

Consumer Experience Forum Report

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Contents

Executive Summary.....	2
Recommendations	2
Introduction	3
Background	4
Forum Discussion	4
What are the principles of consumer-centred care?.....	4
What would these principles look like if they were put into practice in SA Health funded non-government services?	5
What key performance indicators of consumer-centred care would you like to see embedded in SA Health’s contracts with their NGO partners?.....	5
How would you like to see these NGO services evaluated against the provision of consumer-centred care?.....	5
Conclusion.....	7
Appendix 1 - Forum Program.....	8

HCA acknowledges the Traditional Custodians of Country. We pay respect to Elders past and present, and recognise that their cultural heritage, beliefs and relationship to Country are important for sustaining health and wellbeing.

Executive Summary

Health Consumers Alliance of SA Inc (HCA) hosted a forum on consumer experience of SA Health funded services on Wednesday 29 November 2017, from 1.00 – 3.00pm. Twelve people participated, representing consumers, a service provider and the Non-Government Organisation (NGO) Performance Management team.

The forum objective was for participants to establish an approach across SA Health that ensures community-based services funded through SA Health have a consumer-centred care focus.

The discussion addressed four key questions:

1. What are the principles of consumer-centred care?
2. What would these principles look like if they were put into practice in SA Health funded non-government services?
3. What key performance indicators of consumer-centred care would you like to see embedded in SA Health's contracts with their NGO partners?
4. How would you like to see these NGO services evaluated against the provision of consumer-centred care?

The main themes to emerge from the forum were:

- Best practice, evidence-based health services engage consumers in the planning, delivery and evaluation of their services, to ensure consumer-centred care.
- Consumers expect that NGOs funded by SA health to provide services should be providing best practice, evidence based care and utilising feedback from clients/ patients or consumers to bring about service improvements.
- Changes to NGO contracts should reflect expectations relating to consumer engagement and consumer-centred provision of care, but should be introduced gradually and with positive encouragement.
- Support should be provided to NGOs during the introduction of these new requirements.

Recommendations

It is recommended that:

1. the NGO Performance Management team implements NGO contracts that reflect a requirement to engage consumers in the design and delivery of their services and the governance of their organisation in an incremental manner, with year one requiring evidence of working towards achievement.

2. the NGO Performance Management team implements NGO contracts that reflect a requirement to provide their services in a consumer-centred manner, with year one requiring evidence of working towards achievement.
3. the NGO Performance Management team hosts an event for NGO service providers to introduce the notion of consumer-centred care and consumer engagement in the design delivery and evaluation of their services and organisational governance, by providing examples, tools and resources to assist the NGOs.
4. HCA advocates to the Department for Communities and Social Inclusion for community engagement and consumer-centred care to be reflected in their STAR service development and accreditation programs.

Introduction

Health Consumers Alliance of SA Inc (HCA) hosted a forum on consumer experience of SA Health funded services on Wednesday 29 November 2017, from 1.00 – 3.00pm. Twelve people participated, representing consumers, a service provider and the Non-Government Organisation (NGO) Performance Management team.

The forum objective was for participants to establish an approach across SA Health that ensures the community-based services funded through SA Health have a consumer-centred care focus.

Kathy Mickan, Manager Consumer Engagement, HCA, welcomed participants and outlined the forum program.

Julie Williams, Manager, NGO Performance Management, Department for Health and Ageing, presented background on the types of services currently being funded by SA Health, and why this work is being undertaken.

The discussion addressed four key questions:

1. What are the principles of consumer-centred care?
2. What would these principles look like if they were put into practice in SA Health funded non-government services?
3. What key performance indicators of consumer-centred care would you like to see embedded in SA Health's contracts with their NGO partners?
4. How would you like to see these NGO services evaluated against the provision of consumer-centred care?

Background

SA Health provides funding to more than eighty NGOs to deliver a range of health and community support services to enable people to remain in their homes.

Work is being undertaken to standardise contracts with these non-government services, and to provide clearer expectations regarding service standards, with a focus on consumer engagement and consumer experience.

SA Health has a new strategic plan which includes three key themes: lead, partner, deliver. The partner theme includes a very strong focus on partnering with consumers, families, carers and the community. There is a commitment to establishing early engagement that is authentic, with a co-design model to include consumers in all stages of policy, planning and service design and delivery.

