

Central Queensland Hospital and Health Service
Great care for Central Queenslanders

Evolution of Engagement: Our Journey

14-15 June 2018 Health
Consumers Queensland
Annual Forum

Joint presentation by:

Raelene Ensby
Consumer Representative

Steve Williamson
Chief Executive

*'Strengthening the
consumer voice in
CQ Health'*



Acknowledgement of Country

CCAC acknowledges the traditional owners of the country on which we work and live, and recognise their continuing connection to land, waters and community.

We pay our respect to them and their cultures; and to Elders both past, present and emerging.



CQ Health Community and Consumer Advisory Committee (CCAC)

- Introduction:** Who we are and what do we value
- The past:** Overcoming barriers and challenges
- The present:** Partnerships and vision
- The future:** Continual improvement
- Conclusion:** By Steve Williamson Chief Executive CQ Hospital and Health Service

Who are we? | Central Queenslanders are:

Our population

235,782

Our staff

3,500



50.9%

Male

49.1%

Female

12.6%

Ageing population

5.7%

Aboriginal and/or Torres Strait Islander Peoples

Top 5 Non-English Speaking backgrounds

1. Philippines
2. India
3. Germany
4. Vietnam
5. China (excludes SARs and Taiwan)

Profound or severe disability requiring assistance

4.8%

Who are we? | Central Queensland:



Our principles:

Our journey of evolution aligns with Health Consumers Queensland's (HCQ) principle of 'IMPROVEMENT', which is underpinned by the other HCQ principles:



Our values:

Our values in action

Care

We are attentive to individual needs and circumstances

We are consistently true, act diligently and lead by example

Integrity

Respect

We will behave with courtesy, dignity and fairness in all we do

Commitment

We will always do the best we can all of the time

We take time to focus and reflect on our core **values**...

The Past:

- Our partnership developed from Medicare Local- forerunner of CQ Health CCAC. Enablers included increased government pressure to 'engage' with consumers.
- Barriers to inclusiveness and partnerships- health service district amalgamation and resultant large geographic and demographic footprint.
- Barriers in regards to respect and dignity and developing partnerships- stubbornness of health service, fear of voicing concern.
- Focus on 'ticking the box', humouring consumers rather than having a purpose.

The Present:

- Evolving partnership, with the consumer chairing the committee
- Diverse cultural, geographic and demographic committee members with a wide range of lived experiences
- Earning trust and commitment from both sides – not just ticking the box.
- A joint venture driven by consumers, the community and CQ Health resulted in improvements in patient travel processes and procedures- also implemented in other health regions.

The Present:

- Challenges of becoming too successful?
- A full agenda, extensive reading, less time for consumer-driven issues
- Just another tick box again?
- Communication barriers with lower management and general staff- sometimes appear anxious, defensive and guarded.
- Impacts on open and frank discussions and how we collaborate, innovate and advocate for change.
- Continue to build trust and creating safe shared spaces between the consumer advocates and CQ Health.

The Future

Creating culturally safe environment for staff, consumer representatives and the community:

- CCAC directly reporting to the Executive Management Team (Chief Executive)
- Meetings becoming more accessible
- Community partnerships being strengthened

Our committee's goal is to strengthen the consumer voice in CQ Health

Our future:

As a team we will continue to nurture the partnerships with the community and CQ Health

