Statewide perspectives on consumer engagement

Supporting Queensland consumers and health services to partner for better health outcomes.

HCQ HEALTH CONSUMERS QUEENSLAND
Your voice in health...
Consumers as key drivers for change

Health Consumers Queensland was formed in 2008 as a 13-person Ministerial Advisory Committee following the death of patients at Bundaberg Hospital and recommendation from the Forster Review.
Who We Are Today

• Queensland’s peak health consumer body
• Representing interests of health consumers, families & carers
• Not-for-profit organisation
• Support hospitals and health services with consumer and community engagement
Consumers: Problems or Partners

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Mission

Health Consumers Queensland empowers consumers to lead and drive better health outcomes

Vision

Consumers and community partnering with the health system to get the healthcare we want

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National Safety and Quality Health Service Standards - Standard 2 Partnering with Consumers

- All hospitals and day procedure services across Australia need to be accredited to the NSQHS Standards.

- Standard 2 - requires leaders of a health service organisation to implement systems to support partnering with patients, carers and other consumers to improve the safety and quality of care.

Statewide perspectives on consumer engagement
Primary Health Care –
Drivers for partnering with consumers

QH NGO Performance Framework

FOCUS AREA: Engagement and Participation

Objective 2.5 The organisation encourages participation by members of its target group and the broader community.
Indicator 2.5a The organisation has a process in place to allow its service users and representatives of the community to participate in service planning, delivery and evaluation.

FOCUS AREA: Appropriate Services

Objective 2.6 The organisation plans its services in accordance with the needs of its target group.
Indicator 2.6a The organisation develops and implements specialist activities, appropriate to its target group’s needs.
Primary Health Care –
Drivers for partnering with consumers

RACGP Standards for general practices

• *Criterion 2.1.2: Patient feedback* – *Our practice seeks and responds to patients’ feedback on their experience of our practice to support our quality improvement activities.*

Practices have four options for collecting patient experience feedback:

• use an RACGP approved questionnaire, or
• develop an individual practice specific questionnaire, or
• conduct a series of focus groups with patients, or
• conduct a series of interviews with patients.
Primary Health Care – Drivers for partnering with consumers

**PHNs**

*Clinical Councils*

- PHNs must establish and maintain GP-led Clinical Councils that will report on clinical issues to influence PHN Board decisions on the **unique needs of their respective communities**, including in rural and remote areas.

- Clinical Councils will work in tandem with Community Advisory Committees.

*Community Advisory Committees*

- Community Advisory Committees will provide the community perspective to PHN Boards to ensure that decisions, investments, and innovations are patient centred, cost-effective locally relevant and aligned to local care experiences and expectations.

- PHNs are expected to ensure that Community Advisory Committee members have the necessary skills to participate in a committee environment and are representative of the PHN.

(from *Department of Health PRIMARY HEALTH NETWORKS Grant Programme Guidelines - February 2016*)
Primary Health Care – Drivers for partnering with consumers

**Business as usual**

- Consumer engagement is increasingly no longer a ‘tick-box’ but an acknowledged value add for health services.
- Part of day to day service design, delivery, planning and evaluation.
- No longer is it about ‘doing to’ consumers but ‘doing with’.

Health Consumers Queensland/ Qld Clinical Senate “Every K over is a killer” Obesity Forum, Brisbane Convention Centre
Supporting consumer engagement across Qld: 2015/16

Consumers, carers, Department of Health (divisions, branches, business areas), HHSs, private health organisations, PHNs, universities, Australian Commission on Safety & Quality in Health Care (ACSQHC) and more...

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Western Queensland Hospital & Health Service Community Advisory Network Forum, Charleville
Barriers to effective partnering

- Lack of infrastructure support
- Lack of skill and confidence in organisations
- Lack of skills in consumers
- Insufficient opportunity for vulnerable groups to input
- Disseminating information without consumer inputs
Supporting consumer engagement across Qld
Training, workshops and strategic advice delivered to 1800+ people

Central Qld Wide Bay Sunshine Coast PHN Consumer Training, Maroochydore
Supporting consumer engagement across Qld

Facilitated engagement of 178 consumers/carers as consumer representatives, consumer speakers, attendees at focus groups and providing consumer input

Consumer participants at Queensland Health’s ten year vision planning day, Brisbane
Supporting consumer engagement across Qld

Building our statewide network:


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Building our statewide network

Pasifika Womens Alliance Consumer Training Workshop

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Networking Sessions

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First Annual Forum


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Supporting consumer engagement across Qld

First Annual Forum
Characteristics of successful health services across Qld embedding consumer engagement

• Strong committed leadership

• Leaders communicating a strategic vision of partnerships throughout the organisation

• Engaging consumers as partners

• Being responsive to changes proposed by consumers
Enablers for effective partnering

- Valuing of consumer voices
- Shared vision
- Committed action
- Effective communication
- Long term relationships

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Consumer & community engagement in Qld: on the horizon

• Measurement will be key: include meaningful measures of the consumer experience and consumer health outcomes in your strategies, performance indicators, work plans and reporting.

• Griffith University 18 month evaluation of Health Consumers Queensland’s services (until Dec 2017)

• Health Consumers Queensland’s Consumer & Community Engagement Framework Review (until Feb 2017)

• QH policy

• Version 2 of National Standards (2018)
Video: What can Health services do to partner with consumers more effectively?

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Level 9, 217 George Street Brisbane
Phone: 3012 9090
Email: info@hcq.org.au
Website: www.hcq.org.au