



Epworth

Epworth HealthCare

Partnering with Consumers Strategy 2020-2022





Partnering with consumers connects to all aspects of care at Epworth HealthCare.

" The Epworth Partnering with Consumers Strategy supports our consumers to have a voice.

It **empowers** our people to ask... and listen.

If we truly listen to our consumers we are better prepared to plan and provide the care they need, not the care we *think* they need.

This is how we deliver better and safer care for an outstanding patient experience. "

Paula Stephenson
Executive Director Clinical Services
and Chief Nursing Officer

Diana Dundon
Chair, Consumer Advisory Committee

Partnering with consumers: 2020 and beyond

The traditional view of the patient as a passive recipient of care is no longer the norm. Patients are now more actively involved in managing their health and wellbeing. Patients want to feel informed and receive a holistic, personalised healthcare experience based on their needs and preferences.

Effective partnership with consumers exists when consumers are treated with dignity and respect, information is shared with them, and participation and collaboration in healthcare processes is encouraged and supported.

The Partnering with Consumers Strategy has been developed under the Connected Care pillar of the Epworth HealthCare Strategic Plan 2020-2022. It sets a plan of action to encourage patients, families, carers and community members to be actively involved in planning and making decisions about their care and treatment.

In line with best practice, it ensures consumers have a voice in shaping and influencing our services, not only at point of care but also in planning, design, delivery and evaluation.

Everyone's role is to support our consumers to have a voice

Measures of success

- > Service improvements resulting from consumer feedback
- > Diversity of consumers
- > Quality and quantity of consumer feedback
- > Workforce engagement
- > Recruitment and retention of consumer advisors

Who is a consumer?

Consumers are people who use, potentially will use or have previously used Epworth services.

The term 'consumer' is all-encompassing to include families, carers or more broadly people and communities. The shift from 'patient' to 'consumer' reflects the importance of greater equality between clinicians and the patient in the healthcare decision making process.

Consumers are central to emerging trends in healthcare



Benefits of true partnership

I am a consumer.
What's important to me?

Effective partnership between Epworth and our patients, families and carers creates:

- > more user-friendly facilities, services and models of care and
- > improved systems/processes to improve the safety and quality of care.

The objective is to improve patient experience, outcomes and quality of care including:

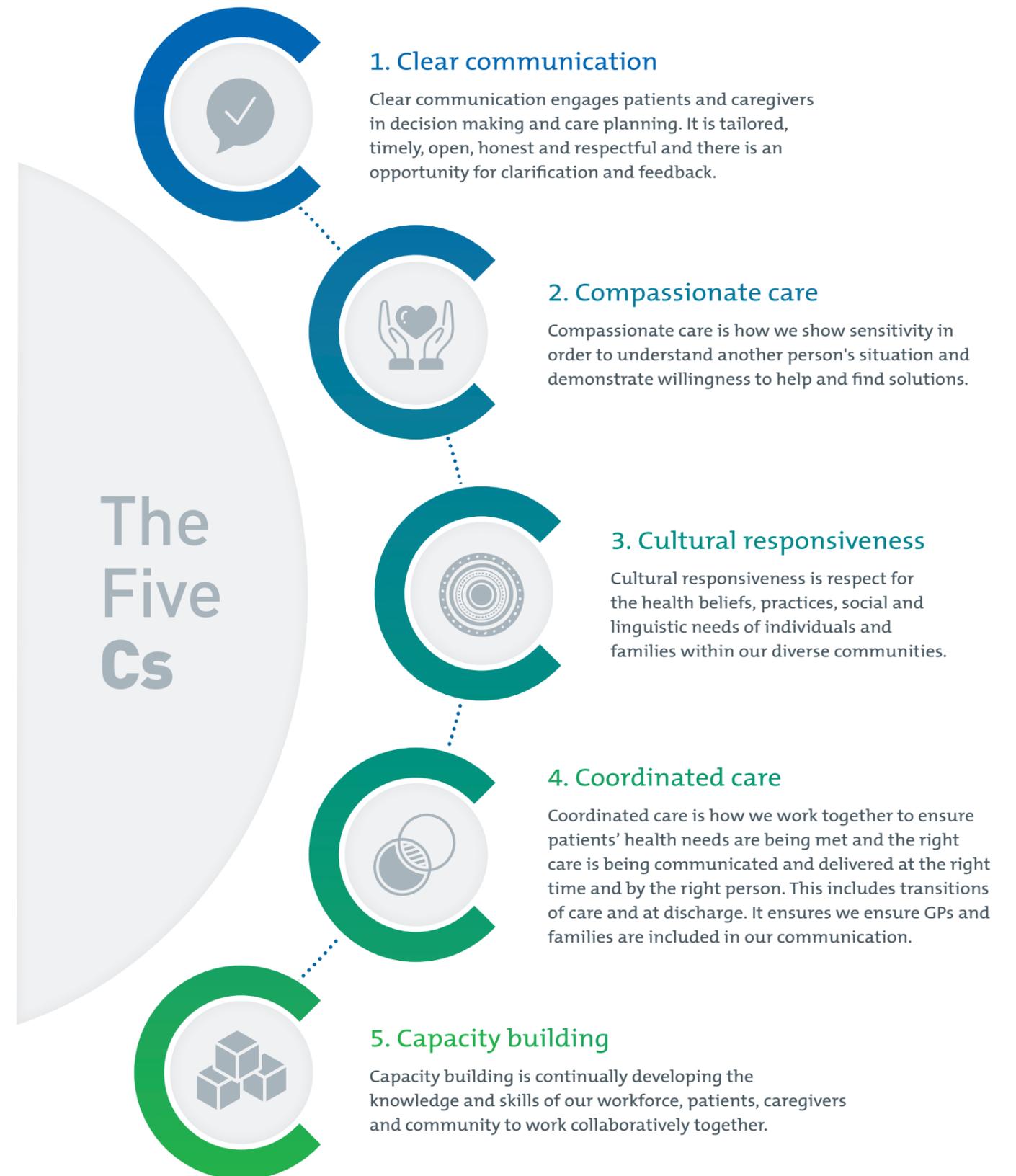
- > improved clinical outcomes, for example shorter length of stay and reduced admission rates
- > improved compliance with treatment
- > decreased rates of healthcare acquired infections and
- > improved functional status.

