

# Consumer Partnership Framework

*Partnering in care*



Hospitality | Compassion | Respect | Justice | Excellence

## Key definitions

### **Caregiver:**

The term used to describe all St John of God Health Care employees, including doctors, nurses, midwives, allied health professionals, catering, clerical and other non-clinical employees.

### **Carer:**

A person who provides personal care, support and assistance to another person who needs it usually because they have a disability, medical condition (including terminal or chronic illness) or mental illness, or they are frail or aged.

### **Community:**

For this document, community refers to people living in the designated catchment area for the hospital or from a specific group who engage with the hospital.

### **Consumer:**

A person who has used or may potentially use health services, or is a carer for a patient using health services. A health care consumer may also act as a consumer representative to provide a consumer perspective, contribute consumer experiences, advocate for the interest of current and potential health service users, and take part in the decision-making processes.

### **Engagement:**

An informed dialogue between an organisation and consumers/community that encourages sharing of ideas, options and collaborative decision making.

### **Health service organisation:**

In this document, the health service organisation is St John of God Midland Public and Private Hospitals (SJGMPPH)

### **Patient-centred care:**

An approach to the planning, delivery and evaluation of healthcare that is founded on mutually beneficial partnerships among clinicians and patients. Patient-centred care is respectful of and responsive to, the preferences, needs and values of patients and other consumers.



# Consumer Partnership Framework

## Partnering in care

### **Acknowledgement of Country**

*St John of God Midland Public and Private Hospitals acknowledge the traditional lands and language groups represented by the people who visit the hospitals. We acknowledge the wisdom of Aboriginal Elders past, present and emerging, and pay respect to the Aboriginal communities of today.*

### **Background**

Every person who seeks care at St John of God Midland Public and Private Hospitals (SJGMPPH) has the right to expect safe, respectful and high quality health services. Our aim is to consistently deliver a care experience that not only meets, but exceeds the expectations of patients and the community, always striving to achieve excellent clinical outcomes which consider the whole person.<sup>1</sup>

### **Purpose**

The purpose of this document is to describe how consumers, community and caregivers work together to continually improve the patient experience.

The framework describes how SJGMPPH partners with patients in their own care and with consumers, carers and the community in the planning, design, delivery, measurement and evaluation of the services we provide at the hospital. It is a guide to inform:

1. Consumers about how they can be involved in influencing health service planning and improvement.
2. Caregivers (employees) about engagement and governance processes to be used to strengthen the ways we listen to and work with consumers.

### **Our commitment**

We are committed to providing patient-centred care at SJGMPPH which requires that all people are treated with dignity and respect, information is shared appropriately and partnership with consumers is reflected at all levels of the hospital.

In our partnership with patients, family, carers and the community we are guided by the St John of God Health Care Patient Safety and Clinical Excellence Framework, the National Safety and Quality Health Care Standards and the Australian Charter of Health Care Rights through:

- Supporting consumers to manage their own health care and make informed decisions.
- Providing culturally appropriate and inclusive care for members of our diverse community.
- Listening and responding to feedback from consumers.
- Enabling partnership with consumers to ensure safe, accessible care and to improve our services.

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<sup>1</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, p4

