumer and Carer specific roles within the Mental Health Program and this is expected to grow with a further four senior peer worker positions plus a dual diagnosis carer role in the early stages of recruitment.
	Review how consumer involvement in redesigning models of care is captured and reported and how consumers are provided with feedback about the outcome of their involvement	A review of the tools and processes for consumers involved in improvement events is underway with the broader QPI team.
<b>Eastern Health Principles</b>	<b>STRATEGIES 2017 – 2020 (Individual Level)</b>	
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	Continue to monitor and respond to feedback from patients and carers in relation to involvement in decision making and active involvement in care and work with programs to address issues	This work will be lead through the Patient Experience of Care EAC – with the implementation and evaluation of the Patient First value.

<p><b>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</b></p>	<p>Consumer information committee to consider the following issues and make recommendations as appropriate when reviewing patient information:</p> <ul style="list-style-type: none"> <li>• Increase recovery focussed language</li> <li>• Health literacy – avoid the use of jargon in letters that patients receive</li> <li>• Availability of Patient information in multi-mediums (e.g. video) and different languages</li> </ul>	<p>A review of the Consumer Information Committee is to occur in 2018 – to consider the inclusion of a peer worker from the MHP to increase recovery focussed language; review of the practice guideline; review of the existing tools to support staff; and the different mediums available.</p>
<p><b>Consumers, carers and community members are encouraged to provide feedback</b></p>	<p>Continue to run training sessions regarding complaints resolution at the local level</p>	<p>This work is ongoing – individual areas contact Centre for Patient Experience to deliver training and regular training is delivered to the Graduate Enrolled Nurses. CPE has arranged a training session to be delivered by the Health Complaints Commission for the administration staff of Outpatients, ED, and some program administration staff. Quarterly training also occurs at the New Managers Orientation training.</p>
	<p>Review the complaints management process and continue to refine and develop the process. Areas for consideration include:</p> <ul style="list-style-type: none"> <li>• Review feedback from Organisational Wide Survey to identify future focus including embedding complaints feedback at the local level</li> </ul>	<p>The Resolution of Complaints from Consumers and Carers Standard has been reviewed – rating table and HCC information has been updated. Further work to follow in 2018 to embed the complaints process at the local level.</p>
<p><b>Personalisation of care including responding to diversity</b></p>	<p>Identify and understand the diversity of Eastern Health's consumers and local communities and identify issues or concerns relevant to these groups</p>	<p>Patient profiles: Analysis of patient demographic data including age, gender, country of birth and preferred language. Work now in progress to promote data using infographics via internet and intranet pages.</p> <p>Community profiles: Local community data, including health-related issues, will be developed in 2018 and promoted via internet and intranet pages.</p> <p>Diversity Coordinator sits on the Knox Multicultural Advisory Committee, Migrant Settlement Committee.</p> <p>EH's support for the 2017 Migrant Health Forum re female genital mutilation and forced marriage.</p>
	<p>Identify and work to reduce barriers to people with a disability and other diverse groups in accessing services and facilities:</p> <ul style="list-style-type: none"> <li>• Eastern Health sites are welcoming and accessible for staff and consumers</li> <li>• Identify and implement relevant 'best practice' related to specific needs</li> <li>• Provide staff and consumers with relevant resources and training</li> </ul>	<p>Consumers with communication difficulties (CD) project is ensuring our CD patients are including in our feedback processes. Patients with CD are now included in the patient experience surveys and leadership walkrounds – led by Speech Pathology Dept in collaboration with CPE/QPI.</p> <p>Health literacy – site maps (currently under review), health literacy checklist.</p>

		<p>Consumer Information Committee has 5 consumers reviewing consumer information, to ensure it is jargon free, clear, helpful. Further review of the existing tools is occurring.</p> <p>Diversity training across the organisation: New Manager Orientation Program, in-service sessions across EH</p> <p>Rainbow eQuality Working Group: using the Rainbow Tick and Rainbow eQuality frameworks to identify opportunities to improve services for LGBTI people.</p> <p>Promotion of health translations website and EH's Cue Cards which are the most popular resources on the Health Translations Directory.</p>
	Identify and work to reduce barriers to people with a disability and other diverse groups in obtaining and maintaining employment at Eastern Health	Diversity and inclusion policy – reviewed 2016.
	Promote inclusion and participation of our diverse consumers	Establishment of the eQuality committee in June 2017. Recruitment of 2 diverse consumers to this committee who self-identify as members of the LGBTI community
	Identify attitudes and practices which discriminate against people of our diverse community and work towards achieving tangible changes where required	Gender inequality: International Women's Day breakfast for 30 staff to promote achievements. Family violence committee continues to guide the organization and a consumer with lived experience has been recruited.
	Promote relevant diversity and inclusion principles and initiatives	Diversity Coordinator consulted re needs of diverse groups including: Family Violence, Child Safety Pride Cup: sponsorship and participation to promote inclusion of LGBTI people in country sport

<b>Atmosphere and Environment of Care</b>	<p>Consider the suggestions raised at the 2017 Consumer and Carer forum regarding possible improvements to the physical spaces and amenities at Eastern Health sites:</p> <ul style="list-style-type: none"> <li>• Install somewhere to charge mobile phones in ED</li> <li>• Increase telephone lines – clinics and pharmacy BHH</li> <li>• Create a family friendly space in ED</li> <li>• Offer water/drink bottle refilling spot in ED</li> <li>• Signage improvements across sites particularly BHH</li> </ul>	Consumer Forum suggestions will be shared with the program and site chiefs to review and consider the changes.
<b>Communicating effectively with patients and families</b>	Continue to develop capability for open disclosure	A program of work has been developed in consultation with the Executive Clinical Directors and Program Directors to ensure appropriate staff are trained in Open Disclosure. This group has also agreed on documentation requirements to ensure open disclosure practice can be audited and monitored.

	Continue implementation of the 'In the Patient's Shoes' strategy	This work will be lead through the Patient Experience of Care EAC – with the implementation and evaluation of the Patient First Program
<b>Promotion of Consumer Participation across Eastern Health</b>	Provide routine reports of consumer participation activities to increase the awareness of consumer engagement across EH and the contributions that that consumers are making to the organisation	This work is underway and ongoing. The annual Quality Account promotes the work the consumers contribute to the organisation and the DHHS guidelines have increased the focus of consumer participation within this publication. In 2017 we have commenced each criteria with a patient improvement story.