



Consumer participation at Austin Health.

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A case study of building on the past to achieve a better future

The aim of the presentation:

- to present a framework for consumer participation in the acute setting;
- to illustrate how consumer participation is occurring at Austin Health;
- to discuss challenges, barriers, strategies and successes encountered by consumer participation;
- to introduce the Austin Health Community Advisory Committee (CAC);
- to reflect on the CAC consumers' expectations and experiences; and
- to provide opportunity for discussion and sharing of the learnings.

About Austin Health

- three sites: the Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre;
- scope – acute, sub-acute services, clinical teaching, training and research;
- number of patients –95,665 inpatients and 160,000 outpatients (during 2009-10);
- number of staff – 7,986 (during 2009-10);
- Emergency Department attendances – Dec 2010 – 197/day;
- record on 19 June 2010 – 238 people, 58 ambulance deliveries, 10 presentations an hour.



Consumer participation - the framework

- the Australian Safety and Quality Framework for Health Care (the Australian Commission on Safety and Quality in Health Care);
- the Safety and Quality Improvement Framework for Victorian Health Services (the Victorian Quality Council);
- accreditation standards:
 - current (the Australian Council on Healthcare Standards);
 - proposed national (ACSQHC);
- healthcare rights
 - the Australian Charter of Health Care Rights;
 - the Australian Charter of Health Care Rights in Victoria;
 - the AH Charter of Health Care Rights and Responsibilities
- policy and plans:
 - at the state and local levels.

Austin Health Community Participation Plan 2009 - 2012					
Key Result Areas	Objective	Actions	Deliverables	Responsibility	Timelines
Consumer Participation	To enhance consumer participation in service planning and development at Austin Health	Facilitate the process for informing consumers and staff of the Austin Health Charter of Health Care Rights and Responsibilities	Appropriate process developed	CPSO, CAC, relevant staff across AH	Year 2
		Review the inclusion of consumer participation activities in quality business plans	Gap analysis undertaken	CPSO, CAC	Year 3
		Monitor and consolidate consumer participation data	System consolidating consumer participation data developed	CPSO, CAC, relevant staff across AH	Year 3
Capacity Building	To strengthen the capacity of Austin Health staff to work in partnerships with consumers and community	Develop and implement a consumer participation leadership process across Austin Health	Consumer participation leadership process developed and implemented	CPSO, CAC, relevant staff across AH	Year 2
		Develop a consultation strategy for the next Austin Health Consumer Participation Plan	Consultation strategy developed	CPSO, CAC, relevant staff across AH	Year 3
		Develop and implement the Austin Health Consumer Record of Influence	Austin Health Consumer Record of Influence developed	CPSO, CAC	Year 1
Community Engagement	To maintain and enhance partnerships with consumers and community across the AH catchments	Inform the community about consumer participation across Austin Health	Quality of Care Report	CPSO, CAC, relevant staff across AH	Year 1, 2, 3
		Map out an appropriate model for consumer and community input in the development of Patient Information material	Model developed	CPSO, CAC, relevant staff across AH	Year 1

Our Priorities



Better, **SAFER,** faster **CARE**

- Drive evidence-based care through peer-review, clinical audit, benchmarking and clinical outcome monitoring.
- Reduce adverse events.
- Provide care in clinically appropriate time frames.
- Streamline care from hospital to community care or home.
- Implement the recommendations of the Strategic Services Plan.
- Maintain accreditation across all areas.

Working through partnership **AND PARTICIPATION**

- Plan our services from the perspective of the patient and improve patient satisfaction.
- Enhance internal communication, care coordination and optimise efficiency.
- Improve consumer access to information, informed consent, advance care planning and open disclosure.
- Engage external stakeholders in service planning and evaluation.
- Support consumer and community participation in quality, safety and service improvement initiatives.

Leading in **RESEARCH**

- Promote Austin LifeSciences as a leader in translating research into better health.
- Build our reputation as a centre of research excellence.
- Continue to develop research infrastructure.
- Increase our focus on excellence in clinical education and training.
- Embrace an integrated, multidisciplinary approach to education and training.

**VALUES
INTEGRITY
ACCOUNTABILITY
RESPECT
EXCELLENCE**

Investing in **OUR STAFF**

- Develop clear roles, accountabilities and performance management.
- Lead the implementation of new and flexible work roles.
- Establish processes to develop staff to reach their full potential.
- Pro-actively recruit and retain high calibre staff.
- Provide a safe, healthy working environment.

