



Cultivating **Healthy** Communities

PARTNERING WITH CONSUMERS PLAN

1st July 2016 – 31st December 2018

Striving to enhance communication and involvement of our Consumers and Communities

Foreword

The East Wimmera Health Service (EWHS) Partnering with Consumers Plan (PWCP) has been developed by the staff of EWHS and with input from our communities.

The plan outlines the actions required and the implementation strategies undertaken to ensure that we engage and partner with our communities and achieve the outcomes of Our Culture, Our Values.

To assist us in the development of our PWCP we have reviewed our policies, processes the requirements of the National Safety and Quality Health Service Standards (NSQHS Standards), the Australian Aged Care Quality Agency and the Home Care Common Standards.

Thank you to all of the staff and community members who have been involved in the implementation of the PWCP, it is much appreciated.

Aim

The aim of the Partnering with Consumers Plan is to:

- Increase opportunities for meaningful engagement between consumers, carers and the communities engaged with EWHS
- Provide guidance to our staff, management and Board to assist in achieving high levels of engagement and participation with our communities
- Utilising the EWHS Strategic Plan and Statement of Priorities, identify specific objects and goals for community participation.
- Align our community participation activities with the:
 - *'Doing it with us not for us'* policy on consumer, carer and community engagement
 - National Safety and Quality Health Service Standards, specifically Standard 2 Partnering with Consumers
 - Home Care Common Standards, specifically Standard 1.4 Community Understanding and Engagement.



Trevor Adem
Chief Executive Officer

Our Culture, Our Values.



WHY are we here?
To cultivate healthy communities.

HOW are we going to cultivate healthy communities?
Through consumer centred care.

WHAT will we deliver to our consumers?
A positive health experience.



Cultivating Healthy Communities

Our Values

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| Together | We will be an effective health team |
| Honesty | We will be fair and straightforward |
| Empathy | We will deliver compassionate consumer centred care |
| Community | We will engage our communities |
| Open | We will be clear and open in all our communication |
| Respect | We will be respectful of everyone |
| Excellence | We will deliver positive health experiences |

Role and Function:

East Wimmera Health Service is situated in the local government areas of the Buloke Shire and Northern Grampians Shire, Victoria.

Approximately 19,418 people reside within this area. Our population is older in all categories 45-64 years, 65-84 years and 85+ years, compared to the average for regional Victoria.

East Wimmera Health Service catchment area has, on whole, a homogenous population with most people Australian born and English Speaking.

East Wimmera Health Service comprises of 40 acute beds and 3 acute same day acute (dialysis), 85 Nursing Home (high Care Beds) and 10 Hostel (low care beds)

In addition to the services provided above, EWHS provides a range of allied, community and other services. As many of these vary from Campus to Campus, community members are encouraged to contact Central Intake on T: 54772222 for further information.

Definitions

Advocate – a person or group who assists the consumer, carer or community member to have their views and ideas heard and understood.

Carers – families and friends providing unpaid care to consumers. Carers may often be receiving a government benefit or allowance.

Communities – defined as groups of people who have interests in the development of an accessible, effective and efficient health and aged care service that best meets their needs.

Consumers – people who are current or potential users of health services.

Consumer/carer/community representative - a consumer, carer or community member who is nominated by and accountable to an organisation of consumers, carers or community members. Representatives may be there to represent the formal views of a particular group and report back to that group.

Health service – a publicly funded organisation providing health care. This includes hospitals, rehabilitation centres, aged care services, community health centres and primary care services.

Outreaching – The approach EWHS is using to engage with consumers and the community. EWHS staff attending community events/meetings to engage with consumers and to seek consumer input into the Health Service.

Participation – occurs when consumers, carers and community members are meaningfully involved in decision making about health policy and planning, care and treatment, and the wellbeing of themselves and the community. It is about having your say, thinking about why you believe in your view, and listening to the views and ideas of others. In working together decisions may include a range of perspectives.

Stakeholders – includes consumers, carers, the community, community organisations, health services relevant Government Departments.

