

INTEGRATING PATIENT-CENTERED
FEEDBACK INTO HEALTH GOVERNANCE:
LESSONS FROM A COMMUNITY ADVOCATE,
CHANGE FACILITATOR, AND GOVERNANCE
SPECIALIST

SUSTAINABLE IMPACT THROUGH REAL STAKEHOLDER COLLABORATION

CARE OPINION 2024 ONLINE FORUM

I'm not focusing on...



Emotional Support, empathy and respect

- Recognising fear and anxiety associated with illness can be as debilitating as the physical effects.
- Caregivers paying attention and supporting both clinical and non clinical needs associated with illness.



Involvement of, and support for, family and carers

- Involving family and carers in decision making
- Supporting family members as caregivers
- Recognising the needs of family, friends and carers.



Continuity of care and smooth transitions

- Understandable, detailed information post discharge.
- Coordinate and plan ongoing treatment and services after discharge.
- Provide information regarding access to local support services on a continuing hasis



Fast access to reliable healthcare advice

- · Ease of scheduling appointments
- Availability of transport if needed
- Clear instructions provided on when and how to get referrals
- Attention given to time patients wait for treatment.



Clear, comprehensible information and support for self-care

- Informing consumers on clinical status, progress and prognosis.
- Informing consumers of processes of care
- Providing consumers information to facilitate autonomy and self care.



Involvement in decisions and respect for patient's preferences

- Involve patients in decision-making, recognising they are individuals with their own unique values and preferences.
- Treat patients with dignity, respect and sensitivity to his/her cultural values and autonomy.



Effective treatment delivered by trusted professionals

- Taking a holistic approach to assessing people's needs and providing care
- Seeing the patient as an expert about their own health care
- Staff well trained in communication and striving to put people at centre of their
 care



Attention to physical and environmental needs

- Recognising physical comfort has a significant impact on a consumers experience
- Assistance with activities and daily living needs
- Clean and engaging hospital surroundings and environment



Principles of Person Centred Care

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Factors Contributing to Delivery of Person Centred Care



Leadership

CEO and board of directors, sufficiently committed and engaged to unify and sustain the organisation in a common mission of delivering a model of person centred care.

Environment



A strategic vision, endorsed by both management and consumers, that is clearly and constantly communicated to every member of the organisation.



Partnership

Patients, families and carers are involved at multiple levels, not only in the care process but as full participants in key committees throughout the organisation.



Culture

Care for the caregivers through a supportive work environment that engages employees in all aspects of process design and treats them with the same dignity and respect that they are expected to show patients and families.



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Quality of the built environment that provides a supportive and nurturing physical space and design for patients, families and employees alike.



Systematic measurement and feedback to continuously monitor the impact of specific interventions and change strategies.



Technology

Supportive technology that engages patients and families directly in the process of care by facilitating information access and communication with their caregivers.



What does it take?

Shaller et. al.

2007



... but they are very important!

A model for stakeholder collaboration via an acronym

- F: Foundations
- O: Organisational Alignment
- S: Strategy Development
- T: Trust Building
- E: Evaluation
- R: Repetition



INTENTIONALLY FOSTER YOUR RELATIONSHIPS

AN ALIGNMENT OF VALUES AND SHARED MISSION



Commitment

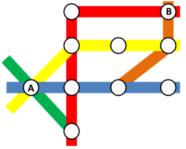
we can all of the time

Partnering With Consumers:

The Ongoing Journey of Delivering Person Centred Care in CQHHS

Every journey has....

Direction



Developing structures, mechanisms and tools to help engender purposeful and sustainable relationships between a health service and it's community of consumers can be complicated as there is no single solution.



Ensuring that consumers (CQHHS CCAC) are considered partners at point "A" we can decide how best to reach point "B" together.

Momentum



Whilst collaborating with consumers in developing new or improving current structures, mechanisms and tools we encouraged momentum by ensuring steps made were incremental.



At start of process, both CQHHS and the CQHHS CCAC needed to learn together how to "walk before running". This required training, patience and commitment from each party



Better Health. Brighter Futures.





PARTNERING OBLIGATIONS

REFLECTIONS FROM LOOKING BACK?





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