This commitment reflects the evidence behind the Australian Commission on Safety and Quality in Health Care Standards. These standards are applied to all health services provided by SA Health, but not to the broader NGO health and community services sector. Work is now being undertaken to extend SA Health's commitment to consumer-centred care, and consumer participation into all services funded by SA Health.

Forum Discussion

The forum discussion took place in two groups with a mix of SA Health staff from the NGO Performance Management team, and consumer representatives. The discussion addressed four key questions:

1. What are the principles of consumer-centred care?
2. What would these principles look like if they were put into practice in SA Health funded non-government services?
3. What key performance indicators of consumer-centred care would you like to see embedded in SA Health's contracts with their NGO partners?
4. How would you like to see these NGO services evaluated against the provision of consumer-centred care?

What are the principles of consumer-centred care?

Forum participants identified the following as principles of consumer-centred care:

- To be heard
- Being treated with dignity and respect
- Services are responsive and flexible

- To be able to access and understand information
- Knowing how to access and navigate services (health literacy)
- Consumers are active participants in their own care
- Family and other carers are engaged in care
- Treatment is tailored to consumers' needs
- Consumers are engaged in the design, delivery and evaluation of services – to a level of co-design
- The support consumers receive improves their experience
- Access to care when consumers need it
- Adequate resourcing of services.

What would these principles look like if they were put into practice in SA Health funded non-government services?

- The principles of consumer-centred care would be reflected in the vision, mission and delivery of services by funded organisations.
- Consumers would be represented in organisational governance structures, and the design, delivery and evaluation of services.
- Services would have evidence of a feedback mechanism, and further evidence that the mechanism is used by consumers, and their feedback is acted upon.
- Consumers are informed about the outcome of their feedback.

What key performance indicators of consumer-centred care would you like to see embedded in SA Health's contracts with their NGO partners?

- Ensure any KPIs are achievable and measurable.
- NGO services have a complaints/feedback management system that consumers feel safe and encouraged to use – feedback reports are included in quarterly reports to SA Health, and are available to consumers.
- NGO services have consumer representation at the governance level.
- NGO services can demonstrate consumer engagement in strategic planning and policy development.
- NGO services' strategic plans reflect commitment to consumer engagement and consumer-centred care.
- NGO services conduct and report on an annual consumer experience survey.

How would you like to see these NGO services evaluated against the provision of consumer-centred care?

- Evaluation and survey reports.
- Committee terms of reference, membership lists and sign in sheets.
- Photographs.

Additional comments

- Introduce any new requirements incrementally – start small, perhaps two new requirements – then ramp it up over time, like the way the Australian Commission on Safety and Quality in Health Care is applying the new version of Standard 2- Partnering with Consumers.
- What if the NGO doesn't comply with the requirements - what are the consequences for organisations?
- Three good questions for NGOs to ask:
 - What would you like us to -*
 1. *Stop doing?*
 2. *Keep doing?*
 3. *Start doing?*
- If an organisation invests resources into these new Patient-Centred Requirements, is there a way we can reward them for their efforts such as longer-term contracts, or rolling over contracts?
- Consider encouraging NGOs to participate in the STAR service development or accreditation program run through the Department for Communities and Social Inclusion. If it does not already include requirements relating to consumer-centred care and consumer participation, advocate to have these requirements added to the program.

Conclusion

Embedding consumer-centred care and consumer participation into the way NGOs provide health services is a very positive step that will improve health service provision for consumers. It is an important piece of work that needs to be introduced one step at a time. This gradual, planned approach will enable NGOs to make changes and improvements to achieve authentic engagement and consumer-centred care. SA Health will need to provide information, support, and good practice examples to facilitate these changes.

Appendix 1 - Forum Program



Consumer Experience of Funded Services Forum Program

1.00pm – 3.00pm, Wednesday 29 November 2017
Health Consumers Alliance, Level 1, 12 Pirie Street, Adelaide

Forum objective

For forum participants to establish an approach across SA Health that ensures the community based services funded through SA Health have a consumer-centred care focus.

1.00pm	Welcome and acknowledgement of country	Kathy Mickan Manager Consumer Engagement, HCA
1.15pm	Overview on NGO Performance Management	Julie Williams Manager, NGO Performance Management SA Health
1.45pm	Consumer consultation	Kathy Mickan Manager Consumer Engagement, HCA
2.45pm	Report back and next steps	All
3.00pm	Thanks and close	Kathy Mickan

Afternoon tea will be available following the Forum.