| Objective | Action | Responsible | Due Date | Progress 2016 |
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| Governance structures facilitate partnership with consumers and/or carers | <ul style="list-style-type: none"> Community Engagement Forums Resident/representatives meetings Open access Board Meetings Annual General Meetings Quality Account Media articles Public speaking engagements | <ul style="list-style-type: none"> CEO Campus Manager CEO CEO Quality Manager CEO CEO/delegated staff | <ul style="list-style-type: none"> Bi annually Ongoing July November November Ongoing Ongoing | <ul style="list-style-type: none"> Community Engagement Forum 16/03,14/11 VC to all Campuses Open access BOM meeting scheduled for July Annual Meeting held 11/16 Quality Account distributed to the Community via local newspapers, Campuses, Medical Practices Public speaking engagements at a range of community organisations/meetings |
| Policies, procedures and/or protocols reflect patient, carer and consumers involvement | <ul style="list-style-type: none"> Review of Partnering Plan Review Diversity Plan Review Consumer Engagement Policy | <ul style="list-style-type: none"> CEO Community Development CEO | <ul style="list-style-type: none"> June 2016 June 2016 March 2016 | <ul style="list-style-type: none"> Review of Partnering with Consumers Plan in progress 3/16 Diversity Plan to be reviewed 6/16 Review of Consumer Engagement Policy 3/16 |
| Consumers and/or carers partnering with EWHS have access to relevant orientation and training | <ul style="list-style-type: none"> Provide orientation to committee consumer representatives Provide orientation to new Board Members | <ul style="list-style-type: none"> CEO CEO | <ul style="list-style-type: none"> Ongoing Nov | <ul style="list-style-type: none"> Orientation to be provided to new consumers on EWHS Committees: HS, Clinical Governance & Clinical Practices Group. Orientation for new BOM to be undertaken |
| Consumers are provided with opportunities to review and comment on Information distributed by EWHS | <ul style="list-style-type: none"> Requests for feedback re printed media distributed as per Partnering Schedule Information for Communities placed on EWHS website | <ul style="list-style-type: none"> PA to CEO DCCH | <ul style="list-style-type: none"> As per Schedule Ongoing | <ul style="list-style-type: none"> Feedback from consumers re printed material continued as per Partnering Schedule |
| Consumers and/or carers have input into the design and way care is delivered | <ul style="list-style-type: none"> VHES Surveys Patient/resident questionnaires Compliments, Complaints and concerns process Community Engagement Forums | <ul style="list-style-type: none"> Quality Manager Quality Manager Campus Managers CEO | <ul style="list-style-type: none"> Ongoing Ongoing Ongoing Bi Annually | <ul style="list-style-type: none"> Patient & Resident Surveys undertaken. VHES results reported 3 monthly Compliments, Complaints/Concerns Reports Community Engagement Forum 16/3 & 14/11: Agenda item |
| Staff are provided with training on the value of and ways to facilitate consumer engagement and consumer centred care | <ul style="list-style-type: none"> On line education made available for staff CEO discusses consumer engagement with staff when visiting campuses | <ul style="list-style-type: none"> HRM CEO | <ul style="list-style-type: none"> Ongoing Ongoing | <ul style="list-style-type: none"> Online Programs available to staff Consumer Centred Care included in Orientation Program held 4 monthly. Executive Staff meetings held at all Campuses 2 monthly |
| Consumers and/or carers are informed about EWHS safety and quality performance | <ul style="list-style-type: none"> Community Engagement Forums Quality Account Community representatives on H & S and CQI/Risk committees EWHS Web Page EWHS Face book Page | <ul style="list-style-type: none"> CEO Quality Manager CEO DCCH Health Promotion | <ul style="list-style-type: none"> Bi Annually Nov Ongoing Ongoing Ongoing | <ul style="list-style-type: none"> Community Engagement Forum 16/3 & 14/11: Agenda item Quality Account distributed to community via local newspapers, Campuses, EWHS website |

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| Consumers and/or carers participate in the analysis of safety and quality performance and data | <ul style="list-style-type: none"> Community Engagement Forums Quality Account Community representatives on H & S and CQI/Risk committees Community representatives on Clinical Governance & Clinical Practice Groups | <ul style="list-style-type: none"> CEO Quality Manager CEO DCCH | <ul style="list-style-type: none"> Bi Annually Nov Ongoing Ongoing | <ul style="list-style-type: none"> Community Engagement Forum 16/3 & 14/11: Agenda item Agenda items at Committees & Groups |
| Patient feedback data is evaluated by consumers and/or carers | <ul style="list-style-type: none"> Community Engagement Forums Quality Account Community representatives on H & S and CQI/Risk committees Community representatives on Clinical Governance & Clinical Practice Groups | <ul style="list-style-type: none"> CEO Quality Manager CEO DCCH | <ul style="list-style-type: none"> Bi Annually Nov Ongoing Ongoing | <ul style="list-style-type: none"> Community Engagement Forum 16/3: Agenda item Agenda items at Committees & Groups |
| Objective | Action | Responsible | Due Date | Progress 2017 |
| Governance structures facilitate partnership with consumers and/or carers | <ul style="list-style-type: none"> Community Engagement via Public speaking engagements ("Outreaching & attending community events) Resident/representatives meetings Open access Board Meetings Annual General Meetings Quality Account Report Media articles | <ul style="list-style-type: none"> CEO Campus Manager CEO CEO Quality Manager CEO | <ul style="list-style-type: none"> Ongoing Ongoing November November Ongoing Ongoing | <ul style="list-style-type: none"> CEO, senior Managers & CH staff attended a range of public speaking engagements in the communities of EWHS during 2017 Regular Resident/representative meetings held at all campuses Annual General Meeting held November 2017, Charlton Campus Quality Account distributed to the Community via Campuses, Medical Practices, EWHS website & Face book Page. |
| Policies, procedures and/or protocols reflect patient, carer and consumers involvement | <ul style="list-style-type: none"> Review of Partnering with Consumers Plan Review Diversity Plan Review Consumer Engagement Policy | <ul style="list-style-type: none"> CEO Community Development CEO | <ul style="list-style-type: none"> June 2017 June 2017 March 2020 | <ul style="list-style-type: none"> Review of Partnering with Consumers Plan undertaken 2017 Diversity Plan reviewed Review of Consumer Engagement Policy 2016 |
| Consumers and/or carers partnering with EWHS have access to relevant orientation and training | <ul style="list-style-type: none"> Provide orientation to consumer representatives on committees Provide orientation to new Board Members | <ul style="list-style-type: none"> CEO or delegate CEO | <ul style="list-style-type: none"> Ongoing Nov | <ul style="list-style-type: none"> Orientation to be provided to new consumers on EWHS Committees undertaken Orientation for new BOM undertaken in 2017 |
| Consumers are provided with opportunities to review and comment on Information distributed by EWHS | <ul style="list-style-type: none"> Requests for feedback re printed media distributed as per Partnering Schedule Information for Communities placed on EWHS website & EWHS Facebook Page | <ul style="list-style-type: none"> PA to CEO DCCH | <ul style="list-style-type: none"> As per Schedule Ongoing | <ul style="list-style-type: none"> Feedback from consumers re printed material continued as per Partnering Schedule |
| Consumers and/or carers have input into the design and way care is delivered | <ul style="list-style-type: none"> VHES Surveys Patient/resident questionnaires Compliments, Complaints and concerns process | <ul style="list-style-type: none"> Quality Manager Quality Manager Campus Managers CEO | <ul style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing | <ul style="list-style-type: none"> Patient & Resident Surveys undertaken. VHES results reported 3 monthly Compliments, Complaints/Concerns Reports |