Building a strong, **SUSTAINABLE FUTURE**

- Achieve a balanced budget and pursue additional funding sources.
- Develop a master plan for the Austin Hospital and Heidelberg Repatriation Hospital sites and pursue appropriate redevelopment of the Heidelberg Repatriation Hospital site.
- Develop a capital plan to upgrade equipment and facilities.
- Pursue environmental strategies to reduce waste, improve efficiency and increase recycling.

Advancing leadership **AND INNOVATION**

- Build capacity in systems redesign to improve quality, value and efficiency.
- Provide contemporary clinical and business information systems that support excellence in decision making, patient care and accountability.
- Continually enhance information technology and communication systems.
- Identify and develop future leaders at every level.
- Recognise the contribution of staff across the health service.

Consumer participation - further context

the Victorian Department of Health

Quality, Safety and Patient Experience branch

<http://www.health.vic.gov.au/divisions/hhsp/quality.htm>

Health Issues Centre

<http://www.healthissuescentre.org.au/>

other healthcare services and resource officers



Consumer participation at various levels

Individual level

 Austin Health



'My Say'

In trying to achieve the best possible quality of service and care, we invite you to share your views on how we can improve things.

'My Say' gives residents, carers, relatives, and staff opportunity to provide feedback about their recent experience at Darley House.

Participation is optional and all responses are welcomed.

Please place your completed 'My Say' form into the boxes provided in Darley House, or hand to a staff member.

Alternatively you can take it home and mail it to the: Consumer Participation Support Officer, c/o Austin Health, PO Box 5444, Heidelberg West, Victoria 3081

You may remain anonymous if you wish, or receive feedback to your suggestions by leaving your contact details below:

Name: _____

Address: _____

Phone: _____

Email: _____

This 'My Say' is completed by a:

Resident Parent/Guardian

Family/Relative of a resident

Friend/Visitor Staff Member

Date Completed: ___/___/___

Thank you very much for taking the time to help us improve.

What did we do well?

What needs improving?

How can we do it better?



Program level

Organisational level

You are entitled to receive high quality care at Austin Health.

Help us to help you. These are some of the things that you can do to help those around you.

- Do not smoke anywhere in the buildings, grounds or car parks of Austin Hospital, Heidelberg Repatriation Hospital or Royal Talbot Rehabilitation Centre.
- Do not use alcohol or drugs unless under medical supervision.
- Tell us if you want to leave the hospital grounds.
- Respect other people's rights and property, including hospital property.
- Respect Austin Health staff and follow their advice and directions.
- Ask your visitors to come in small groups during visiting hours.
- Play your radio and television quietly and use headphones if you are in a shared ward.
- Help our security staff by only keeping small amounts of money with you when you are in hospital.
- Leave your valuable items, including jewellery, at home. Austin Health cannot accept responsibility for items lost during your stay.

Tell us what you think:

If you have concerns about your treatment, please tell one of our staff. If your concerns are not resolved, call our Patient Representative on 9496 3566, or ask a staff member to do so.

We are happy to hear from you with a compliment or suggestion. Contact the area responsible for the service, Corporate Communications on 9496 5222, or go to our suggestion box online at www.austinhealth.org.au

Other useful information:

- "Private Patients Welcome" brochure explains how to choose to use your private health insurance.
- "Respecting your Privacy" brochure explains how we use your information and how to access your hospital records.
- "Respecting Patient Choices" information booklet.

Austin Health is committed to consulting our patients and the public when planning hospital services. For more information contact the Community Participation Support Officer on 9496 5186.

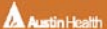
This charter reflects the rights and responsibilities in the Australian Charter of Healthcare Rights in Victoria (www.health.vic.gov.au/patientcharter).

Austin Health
Austin Health comprises:
Austin Hospital
Heidelberg Repatriation Hospital
Royal Talbot Rehabilitation Centre
Telephone: 03 9496 5000
145 Stoney Road
PO Box 5555 Heidelberg Vic 3084

Revised: November 2010
Date for Review: November 2013

Charter of Health Care Rights and Responsibilities

This charter explains how you and Austin Health staff can work together to make sure you get the best health care possible.



THIS RESEARCH IS BASED
ON AN ENTIRELY
NEW CONCEPT!



WHAT'S
THAT?



ASKING THE
CLIENTS
WHAT'S BEST FOR
THEM!



05



I'M A
CONSUMER...

I WAS
EXPECTING A
FEEDBACK
SHEET...

HERE ARE YOUR
EXPERT TRAINERS...
BETTY ON ONCOLOGY,
SUE ON RADIOTHERAPY,
MARY ON DIET AND
LIFESTYLE!



ARE YOU
DOCTORS?



NO -
SURVIVORS!

