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Partnering in healthcare framework

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Consumers as Partners Branch

CONSUMERS TRANSFORMING HEALTHCARE: SHIFTING GEARS FOR REAL CHANGE

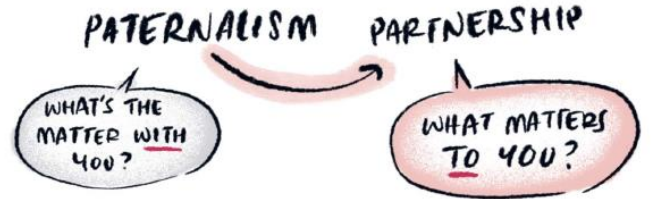
LEANNE WELLS, CONSUMERS HEALTH FORUM OF AUSTRALIA

ORGANISATIONAL SHIFTS



CONSUMER AS CO-DESIGNERS → EDUCATORS
RESEARCH (SENSE-MAKING)

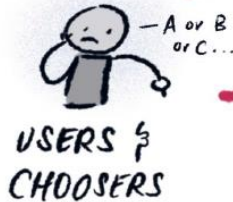
POINT-OF CARE SHIFTS:



CONSUMER AS EXPERT & PAYER

SHIFTING HOW WE SEE CONSUMERS

FROM



TO



IN HEALTHCARE!

Consumers as Partners Branch

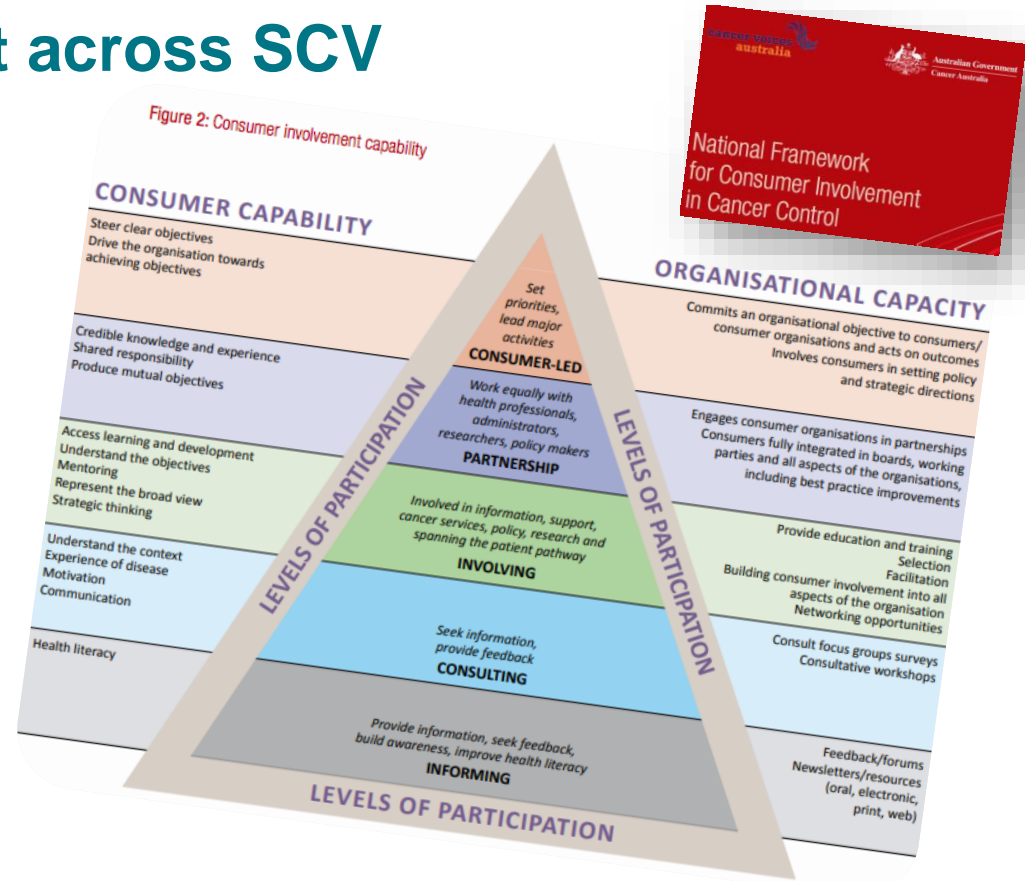
Two key priorities guide our work:

1. Ensure that consumer voices and choices are central to their own care, and that consumer-defined outcome measures and improvement goals are being delivered at a health service level and within SCV.
2. Ensure that consumer voices and experiences drive health service and health system improvement and improve people's experiences and outcomes.



