



PORTLAND  
DISTRICT HEALTH

# CONSUMER PARTICIPATION PLAN



## MESSAGE FROM THE CHAIR OF THE COMMUNITY ADVISORY COMMITTEE AND THE CHIEF EXECUTIVE OFFICER

We are pleased to introduce the Portland District Health Consumer Participation plan 2017 – 2019.

This plan demonstrates our commitment in partnering with our consumers, whether they are patients, their family and/or carers, or community members. This plan is organisation wide and provides a mechanism to coordinate consumer participation across Portland District Health.

Consumer participation refers to the wide range of strategies in which consumers are involved in the planning, service delivery and evaluation of our health service.

The vision for consumer partnership at Portland District Health is to be a health service that integrates consumer partnership into every part of the organisation, so that consumers are provided opportunity to be active partners in how we undertake our business and care provision.

We are committed to fostering a positive organisational culture where consumers and staff have access and support they require for active consumer partnership.

Portland District Health can only achieve our vision for partnering with our consumers with strong support of consumers. This plan has been developed following extensive consultation with consumers and we would like to thank everyone who contributed in this process.

Anita Rank - Board of Management, Chair of the Community Advisory Committee

Christine Giles – Chief Executive Officer, Portland District Health

**Aim**

The Consumer Participation Plan has been developed and is reviewed annually to reflect the changing needs of the health service and our community. It aims to provide guidance to Portland District Health staff in achieving appropriate levels of consumer participation across the health service. Consumer participation at Portland District Health allows opportunities to actively engage and ensure consumers are listened to in the planning, service delivery and evaluation of the health service.

**Objectives**

1. To take participation seriously – ‘Doing it with us not for us’
2. To share information to create consumer and carer friendly access to services
3. To improve communication between all stakeholders
4. To build the capacity of all stakeholders to undertake participation
5. To integrate participation into the quality and safety program
6. To learn from our experiences and the evidence on participation
7. To ensure participation resources are available to all stakeholders

**Monitoring and Reporting of the Plan**

Monitoring of the plan will occur biannually through the Consumer Advisory Committee, reporting to the Quality Safety and Risk Management Committee.

## PORTLAND DISTRICT HEALTH CONSUMER PARTICIPATION PLAN 2017 - 2019


The key result areas and actions outlined in this plan are aligned with:

- Portland District Health Strategic Plan 2016 – 2019
- National Safety and Quality Health Service Standards (NSQHS)
- ACHS Recommendations (August 2016 ACHS Accreditation)
- The Doing it with us not for us – Strategic direction 2010-2013 (Department of Health)
- Portland District Health Consumer Engagement Framework

**KEY RESULT AREA 1:** Portland District Health is committed to the establishment of governance structures to facilitate partnerships with consumers and/or carers

ACTION	CONSUMER PARTICIPATION CONSUMER ADVISORY COMMITTEE	MEASURES / TARGETS	REPORTING
Consumers and carers are involved in the governance of PDH	1. Identify policies, procedures and protocols identifying mechanisms for the engagement of consumer representatives 2. Review policies, procedures and protocols as per review schedule, including consumer input	1.1 List of Policies, procedures and protocols  2.1 Documentation on review process and actions	NSQHS Standard 2.1
	A range of formal and informal mechanisms are available for the ongoing and short-term engagement of consumers	PDH Communication Plan	NSQHS Standard 2.1
	Provision of training and resources for consumers / carers to fulfil their role within PDH	1.1 Documentation on training received 1.2 Documentation on attendance at training 1.3 Number of training sessions offered / attended	NSQHS Standard 2.1
	1. Reporting and action plan of VHES data provides feedback from consumers 2. Report to Consumer Advisory Committee of feedback from consumers logged on RiskMan. 3. Evaluation of reports regarding the processes of engagement and support provided	1.1 Monitoring of the VHES action plan 1.2. Report to Consumer Advisory Committee, Quality Committee, Staff, Board of Management 2.1 RiskMan report to be included in Consumer Advisory Committee agenda / minutes 3.1 Evaluation of the process of engagement to be undertaken	NSQHS Standard 2.1

