

Strategy For PEACE 2023 - 2026

(Patient Experience and Consumer and Community Engagement)

Our Vision

Promoting and supporting person centred care: helping our communities thrive.

Our challenges

Keeping our consumers and communities informed and connected through personalised methods across diversities and geographical regions.

Growing a consumer register that reflects the true diversity of our region.

Our opportunities

Partnering effectively with our consumers and communities for improved health outcomes.

Recognising the value of the consumer voice and experience to help shape decisions about health care at the level of the system, service and individual.

Improving how we communicate with our diverse communities.



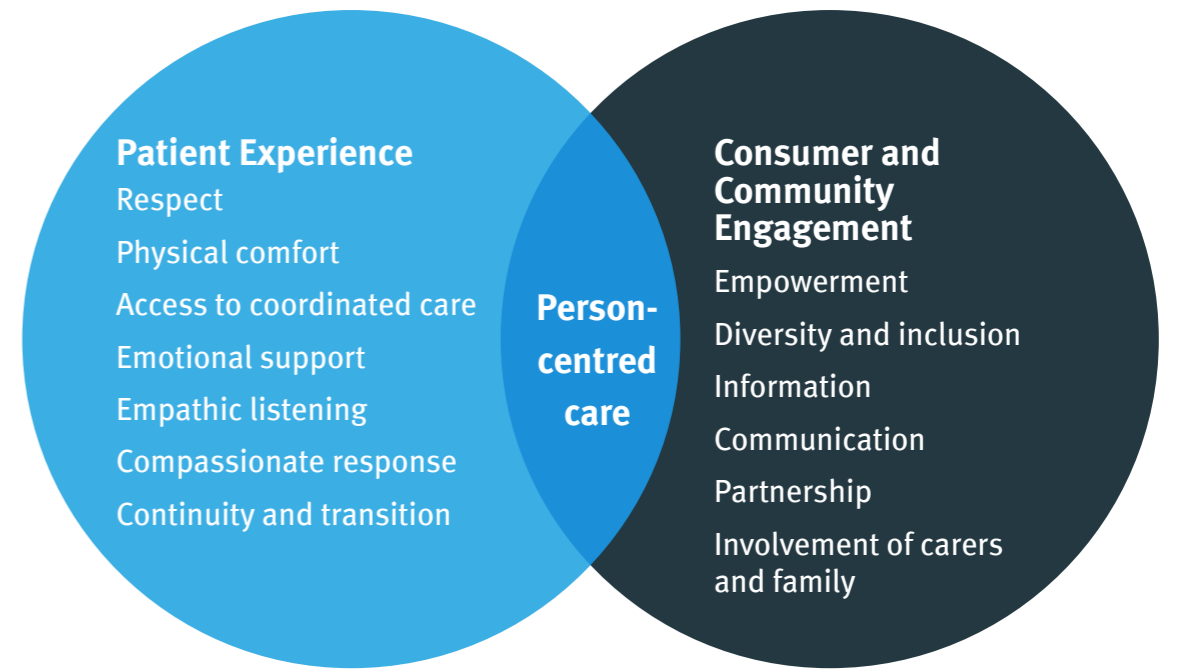
About this strategy

This strategy was developed in partnership with consumer and community representatives. It guides staff and consumers in building meaningful relationships and broadening engagement with our communities to support the delivery of person-centred care.

Our strategy aligns with the Sunshine Coast Health Service vision (2022-2026) 'health and wellbeing through person centred care' and supports our health service opportunity to, embed our consumer voice in the continuous improvement and innovation of our care and service delivery'.

To be successful we need:

- Our consumers and communities engaged at all levels with the health service from 'Ward to Board' across the full health spectrum.
- Timely provision of information on emerging health and social issues to the rapidly growing Sunshine Coast population.
- A culture of listening respectfully to our consumers and communities.



Our health service is responsive to changing local needs and how we support active engagement with all voices in our communities.