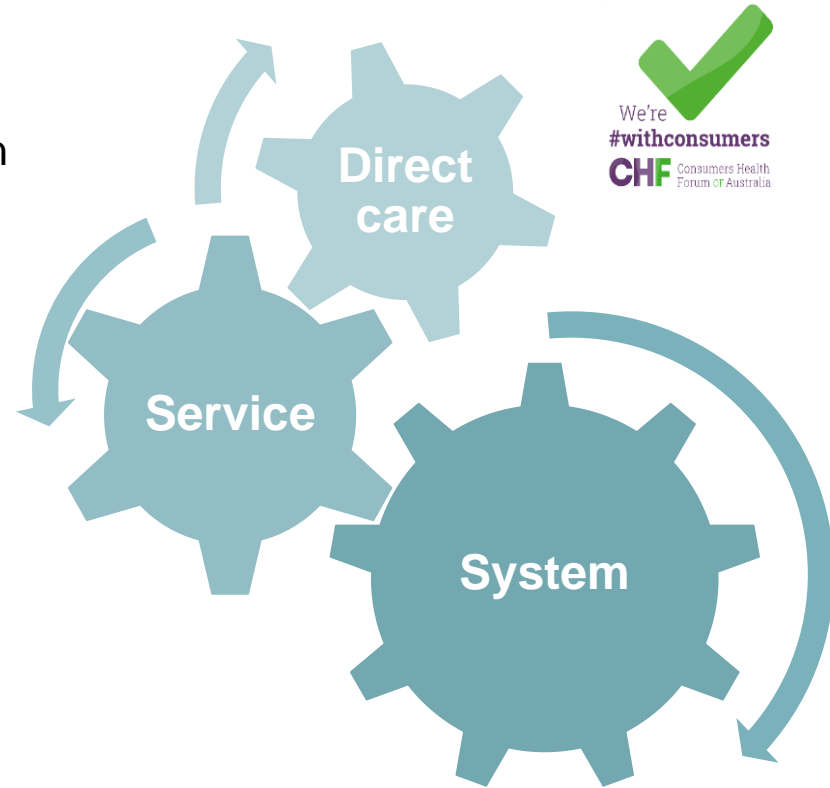
Consumer engagement across SCV

- Learning and listening from others a key approach
- 2011 framework for consumer involvement in cancer control a great foundation



Consumer partnership at all levels in SCV

- Barriers removed (mechanisms explored) for consumers to participate and attend SCV events
- Multiple lived experience consumers embedded in condition specific working groups
- 11 clinical networks – each has two specialised governance committees x 2 consumers = 44
- Incident response team – consumer investigators in serious event reviews
- 34 improvement and innovation advisors with a KPI to increase consumer partnering capacity at their health services
- Consumer lead – Partnering in healthcare framework
- Safer Care Patient and Family Council
- Victorian Consultative Clinical Council



PARTNERING IN HEALTHCARE

IS FOR EVERYBODY


LOUISE MCKINLAY, SAFER CARE VIC

IN THE FRAMEWORK:

WHAT'S **IMPORTANT**

TO YOU!