Governance partnerships are reflective of the diverse range of backgrounds in the population served by PDH	Demographic data and local knowledge is communicated to better understand the diverse background of our community	Documented evidence that demographic data is presented to the Consumer Advisory Committee with regards to service usage	NSQHS Standard 2.1 PDH Strategic Direction 1
	The Consumer Advisory Committee membership reflects the diverse range of backgrounds in the population. Review the Terms of Reference describing the responsibilities of committees and boards for partnering with consumers from diverse backgrounds.	Terms of Reference and meeting minutes indicates representation from the diverse community Evidence of review of Terms of Reference	NSQHS Standard 2.1
	Involved in the development and reporting of the Partnering with Consumers Framework	Documented in minutes of the Consumer Advisory Committee meetings	NSQHS Standard 2.1 PDH Strategic Direction 2
	Diversity action plan is tabled at the Consumer Advisory Committee and updates reported regularly	Number of updated reports on the Diversity Action Plan	NSQHS Standard 2.1 PDH Strategic Direction 4
Mechanisms are established for engaging consumers and/or carers in: <ul style="list-style-type: none"><li>- strategic planning</li><li>- operational and service planning</li><li>- safety and quality</li><li>- quality improvement initiatives</li></ul>	Policies or processes in place that articulate the role of consumers and carers in: <ul style="list-style-type: none"><li>- strategic planning</li><li>- operational and service planning</li><li>- safety and quality</li><li>- quality improvement initiatives</li></ul>	Implementation of a Partnering with Consumers Framework	NSQHS Standard 2.1 PDH Strategic Direction 2
	Committee terms of reference, membership, selection criteria, papers and minutes demonstrate consumer engagement in: <ul style="list-style-type: none"><li>- strategic planning</li><li>- operational and service planning</li><li>- safety and quality</li><li>- quality improvement initiatives</li></ul>	Implementation of a Partnering with Consumers Framework Documentation on mechanisms established and undertaken for the engagement of consumers	NSQHS Standard 2.1
	Consultation process, planning days or forums with consumers and carers is held with agenda, attendees and feedback documented to demonstrate consumer engagement in: <ul style="list-style-type: none"><li>- strategic planning</li><li>- operational and service planning</li><li>- safety and quality</li><li>- quality improvement initiatives</li></ul>	Documentation on planning days, forums and feedback	NSQHS Standard 2.1
PDH will provide orientation and ongoing training for consumers	Policies or processes are in place that describes the orientation and ongoing training provided to	Volunteer data base and training Consumer Advisory Committee member orientation package	NSQHS Standard 2.1

and/ or carers to enable them to fulfil their partnership role	consumers and carers who are in partnerships with PDH.	Documentation on training attendance, training calendars and training materials.	
	Orientation and training is provided to consumers partnering with PDH	Documentation on training attendance, training calendars and training materials.	NSQHS Standard 2.1
	Orientation and training is provided to consumers partnering with PDH via an external training provider.	Health Issues Centre Documentation on training attendance, training calendars and training materials.	NSQHS Standard 2.1
	Consumer evaluation reports of orientation and training sessions	Evaluation tool to be developed Reports to the Consumer Advisory Committee	NSQHS Standard 2.1
Consumers and/or carers provide feedback on patient information publications prepared by PDH (for distribution to patients)	Publications presented at the Consumer Advisory Committee for review and feedback Consumers and / or carers of services review service information Approved through committee structure to ensure clinical information is correct and current Consumer Advisory Committee are involved in the review of the Quality of Care Report Externally sourced patient information is referenced for source and best practice via approved websites	Policy on "Approval of Brochure and Consumer Information Handout" –  Has consumer ✓ Documentation from the Consumer Advisory Committee and/or other meeting minutes As due for review, policy / procedure applied. Loaded onto PROMPT with review date – PROMPT report Improvement form feedback leading to system / policy change documented on RiskManQ as a quality activity Externally sourced publications report to QuAPP Committee	NSQHS Standard 2.1

**KEY RESULT AREA 2:** Portland District Health is committed to engaging with consumers and/or carers to actively participate in the improvement of the patient experience and patient health outcomes.

<b>ACTION</b>	<b>CONSUMER PARTICIPATION CONSUMER ADVISORY COMMITTEE</b>	<b>MEASURES / TARGETS</b>	<b>REPORTING</b>
Consumers and/or carers participate in the design and redesign of health services	Consumers and/or carers are included on groups that are designing and redesign projects / services Communication with regards to: <ul style="list-style-type: none"> <li>- Project plans</li> <li>- Reports from designers and architects</li> <li>- Focus groups</li> <li>- Communication</li> <li>- Changes / improvements made as a result of consumer feedback</li> </ul>	Agenda items, minutes and other meetings (focus groups) records which describe discussions and consumer involvement in the planning of the design or redesign Other forms of communication with consumers / carers	NSQHS Standard 2.2

