

Transforming culture: Children's Health Queensland's community and consumer engagement journey



About the speakers

Tania Hobson



- Executive Director Allied Health, CHQ
- Consumer Engagement Executive lead

“CHQ’s consumer engagement vision is placing the child and family at the heart of all we do, working collaboratively with partners and the community to improve child and youth outcome”

Keren Pointon



- CHQ Family Advisory Council (FAC) co-chair
- Parent of a hospital “frequent flyer”

“I am passionate about Family Centred Care (FCC) and consumer engagement – our family knows first hand what a difference it makes to your sick child and also to the whole family when this is done well.”



About Children's Health Queensland

Queensland's specialist hospital and health service dedicated to caring for children and young people

Family-centred care is at the heart of everything we do

Developing a child and youth strategy based on an assessment of need

Aspiring to create a system that is integrated



Lady Cilento Children's Hospital

LCCH fast facts 2015-16



16,980

Operations performed

65,748

Emergency presentations



39,782

Hospital admissions

2.43

Days average length of stay



191,959

Outpatient appointments



Child Youth Community Health Service

CYCHS fast facts 2015-16

61,686

newborns
screened
for hearing
loss



111,086

Community
health
occasions
of service



1,455

ENT assessments of
Indigenous children

800

Good Start sessions
in schools and communities



3,000

new parents
supported with
child health tips
and SMS messages



Child and Youth Mental Health Service



Consumer and Community Engagement

Consumer and Community Engagement Strategy 2016–2020

What does it mean for us, as a community?

Consumers and families

Consumers, patients and their families are people who use, or are otherwise users, of health services including their family and carers. Consumers may participate in individuals, groups, organisations of consumers, consumer representatives or communities.

A carer is an individual who provides, or is non-consensual and unpaid carer, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or age, requires assistance with necessary tasks.

Community

Community refers to groups of people or organisations with a common local, regional or national interest in health, health care and improving health outcomes. Communities may connect through a community of shared such as a religious faith, region, culture, a community of interest such as patients, patients' carers, patients or evidenced group, or a community that forms around a specific issue such as improvements to public healthcare or through shared caring cultural backgrounds, regions or languages.

What is consumer, family and community engagement?

Consumer and family engagement refers to how community engagement, health consumers and digital families actively participate in designing, implementing, evaluating and monitoring health services, planning, service delivery and evaluation of services and agency work.

Community engagement refers to the connection between government, communities and citizens in the development and implementation of policies, programs, services and services. It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and, in some instances, active participation in government decision making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.

Our mission

CHQ engages in a number of external assessments to provide quality assurance, including National Quality and Safety Standards (NQSS) and membership with Patientise.

Refined Quality and Safety Standards (Revised)

CHQ contributes to an accreditation process of the National Safety and Quality Service (NSQS) through an independent external peer assessment of that organisation's level of performance in relation to the standards. In undertaking our work, the Health Service's priority is to provide safe and family-centred care and the continuous improvement of clinical and non-clinical services.

Patientise

Patientise is a not-for-profit organisation that partners with health service organisations worldwide with the aim of promoting evidence informed patient and family centred care strategies and promoting transparency of organisations into services that provide excellence in patient and family centred care. Patientise provides the Health Service with a toolbox for change, a structured methodology for facilitating, prioritising, and delivering patient experience. More information can be found at <http://patientise.com>.

