

HCASA can support you to achieve the following outcomes

- Visibly demonstrate Board and leadership commitment by providing a strong strategic engagement narrative
- Embed consumer engagement in the consciousness of staff, service delivery and health service decision-making through a service specific consumer engagement strategic framework and action plan
- Respond to and action consumer feedback and complaints handling processes that drive continuous quality improvement
- Measure and report evidence of the benefits of consumer engagement, to consumers, staff and services and the public
- Embed staff, consumer and community champions who are actively supported to influence change and act as a resource to help implement strategies
- Empower managers to focus their staff and give them permission and scope to innovate and implement engagement initiatives
- Build the capacity and resilience of staff and their authentic relationships with consumers and communities
- Implement staff and consumer training (including orientation of new staff) and ongoing professional development training program
- Provide transparent platforms that give consumers voice to express their perspectives, ideas, suggestions, complaints and compliments
- Gather and share consumer stories to promote and prompt staff reflection, discussion and self-assessment and identify options for change
- Provide a safe and supportive environment for staff and consumers to raise difficult questions without negative reactions or responses

And support the implementation of other infrastructure including

- Develop consumer centred policy (governance, systems, service, clinical)
- Embed consumer involvement in safety and quality monitoring and review (including Consumer representation on Safety and Quality Committees)
- Establish rigorous processes to collect consumer experience (in addition to consumer satisfaction) feedback
- Embed processes to ensure consumer participation in codesign and decision making
- Active measures to support and develop consumer and community health literacy and a health literacy environment
- Demonstrate evidence of partnering with consumers as a high performing consumer centred service to achieve accreditation



Partnering with Consumers & Services

HCASA is the recognised voice for health consumers in South Australia. We enable services and consumers to work in partnership to achieve better health outcomes through consumer engagement and consumer centred care

Figure 3: Benefits of person-centred care



ACSQHC Review of key attributes of high-performing person-centred health care organisations (2018)

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Consumer and Staff Training

6. Provide Consumer Training Programs

- a. Provide *Introduction to Consumer Engagement* training program for all consumer Panel members and on consumer register (6 hour – delivered as 1 day or 3x2 hour sessions)
- b. Provide *Engagement and Advocacy for Influence* advanced leadership training program for experienced consumer advocates (6 hour – delivered as 12 day or 3x2 hour sessions) (Introduction to Consumer Engagement is a prerequisite for this program)
- c. Provide *Mental Health Advocacy and Leadership* (HCASA/LELAN) training program (1-day course)
- d. Provide skills-based programs (2hr programs)
 1. Co-design
 2. Consumers in research
 3. Health literacy
 4. Clinical Governance
 5. Consumers Engaged in Research
- e. Other programs tailored developed to meet the specific needs of the organisation

7. Provide Board/Executive Training Programs

- a. Provide training programs to Governing Boards/Chief Executives/Senior Management Staff
 - i. Principles and Practices for Effective Consumer Engagement (1.5hrs)
- b. And other key topics (1.5-3hrs)
 - i. Working in partnership with consumers in governance - service planning, development and decision-making
 - ii. Consumer Participation in Safety and Quality
 - iii. Meeting Standards and Best Practice in Partnering with Consumers
 - iv. Consumer Reported experience and Outcomes – Measuring Consumer Engagement

Consumer Engagement Strategies

1. Establish and maintain a Consumer Panel/Advisory Committee

- a. Recruit consumers (advertising, interviewing and selection, training, orientation/induction)
- b. Develop Consumer Panel/Advisory Committee Terms of Reference
- c. Provide Consumer training in engagement and advocacy (full day training)
- d. Provide mentoring and ongoing support for Consumer Panel and individual members
- e. Facilitate /support consumer/staff working together/partnering on Panel
- f. Facilitate annual strategic planning workshop with Consumer Panel to develop Strategic Action Plans and key priorities
- g. Develop a Consumer Panel Guide to working as a Consumer Advocate
- h. Consumer panel membership on HCASA Consumer Advocacy Network (CAN)

2. Develop, implement and monitor an organisational Consumer Engagement Framework / Action Plan

- a. Consult with leaders, managers, staff, consumers, families and stakeholders
- b. Undertake an internal audit, gap analysis and service improvement
- c. Develop organisational targeted strategies for consumer engagement aligned to relevant sector/organisation standards/principles
- d. Develop organisation specific Consumer Engagement Action Plan
- e. Develop and implement an action plan outcomes measures/evidence tools
- f. Develop and review of organisation consumer centric policy and procedure
- g. Develop consumer feedback driven safety and quality improvement processes
- h. Develop/review of consumer feedback/complaints mechanisms
- i. Develop consumer engagement staff (ie designated position/s and/or whole of staff role)
- j. Develop a Consumer Engagement Guide for; Managers, Clinicians, Care/support staff and policy-makers.
- k. Undertake an annual health consumer feedback survey and provision of a summary report
- l. Undertake consumer engagement – staff/consumer awareness surveys
- m. Gather consumer stories as a measure of consumer experience, safety and quality and a process for advocacy and representation.