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Our Goal	<i>We will listen to consumers and use their feedback to improve person centred care</i>	<i>We will engage consumers in purposeful partnerships</i>	<i>We will engage our communities in purposeful partnerships</i>	<i>We will support consumers to better understand their health journey and make informed health decisions</i>
How we will achieve this?	<ul style="list-style-type: none"> Promote multiple feedback mechanisms being accessible to all areas / diversities of the community. Encourage and support staff to manage feedback at point of care. Report and monitor patient feedback from ward to board. Monitor feedback sources for themes and trends and escalate as required. Explore opportunities for consumers to review patient experience data and discuss possible improvement actions. Display for staff, consumers and the community the improvements made in response to consumer feedback. 	<ul style="list-style-type: none"> Promote inclusion of consumer representatives at governance/policy making level. Provide clear direction and purpose for consumer engagement activities. Build on and strengthen a culture of ‘working with’ rather than ‘doing to’. Promote consumer codesign of services. Encourage engagement activities that connect with the diversity of our communities. Include Aboriginal and Torres Strait Islander consumer representatives in activities, Making Tracks to Health Equity. Encourage and support existing consumer representatives to recruit new members to the consumer network. Support consumers to participate in community engagement activities. 	<ul style="list-style-type: none"> Build positive relationships with our staff across facilities and services and our communities. Partner with primary health care, and health industry providers. Foster relationships with community and business advisory networks. Strengthen effective and positive relationships via volunteer programs, with our foundation partner Wishlist and other not-for-profit partners. Build strong relationships with the Sunshine Coast Health Institute and other research and education partners. Engage with networks that have a focus on Aboriginal and Torres Strait Islander health outcomes. 	<ul style="list-style-type: none"> Improve signage to ease navigation through our facilities. Fully inform consumers about their healthcare journey by providing person centred information using varied methods; including next steps on the journey and question prompts, such as Choosing Wisely. Promote a culture where staff and consumers can engage in open and transparent two-way conversations leading to informed consent and shared decision making. Provide information to suit the diversity and geographic challenges of our communities. Provide consumers with information that is relevant, understandable and aligns with their patient journey. Involve carers and family as appropriate.
Responsibilities Staff	<ul style="list-style-type: none"> Manage consumer feedback in an empathic and timely manner, committing to a culture of continuous quality improvement. Keep people at the heart of the health system and treatment/care decisions. Build trust through open and honest communication. 	<ul style="list-style-type: none"> Build relationships with consumers to empower their involvement in decision making about their care. Provide leadership and direction to promote community and consumer engagement in organisational planning. 	<ul style="list-style-type: none"> Engage with our community, connecting our services with the growing needs of residents and their families. Support staff to participate in community engagement activities, and feature in targeted SCHHS community engagement. 	<ul style="list-style-type: none"> Encourage consumers to ask questions and participate in discussions about their care. Tailor communication to the individual, checking consumer understanding of information received. Facilitate consumer partnerships in development and review of patient information. Prioritise clear and effective communication across the organisation.
Consumers	<ul style="list-style-type: none"> Submit feedback and information about their experience to inform of areas of excellence and those requiring improvement. Communicate preferences, goals and needs to assist staff in delivering person centred care. Participate in consumer engagement activities reviewing feedback to identify improvement opportunities. 	<ul style="list-style-type: none"> Consumers speak up for patient safety, participating in decisions about their care and are empowered to ask questions. Consumers and the community participate in discussions/-projects that inform future health planning. 	<ul style="list-style-type: none"> Promote how to get involved, and how our patients can work with us to become a SCHHS consumer representative. Encourage consumer participation from varied services, considering the diversity of their patient journey, and our community. 	<ul style="list-style-type: none"> Consumers are respectful in their communication and seek clarification of information when required. Consumer representatives participate in reviewing patient publications to ensure suitability for the audience.
What does success look like?	<ul style="list-style-type: none"> Patient Reported Experience Measures surveys (PREMS) and consumer feedback indicates satisfaction with the service and their experience. Inpatient PREMs survey shows at least 75 per cent of patients rate overall care as very good. Increase in formal complimentary feedback received across the health service. Clinical areas display improvements made in response to consumer feedback. 	<ul style="list-style-type: none"> Staff and consumers are confident and empowered in their partnerships – measured through annual survey of consumer representatives and staff. Consumer engagement is evidenced at all levels of the health service. Consumer engagement activities include consumers that represent the diversity of our communities. 	<ul style="list-style-type: none"> Enhanced reputation, community confidence, education and awareness of our healthcare services. Increased availability of information for the community to make informed decisions about their healthcare. Strengthened healthcare partnerships with individuals, groups and networks across the region. 	<ul style="list-style-type: none"> Patient information is developed with and reviewed by consumers. Consumers provide positive feedback on their ability to navigate health services. The health service provides relevant understandable consumer information. Consumer goals for treatment are noted.

Sunshine Coast Hospital and Health Service respectfully acknowledges the Traditional Custodians, the Gubbi Gubbi (Kabi Kabi) and Jinibara people on whose land we provide our services. We also pay our respects to the Aboriginal and Torres Strait Islander Elders, past, present, and future and recognise the strength and resilience that Aboriginal and Torres Strait Islander peoples and their ancestors have displayed in laying strong foundations for the generations that follow.