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| | <ul style="list-style-type: none"> Community Engagement via Public speaking engagements ("Outreaching & attending community events)) | | | <ul style="list-style-type: none"> CEO, senior Managers & CH staff attended a range of public speaking engagements in the communities of EWHS in 2017. |
| Staff are provided with training on the value of and ways to facilitate consumer engagement and consumer centred care | <ul style="list-style-type: none"> EWHS Orientation Program On line education made available for staff CEO discusses consumer engagement with staff when visiting campuses | <ul style="list-style-type: none"> Educators HRM CEO | <ul style="list-style-type: none"> Ongoing Ongoing Ongoing | <ul style="list-style-type: none"> EWHS Orientation Program held Feb, June and October 2017, including the video " What does quality patient care mean to you ?" CEO Campus staff meetings held at all campuses in 2017; consumer engagement was discussed. |
| Consumers and/or carers are informed about EWHS safety and quality performance | <ul style="list-style-type: none"> Community Engagement via Public speaking engagements ("Outreaching & attending community events)) Quality Account Report Community representatives on H & S, CQI/Risk and Community Health committees Community representatives on Clinical Governance & Clinical Practice Groups EWHS Web Page EWHS Face book Page | <ul style="list-style-type: none"> CEO Quality Manager CEO DCCH Health Promotion Health Promotion | <ul style="list-style-type: none"> Ongoing Nov Ongoing Ongoing Ongoing Ongoing | <ul style="list-style-type: none"> CEO, senior Managers & CH staff attended a range of public speaking engagements in the communities of EWHS during 2017 Quality Account distributed to the Community via Campuses, Medical Practices, EWHS website & Face book Page. EWHS website & Face book page updated regularly with EWHS safety & performance information & data. |
| Consumers and/or carers participate in the analysis of safety and quality performance and data | <ul style="list-style-type: none"> Community Engagement via Public speaking engagements ("Outreaching & attending community events)) Quality Account Report Community representatives on H & S, CQI/Risk and Community Health committees Community representatives on Clinical Governance & Clinical Practice Groups | <ul style="list-style-type: none"> CEO Quality Manager CEO DCCH | <ul style="list-style-type: none"> Bi Annually Nov Ongoing Ongoing | <ul style="list-style-type: none"> CEO, senior Managers & CH staff attended a range of public speaking engagements in the communities of EWHS during 2017 Quality Account distributed to the Community via Campuses, Medical Practices, EWHS website & Face book Page. Agenda items at Committees & Groups |
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| Consumers and/or carers partnering with EWHS have access to relevant orientation and training | <ul style="list-style-type: none"> Provide orientation to committee consumer representatives Provide orientation to new BOM Directors | <ul style="list-style-type: none"> CEO or delegate CEO | <ul style="list-style-type: none"> Ongoing Nov | <ul style="list-style-type: none"> Orientation to be provided to new consumers on EWHS Committees Orientation for new BOM Directors to be undertaken |
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| | <ul style="list-style-type: none"> • EWHS Face book Page | <ul style="list-style-type: none"> • Health Promotion | | |
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