How does Epworth partner with consumers?

Increasing level of consumer influence in defining problems, solutions and outcomes



Connected Care: The Five Cs Every patient matters



The Five Cs in action

	'I' the consumer	'I' the employee at Epworth	Our actions in the next 12-24 months	
 <p>1. Clear communication</p>	<ul style="list-style-type: none"> > I receive high quality information that I can readily understand and act on > I can easily ask questions and have conversations about my healthcare 	<ul style="list-style-type: none"> > I actively listen to patients, their families and carers > I provide opportunities for asking and answering questions > I use plain language and check their level of understanding 	<ul style="list-style-type: none"> > Develop resources to support staff to provide effective communication > Incorporate health literacy into policies and promote use of health literacy tools e.g. teach-back. 	<ul style="list-style-type: none"> > Establish processes to improve the involvement of consumers in the development and review of consumer focused publications > Improve staff capacity to manage and resolve consumer feedback at the bedside
 <p>2. Compassionate care</p>	<ul style="list-style-type: none"> > I am respected and receive personalised care that treats and supports me as a whole person > I feel listened to, supported and cared for 	<ul style="list-style-type: none"> > I see the individual in the patient beyond the diagnosis > I ask 'what matters to you?' in each clinical encounter > I respond with kindness and sensitivity > I take action to help or support our patients 	<ul style="list-style-type: none"> > Establish a working group to identify and prioritise group wide programs to develop skills in compassionate care > Identify and pilot training resources to foster and promote compassionate care 	
 <p>3. Cultural responsiveness</p>	<ul style="list-style-type: none"> > I receive quality care that is respectful of my health beliefs, values, culture and linguistic needs 	<ul style="list-style-type: none"> > I see patients as individuals > I do not judge others based on my own cultural preferences > I promote a culturally safe environment through role modelling, and support the rights, dignity and safety of others 	<ul style="list-style-type: none"> > Embed reporting of demographic data at governance committees to understand composition of local community and patient population > Develop and implement policies and procedures to address the needs of Aboriginal and Torres Strait Islanders 	<ul style="list-style-type: none"> > Explore opportunities to better support communication with linguistically diverse consumers > Roll out a diversity and cultural competency education program
 <p>4. Coordinated care</p>	<ul style="list-style-type: none"> > I get the right care at the right time > I am part of the healthcare team > I have my care coordinated so I know what will happen next and when > I am always kept informed about what the next steps will be 	<ul style="list-style-type: none"> > I work as part of a team to provide quality and safe care > I exchange information about my patient's needs and preferences to the right people at the right time including during transitions of care > I provide clear discharge instructions to my patients, caregivers and their GP 	<ul style="list-style-type: none"> > Provide support, training and guidance in relation to effective communication at care transition points and engagement of patients at the bed side from acute to rehabilitation > Investigate how discharge processes and information can be improved across divisions 	
 <p>5. Capacity building</p>	<ul style="list-style-type: none"> > I am involved in discussions and decisions about my healthcare as much as I want to be > I feel valued for the contributions that I make towards service improvements 	<ul style="list-style-type: none"> > I put patients at the centre of decisions about their treatment and care > I look for opportunities to partner with consumers > I ask patients for their views and feedback and use it to drive improvements 	<ul style="list-style-type: none"> > Promote tools to support shared decision making > Develop 'how to' toolkit of strategies to support staff to engage consumers more effectively in planning, implementation and evaluation > Develop process for patient experience improvements on an annual basis (based on analysis of patient experience results, consumer and staff consultation) > Establish a consumer advisor register to support consumer participation in the planning, delivery and evaluation of services and programs > Embed consumer representation on key governance committees 	<ul style="list-style-type: none"> > Establish processes for disseminating information on safety and quality to the community > Explore professional development opportunities for consumer advisors > Develop performance measures for partnering with consumers > Hold annual open access board meeting > Review mechanisms to provide peer support for vulnerable people e.g. mental health > Develop opportunities and processes to routinely build consumer involvement in recruitment and training of clinical workforce