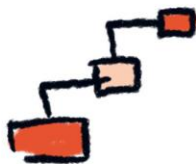
 FOR HEALTH SERVICES

↳ SELF-ASSESSMENT TOOL



LOOK TO GO BEYOND COMPLIANCE

STRENGTHS & CHALLENGES
2 DOMAINS FOR PRIORITY



WE'LL GO IN **STAGES** & **PHASES**

WE IDENTIFIED **ACTIONS** & **PRIORITIES@**



POINT-OF-CARE



SERVICE LEVEL



SYSTEM LEVEL



VALUES BASED HEALTHCARE

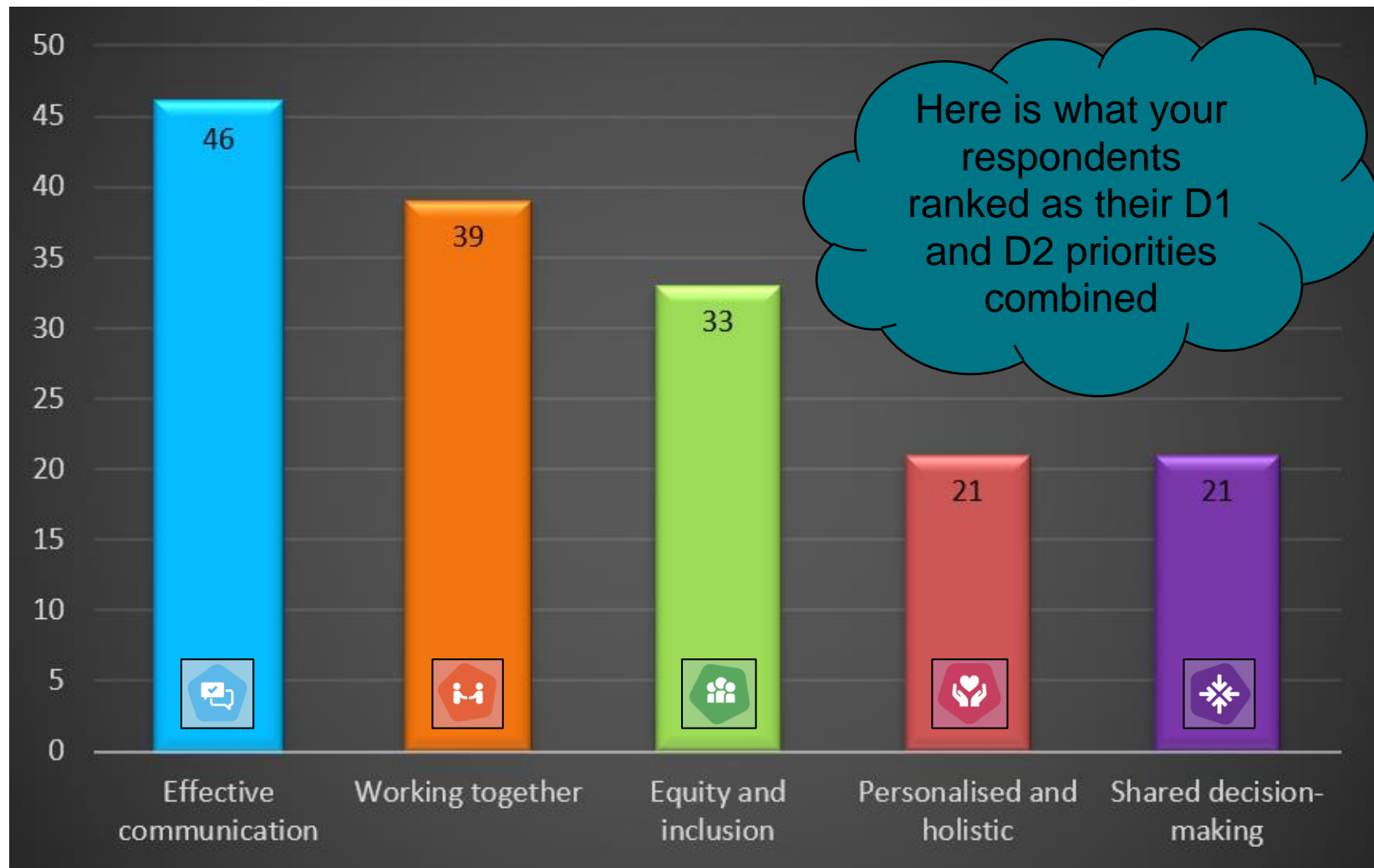
WHAT ADDS VALUE, & MEANINGFUL OUTCOMES

What the framework means in practice

Staged implementation

- 90% of Health services identified minimum of 2 domains for action by 30 June 2019
- Patient Opinion pilot in health services
- Your thoughts matter - Effective communication skills training
- Guidance on engaging with diverse consumers
- Hear Me pilot
- Complaints data research and analysis
- Measurement and evaluation strategy







SCV - Working together

Priorities

Support health services to involve consumers in improvement and innovation activities.

Actions

Annual Outcomes Summit – May 2020 facilitate the systematic sharing of knowledge and good practice in Partnering in healthcare implementation.

Refresh community advisory committee guidelines.

Embed consumers in clinical networks.



SCV - Shared decision-making

Priorities

Deliver advice and support to promote the uptake of shared decision-making approaches, including decision aids and coaching.

Actions

Develop and implement a pilot to increase the use of consumer decision aids, decision coaching and question prompt lists in Victorian hospitals.



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