Our priorities

Child and family-centred care	Partnerships	People – Working, Learning, Growing	Performance
<p>Objective 1 Be a leading organisation which engages in two-way communication and builds productive relationships with consumers, families and communities.</p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> • Encouraging consumers, family and staff understanding of consumer rights and responsibilities and the mechanisms for engagement, using a social contact model. • Implementing an integrated Consumer Link and Media plan which builds confidence in, and positive awareness of the CHQ brand and services, among staff, consumers, the wider community and the media. • Enabling the CHQ digital strategy to be implemented to improve the quality and delivery of information and innovations with consumers, families, partners and the community. • Maximising and improving the Patient Story Program, and providing further opportunities for the voice of the child and family to be heard across CHQ. 	<p>Objective 2 Build trust in CHQ by partnering with consumers and communities in the design, evaluation and delivery of services.</p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> • Reviewing and developing a governance structure, policies and framework for consumer engagement to ensure the diversity of consumers to be engaged, including the voice of families, young people. • Developing a Consumer Engagement Register which lists the interests and skills of all consumer representatives, records engagement activities and feedback outcomes. • Partnering with Aboriginal and Torres Strait Islander and Linguistically Diverse consumers and communities. • Partnering with families and other NGOs to ensure that families in regional and rural areas receive co-ordinated care. • Implementing processes to support effective collaboration with government non-government organisations and private providers to optimise consumer partnerships and deliver safe, seamless services. 	<p>Objective 3 Build the capacity of staff, volunteers and consumers to create a health literacy environment.</p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> • Establishing a Health Literacy Plan to define patient and family literacy in partnership with consumers, build on common language and a collaborative approach, to improve consumer health literacy. • Developing a Roadmap for Literacy in patient and family centred care, using the Patientise model. • Supporting capacity building, learning and development of staff so that meaningful consumer engagement is embedded in all CHQ practices and services, including educating and understanding and support for health literacy. • Supporting the capacity building, learning and development of consumer representatives, to empower them to contribute and partner with service providers in the planning, development and implementation of improved services. 	<p>Objective 4 Improve consumer and community satisfaction with CHQ services.</p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> • Demand scoring improvement against Patientise criteria, as CHQ journeys towards excellence in patient and family centred care at all levels. • Developing and evaluating systems to gather feedback on the consumer experience, and provide relevant information to key stakeholders. • Developing strategies to share information on learning and outcomes associated with consumer feedback, with consumers and to inform research. • Developing the requirements of the National Safety and Quality Healthcare Standard 2: Partnering with Consumers.
<p>We will measure this through:</p> <ul style="list-style-type: none"> • Implementation and evaluation of a Charter of Engagement setting out roles and responsibilities of patients, families and staff across CHQ. • Monitoring of awareness and confidence in CHQ, against specific measures of engagement. • Monitoring of consumer experience metrics related to digital engagement and access to information and services. <p>People experience of:</p> <ul style="list-style-type: none"> • Involvement in decision making. • Working and confidence to manage. • Feeling satisfied. 	<p>We will measure this through:</p> <ul style="list-style-type: none"> • Implementation and evaluation of a CHQ and statewide consumer partnership model, which places the child and family at the heart of care. • Evaluation of the effectiveness of consumer engagement practices, policies and tools. • Regular feedback to consumers on how their participation has positively contributed to CHQ service improvement. • Evaluating the membership of consumer groups and committees to ensure they are reflective of the diversity of CHQ consumers and families and consider cultural, linguistic and diverse backgrounds including youth and Aboriginal and Torres Strait Islander groups, representatives. • Implementation and evaluation of the Community of Interest Network. • Improved access, outcomes and experiences of Aboriginal and Torres Strait Islanders and of Culturally and Linguistically Diverse consumers and communities. 	<p>We will measure this through:</p> <ul style="list-style-type: none"> • Continually monitoring and evaluating the effectiveness of the Health Literacy Plan. • Developing processes to ensure health literacy is considered and embedded in key information to patients and families. • Evaluating the Roadmap for Excellence against Patientise designation criteria. • Developing, implementing and evaluating training resources and programs for staff which contribute to improved consumer engagement and partnerships. • Developing, implementing and evaluating training resources and programs for consumers which contribute to improved consumer engagement and partnerships. • Health Professionals knowledge, confidence, and skills in understanding patient and family centred care. 	<p>We will measure this through:</p> <ul style="list-style-type: none"> • Active engagement with Patientise as an affiliate organisation towards Patientise designation by 2020. • Consumer engagement activities are evaluated to inform continuous improvement. • Measurable improved service delivery and higher levels of consumer satisfaction through patient and family satisfaction survey results. • Innovation, Change and Advice Excellence (ICARE) innovations are designed with consumer input. • CHQ meets all the requirements of National Standard 2: Partnering with Consumers.

Sources: National Safety and Quality Healthcare Standard 2: Partnering with Consumers, Integrated Communications and Marketing, Consumer Engagement Working Group, Patientise.

CHQ Consumer Engagement Action Plan: 2016-2020 (Interim Review Report), Patientise, National Quality and Safety Improvement Strategy.