How HCASA Can partner with your organisation

HCASA will work with your organisation to design services and projects that enhance evidence-based consumer engagement and consumer-centred care.

Consumer Engagement Strategies

1. Establish and maintain a Consumer Panel/Advisory Committee
2. Develop, implement and monitor an organisational Consumer Engagement Framework / Action Plan
3. Develop and facilitate Consumer Engagement strategies, programs and projects to achieve organisational goals
4. Establish systems for consumer feedback/complaints to inform quality improvement
5. Provide individual advocacy support

Consumer and Staff Training

6. Provide Consumer Training Programs
7. Provide Board/Executive Training Programs
8. Provide training programs to service managers/direct care staff/clinicians 1-day Professional Development Program
9. Offer options for Accredited Training Programs (external RTO fee)

Accreditation and Service Excellence

11. Support operation and prepare for accreditation/service excellence against consumer engagement and consumer centred care principles and standards

To make an appointment to discuss how HCASA can work with your organisation to better partner with consumers and meet standards

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8. Provide training programs to service managers/direct care staff/clinicians 1-day Professional Development Programs

- a. Understanding Principles and Practices of Consumer Engagement
- b. Understanding Consumer Centred Care in Putting it into Practice
- c. Consumer Feedback and Complaints Management driving Quality Improvement
- d. Working in Partnership with Consumers in Health and Community Care
- e. Measuring and Evaluating Consumer Engagement
- f. Consumer Participation in Research for Researchers
- g. Others tailored to service needs

9. Offer options for Accredited Training Programs (external RTO fee)

- a. Graduate Certificate in Consumer and Community Engagement (2x2 days + Assessment) for Health services/clinicians/managers and Consumer Advisors and Consumer Engagement Managers
- b. IAP2 International Course - International Certificate (5 days) (3 + 2 days)

Accreditation and Service Excellence

10. Support operation and prepare for accreditation/service excellence against consumer engagement and consumer centred care principles and standards

- a. Develop an Evidence Report of compliance/meeting standards (eg NSQHSS, Aged Care Quality Standards (July 2019), NDIS Quality and Safeguarding Framework) including review/analysis of
 - Consumer Engagement activities aligned to Standards
 - Safety and Quality Improvement Actions Reporting
 - Consumer Engagement reporting to consumers and community – complaints management
- b. Undertake a Gap Analysis and recommendations (ie performance against Standards requirements)
- c. Review organisational policy/procedure – against consumer centred principles
- d. Develop consumer engagement/ action plan outcomes Report
- e. Provide information sessions for standards committees/safety and quality committees/consumer panel etc to prepare for accreditation

3. Develop and facilitate Consumer Engagement strategies, programs and projects to achieve organisational goals

Consumers

- a. Establish a consumer register of interested consumers, families, carers etc
- b. Facilitate and support for organisational development of Consumer Engagement programs/projects
- c. Recruit consumer advocates for project/program committees/working parties/project committees
- d. Consult with consumers for specific projects/programs including; focus groups, surveys, consumer interviews and consumer stories/experiences (+ reports)
- e. Facilitate consumer feedback on programs/projects (eg review and feedback consultations + reports)

Services/Staff

- f. Support Consumer Advisory Councils, Health Advisory Councils and Community Service Advisory Councils to partner with consumers
- g. Support services/staff in implementing consumer engagement projects and programs
- h. Act as a resource/mentor for services/staff in development and implementation of consumer engagement projects/programs
- i. Support staff in working effectively with consumers on committees/working parties
- j. Support staff to consult with consumers eg Community Network/Partnerships/Focus Groups
- k. Undertake and develop a workforce development strategy

4. Establish systems for consumer feedback/complaints to inform quality improvement

- a. Review and make recommendations for consumer feedback and complaints handling mechanisms consistent with consumer complaints strategic management framework
- b. Review/develop standardization of complaints handling procedures/proformas and investigation protocols
- c. Develop/review consumer feedback/complaints reporting, reporting pathways, and trend/pattern/risk analysis mechanisms
- d. Provide strategies to raise awareness of consumer feedback/complaints processes with staff and consumers
- e. Develop mechanisms to improve
 - i. collection of consumer feedback and complaints
 - ii. analysis of consumer feedback and complaints
 - iii. actioning of complaints
 - iv. communicating with complainants
 - v. actioning safety and quality improvements against complaints

5. Provide individual advocacy support

- a. Provide individual advocacy support for consumers and the community by
 - i. Directly advocating on behalf of a person or providing information and advice for that person so they can self-advocate
 - ii. Linking a person with complaints management staff in the organisation who can appropriately respond and address their concerns
 - iii. Linking a person with other relevant services which can assist them if they are not satisfied with the outcome (eg health and community complaints services/regulatory bodies)
 - iv. Support a person to take formal action on matters related to a complaint against a service provider