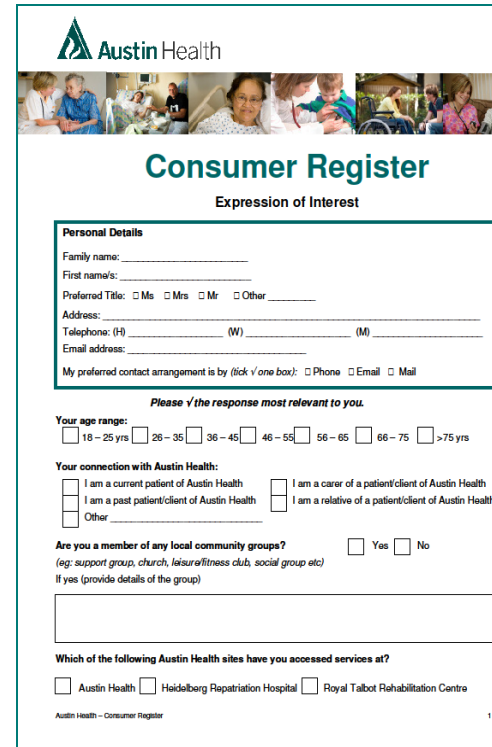


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Challenges and barriers

Consumer participation has to consider:

- relatively new discipline
- organisational culture and structure
- communication
- large number of stakeholders involved
- the separation of the operational and strategic
- various skills required at different levels of participation
- resources
- sustainability of responses



The image shows a screenshot of the 'Consumer Register' form from Austin Health. The form is titled 'Consumer Register' and 'Expression of Interest'. It includes sections for 'Personal Details', 'Your age range', 'Your connection with Austin Health', 'Are you a member of any local community groups?', and 'Which of the following Austin Health sites have you accessed services at?'. The form is designed for collecting information from consumers or their relatives.

Austin Health

Consumer Register
Expression of Interest

Personal Details

Family name: _____
First name/s: _____
Preferred Title: Ms Mrs Mr Other _____
Address: _____
Telephone: (H) _____ (W) _____ (M) _____
Email address: _____
My preferred contact arrangement is by (tick ✓ one box): Phone Email Mail

Please ✓ the response most relevant to you.

Your age range:
 18 – 25 yrs 26 – 35 36 – 45 46 – 55 56 – 65 66 – 75 >75 yrs

Your connection with Austin Health:

I am a current patient of Austin Health I am a carer of a patient/client of Austin Health
 I am a past patient/client of Austin Health I am a relative of a patient/client of Austin Health
 Other _____

Are you a member of any local community groups? Yes No
(eg: support group, church, leisure/fitness club, social group etc)
If yes (provide details of the group) _____

Which of the following Austin Health sites have you accessed services at?

Austin Health Heidelberg Repatriation Hospital Royal Talbot Rehabilitation Centre

Austin Health – Consumer Register

The Austin Health Community Advisory Committee – the work in progress

The changes

- shift to the Strategy, Quality and Service Redesign Department;
- change of membership;
- change of the Resource Officer;
- enhancement of the strategic approach; and
- new working model;

BUT

- continuity of issues.



CAC - strategies and successes

Key strategies:

- engagement with interested individuals;
- nurturing relationships;
- understanding the role;
- creating partnerships with others across the hospital;
- maintaining the focus on issues;
- reaching compromise in an environment characterised by multiplicity of demands;
- allowing time to achieve things; and
- welcoming new opportunities.



CAC consumer's reflections

Expectations (before engaging with the AH CAC):

- more actual physical involvement in some departments (operational);
- decisions would happen more quickly, followed by speedier implementation (process);
- everyone would be on the committee to be energetically involved in its activities (engagement);



Experiences/learnings so far:

- change moves slowly in a large organisation with complex administrative structures (process);
- not always a simple structure in place to allow accessibility to resources – people/ materials;
- consumers participate in the voluntary capacity juggling their work/other responsibilities with the CAC (engagement);
- the committee operates on the strategic/planning level and its role is to advise and advocate rather than 'do' staff around the hospital.

CAC consumers

Other thoughts:

- the excitement being part of a research training hospital, tends to show everyone is on the job looking to the future;
- hospital Department Heads are proactive in giving their time to provide new information/knowledge, engage with consumers and seek our input;
- the hospital encourages the CAC members to attend conferences both interstate and local, so that new ideas can be brought back and considered;
- the CAC members are invited to have a strong input into a number of activities, including the development of the Quality Care Report from the planning phase;
- my Palliative Care Ward work enables direct contact with the patients and provides a very personal insight into the human face of joy and grief as well as the quality of services delivered by the hospital;
- this also provides the opportunity to discuss with patients their rights and responsibilities as outlined in the current Hospital Charter and seek their feedback on services.

THANK YOU FOR YOUR ATTENTION