## Consumer partnership framework

Levels of engagement			
Individual consumer level	Service, department or program level	Health service (hospital) level	
We will...			
<b>Partnering with patients in their own care</b> <sup>2</sup>	<ul style="list-style-type: none"> <li>Encourage patients, along with their family and carers, to participate in shared decision making regarding their care.</li> <li>Identify and incorporate patients' individual goals of care into their care planning.</li> <li>Inform patients about their rights and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure consumer participation in relevant hospital committees and projects.</li> <li>Seek advice from the hospitals' Consumer and Community Advisory Council on how to enhance services and the patient experience.</li> <li>Support caregivers to partner with patients, families and carers to be actively involved in their own care.</li> </ul>	<ul style="list-style-type: none"> <li>Apply the hospitals clinical governance and quality improvement systems when engaging with consumers.</li> <li>Ensure consumer participation in hospital committees/projects that impact the strategic direction of the hospital.</li> <li>Engage the hospitals' Consumer and Community Advisory Council in the hospitals' governance and community partnership activities.</li> </ul>
<b>Communicating for quality care</b> <sup>3</sup>	<ul style="list-style-type: none"> <li>Ensure communication with patients, and their families and carers, about their care is clear, timely and inclusive.</li> <li>Use communication methods with patients that are easy to use and understand.</li> <li>Tailor communications to suit the needs of the cultural and linguistic diversity of patients and their family and carers.</li> </ul>	<ul style="list-style-type: none"> <li>Include consumers in the development and review of hospital produced information to ensure it is easy to use and understand.</li> <li>Support the workforce to provide culturally and linguistically appropriate information to consumers.</li> </ul>	<ul style="list-style-type: none"> <li>Utilise and evaluate feedback processes to strengthen and enhance the way we listen to and engage with consumers.</li> <li>Facilitate safe and quality care by providing resources and processes that support and enhance the health literacy of consumers.</li> </ul>
<b>Improving our services</b> <sup>4</sup>	<ul style="list-style-type: none"> <li>Listen and respond effectively to feedback on the hospital services from patients, families and carers.</li> </ul>	<ul style="list-style-type: none"> <li>Address the issues raised by consumers through timely feedback and implementing solutions where practicable.</li> <li>Ensure appropriate consumer representatives are identified, trained and orientated to their specific roles within the hospitals.</li> <li>Involve consumers in the planning, design, measurement and evaluation of hospital services.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement processes that enable appropriate consumer involvement in the planning, design, measurement and evaluation of hospital services.</li> <li>Provide appropriate training and supports for consumer representatives.</li> <li>Incorporate the views and experiences of consumers in the training and education of the hospitals' workforce.</li> </ul>
We will measure consumer engagement through...			
<b>Measuring consumer engagement</b> <sup>5</sup>	<ul style="list-style-type: none"> <li>Individual feedback received from patients, families, carers and the community on the patient experience via the hospitals' various feedback systems.</li> </ul>	<ul style="list-style-type: none"> <li>Timely responses provided to feedback received by the hospital.</li> <li>Action plans and quality improvement measures implemented as a result of feedback received by the hospital.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of consumer feedback, including complaints and identification of trends/themes.</li> <li>Development and implementation of action plans in response to the themes identified via consumer feedback mechanisms.</li> <li>Review and update the hospital's complaint and compliment management processes by consumers.</li> </ul>

<sup>2</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, Sections 4.1 - 4.4 & 7.2, p9-10, 16

<sup>3</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, Sections 4.1 & 4.2, p9-10

<sup>4</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, Sections 4.3 & 4.4, p10

<sup>5</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, Sections 4.3, 4.5 & 6.2, p10, 14

## How to engage with the hospital

### Consumers

We actively encourage patients, family, carers and community members to engage with the hospital. Engagement with the hospital can be done in a variety of ways, as shown below.

- **Partners in health care**

Patients, their family and carers, are actively encouraged to be involved in their own care during their stay in hospital.

For more information, please refer to the *Australian Charter of Healthcare Rights: A guide for patients, consumers, carers and families*

<https://www.safetyandquality.gov.au/wp-content/uploads/2009/01/A-guide-for-patients-consumers-carers-and-families-v3.pdf>

Alternate version (audio, Braille and 17 community languages)

<https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/australian-charter-of-healthcare-rights-alternate-versions/>

- **Feedback to the hospital**

Feedback can be provided to the hospital via a number of formats, including:

- Our caregivers
- Patient feedback forms
- Our web site ([sjog.org.au/midland](http://sjog.org.au/midland))
- Email ([info.midland@sjog.org.au](mailto:info.midland@sjog.org.au))
- Patient Experience Coordinator
- Patient Opinion web site ([www.patientopinion.org.au](http://www.patientopinion.org.au))
- Post discharge survey, sent via text

Our Patient Experience team is available to discuss and review any concerns that patients, their families and carers may have about their care.

In addition, every patient room has a whiteboard that provides information for family, carers and visitors about the process to escalate any concerns about a patient's condition.

- **Becoming a consumer representative**

There are many ways consumers can be actively involved, formally and informally, with the hospital, including:

- Focus groups
- Advisory committees
- Governance committees
- Staff training and development
- Review of hospital publications
- Hospital volunteers

To register your interest in becoming a consumer representative, please contact us via [info.midland@sjog.org.au](mailto:info.midland@sjog.org.au)

## Caregivers

Our Mission is realised through the delivery of a consistently outstanding patient experience.<sup>6</sup>

Patient-centred care and partnership happens all the time, through every interaction with caregivers at the hospitals.

Caregivers should engage consumers in the following specific activities:

- Representation on appropriate hospital advisory and governance committees
- Planning and design of hospital services
- Review of internally produced patient communication and information
- Review and design of caregiver training programs
- Review and development of hospital policies
- Focus group participation

Please refer to the SJGMPPH Consumer Engagement Toolkit for guides and resources to support partnering with consumers available via the Patient Experience Team.

## References

The Consumer Partnership Framework has been developed with reference to a variety of sources. References are available on request.

## For more information

### Patient Experience Team

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<sup>6</sup> St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, Section 4, p9