1. Quality and Safety Standards (Revised) (Consumer Engagement, Consumer and Community Engagement Framework).

2. Health Service Quality Improvement Strategy (Consumer and Community Engagement Framework).

Version 1.0 | 2016



Alignment with Planetree



“.... The ideal hospital would combine the best of modern medicine, with the best possible patient care experience to become a truly healing environment, where just being there is healing.”

Angelica Thieriot – Founder of Planetree

Also focussed on leading the development of an integrated system

Examples of consumer engagement in action

Consumer Groups

- Family Advisory Council
- Queensland Youth Cancer Service (QYCS) – Youth Advisory Group (YAG)
- Queensland Paediatric Rehabilitation Service (QPRS) Family Network
- CYMHS Youth Advisory Group: Beautiful Minds

Projects

- Cardiac Project –At the Heart of the Matter*
- Long Stay Project*
- Consumer Experience Project *
- Food for Families Committee *

Partnership with Health Consumers Queensland

* iCARE initiatives



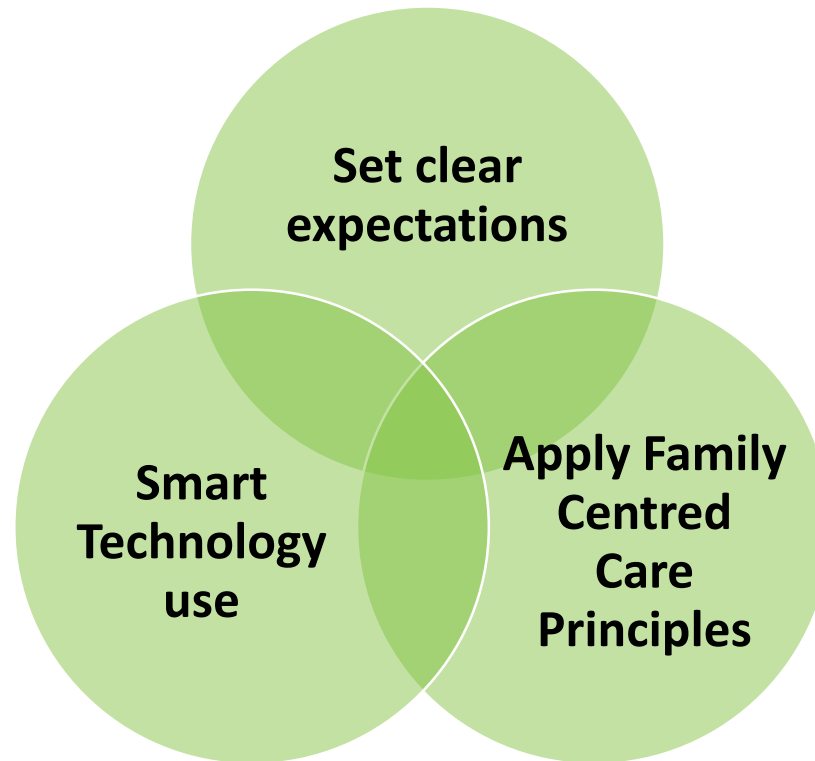
CHQ Family Advisory Council

- A group of parents and carers who use CHQ services.
- We come from a variety of backgrounds and experiences.
- We share a common goal to represent the best interests of families.
- We provide guidance to the CHQ Executive on the development and review of CHQ services
- Supported by Health Consumers Queensland with Training