Clinical leaders, senior managers and the workforce access training on patient centred care and the engagement of individuals in their care	Training curricula, (including training dates) resources or materials that include sections on consumer centred care, implementation of a personally controlled electronic health record, partnerships and consumer perspectives are utilised for orientation and ongoing training	Training plan for patient centred care Documentation of consumer input into developing and implementing the training	NSQHS Standard 2.2
	Evaluation and feedback from participants (including consumers and carers) on training that includes sections on consumer centred care, partnerships and consumer perspectives is analysed and used to refine training	Evaluation tool developed and implemented Results of evaluation and feedback discussed as appropriate meetings / departments (Consumer Advisory Committee, Staff Development Unit) Feedback is documented and Quality Activity is recorded to support improvements in training	NSQHS Standard 2.2
Consumers and/or carers are involved in training the clinical workforce	Agenda items, minutes or other records of meetings <i>involving consumers</i> indicating that <i>training curricula were discussed and feedback provided by consumers</i>	Agendas and minutes of meetings	NSQHS Standard 2.2
	Records of focus groups, community meetings or discussions involving consumers and carers where <i>feedback on training curricula and materials has been sought</i>	Documentation of focus groups, meetings Minutes of Consumer Advisory Committee RiskMan reports of feedback and consumer involvement on training materials	NSQHS Standard 2.2
	Project plans, communication strategies or consultation plans detailing <i>involvement of consumers in the development of training curricula and materials</i>	Minutes of Consumer Advisory Committee RiskMan reports of feedback and consumer involvement in the development of training	NSQHS Standard 2.2
	<i>Feedback from consumers and carers involved in developing training and resources</i>	Feedback forms RiskMan reports	NSQHS Standard 2.2
	<i>Records of training provided by consumers</i>	Training records	NSQHS Standard 2.2
<b>KEY RESULT AREA 3:</b> Portland District Health is committed to ensure that consumers and/or carers receive information on our performance and have opportunities to contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.			
<b>ACTION</b>	<b>CONSUMER PARTICIPATION CONSUMER ADVISORY COMMITTEE</b>	<b>MEASURES / TARGETS</b>	<b>REPORTING</b>
PDH will provide the community and consumers with information that is meaningful and relevant on the safety and quality performance of PDH	Communication and consultation strategy that describes processes for disseminating information on safety and quality performance to the community	Strategy to include information published in annual reports, newsletters, newspaper articles, radio items, website or other local media Records of improvements made to information presentation and dissemination based on feedback from consumers, carers and community groups	NSQHS Standard 2.3

		Records of focus groups, meetings with consumers, committee meetings which have discussed appropriateness and accessibility of safety and quality performance information	
Consumers and/or carers participate in the analysis of organisational safety and quality performance	Record of review of processes and structures for review of organisational safety and quality performance to identify level of consumer and carer involvement	Project plans, consultation plans, communication plans or reports on the process for review of organisational safety and quality performance Minutes of meetings,	NSQHS Standard 2.3
	Membership of groups tasked with reviewing organisational safety and quality performance include consumers and carers	Agenda items, minutes and other records of meetings demonstrate involvement of consumers in the analysis of organisational safety and quality performance data Consumer and carer feedback on their involvement in the review and analysis of organisational safety and quality performance data	NSQHS Standard 2.3
Consumers and/or carers participate in the <i>planning and implementation of quality improvements</i>	Record of review of processes and structures identify level of consumer and carer involvement in quality improvement activities	Project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and carer involvement	NSQHS Standard 2.3
	Membership of groups tasked with steering and advising on quality improvement activities include consumers and carers	Agenda items, minutes and other records of meetings demonstrate involvement of consumers and carers in quality improvement activities Consumer and carer feedback on their involvement in quality activities	NSQHS Standard 2.3
Consumers and/or carers participate in the <i>evaluation of patient feedback data</i>	Membership of groups tasked with evaluating patient feedback include consumers and carers	Agenda items, minutes and other meeting records describe discussion of patient feedback involving consumers and carers Reports describing patient feedback describe the level of consumer and carer involvement in the review, analysis and evaluation of the feedback data	NSQHS Standard 2.3
Consumers and/or carers participate in the <i>implementation of quality activities relating to patient feedback data</i>	Consumer and/or carers are involved in the implementation of quality activities identified through patient feedback	Identify committees / meetings that have consumer representatives. Agenda papers, meeting minutes or reports of relevant committees (or sections of these) included on the Consumer Advisory Committee Agenda.	NSQHS Standard 2.3
	Documentation detailing processes for involving consumers and carers in implementation of quality activities developed in response to patient feedback	RiskMan reporting policy and procedure to be included in Consumer Advisory Committee members orientation manual	NSQHS Standard 2.3



		Complaints / feedback policy and procedure to be included in Consumer Advisory Committee members orientation manual List of quality activities tabled at each Consumer Advisory Committee meeting, discussed and nominated for Golden Gannett award. Documentation regarding changes to policy, procedure, systems as a result of the feedback. Improvements are noted in the annual Quality of Care Report	
	Action plan identifying future quality activities in response to patient feedback including detail of processes for involving consumers and carers	Documentation regarding quality activities in progress Report on quality activities in progress and action plans to the consumer Advisory Committee	NSQHS Standard 2.3
	Reports of statements from consumers and carers describing their involvement in implementation of quality activities designed to respond to patient feedback	Documentation on RiskMan includes statements from consumers and carers describing their involvement in implementation of quality activities designed to respond to patient feedback. Reports included in minutes of Consumer Advisory Committee and Quality Safety and Risk Management Committee	NSQHS Standard 2.3