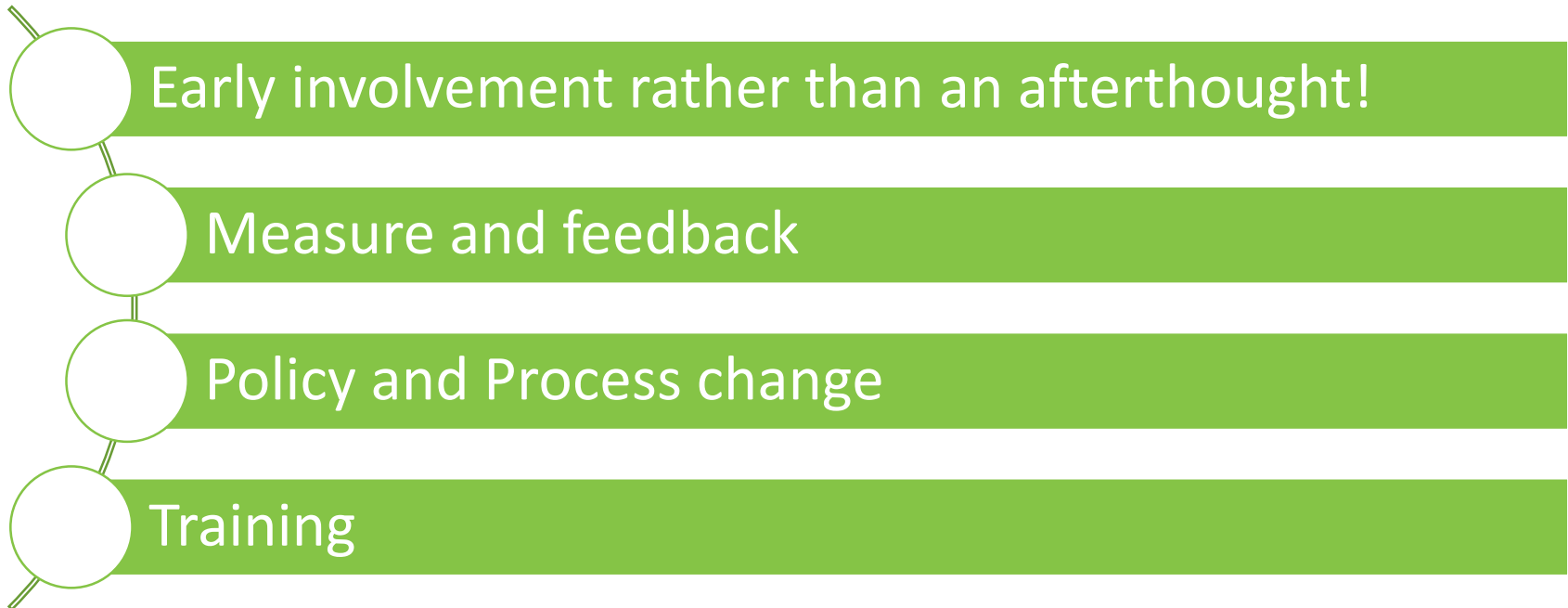
Consumer perspective

Working with consumers is a given, but can often be tokenistic as health care providers struggle to find meaningful ways to collaborate.



Consumer perspective

How to translate feedback in real terms from consumers into change for health care organisations?



Examples of successful consumer-led initiatives

Connections

A monthly newsletter for patients and families.

- This was a consumer's idea and then co-designed with consumers and their networks and CHQ
- There are almost 500 subscribers, with an opening “open” rate of 65-80%
- Feedback from consumer networks has been overwhelmingly positive.
- Co-editors are Hazel and Kirsty – thank you!



Examples of successful consumer-led initiatives

Food for Families

- An initiative of Family Advisory Council member Gary
- Helps families who can't leave the bedside and need a healthy, affordable home style meal.
- Very well received by families
- Thank you, Gary!



Children's Health Queensland Hospital and Health Service
Lady Cilento Children's Hospital

Parent and carer meal vouchers

We know it can be challenging for parent/carers to leave their child's bedside to make or buy themselves something to eat. To help with this, we now offer meal vouchers that allow parents/carers to purchase a meal from our inpatient food trolleys.

Please note: Patient meals are our priority. Parents/carers may be asked to wait until after all patients have received their meals.

Meal choice is limited to what is available on the trolley at scheduled meal times (breakfast, lunch and dinner). See over for ward meal times and menu options.

The voucher holder is responsible for selecting suitable meal items if they have specific dietary needs.

Purchasing meal vouchers

Vouchers are sold at the Cashiers Office on Level 2 of the hospital on weekdays from 8am to 5pm. There is no limit to the amount of meal vouchers parent/carers can buy.

Vouchers cost \$7.50 each and entitle the holder to one meal from the inpatient unit food trolley.

Payment cannot be accepted on the ward.

On weekends and public holidays, vouchers can also be purchased at the 'Amigo to Go' convenience store on Level 2.

Cash, EFTPOS and credit cards are accepted at the Cashiers Office and Amigo to Go.



**Meaningful consumer
engagement:**

**Our journey is long
and winding...but also
exciting!**

