











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...

 <p>Emotional Support, empathy and respect</p> <ul style="list-style-type: none"> 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. 	 <p>Fast access to reliable healthcare advice</p> <ul style="list-style-type: none"> 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. 	 <p>Effective treatment delivered by trusted professionals</p> <ul style="list-style-type: none"> 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.
 <p>Involvement of, and support for, family and carers</p> <ul style="list-style-type: none"> Involving family and carers in decision making Supporting family members as caregivers Recognising the needs of family, friends and carers. 	 <p>Clear, comprehensible information and support for self-care</p> <ul style="list-style-type: none"> Informing consumers on clinical status, progress and prognosis. Informing consumers of processes of care. Providing consumers information to facilitate autonomy and self care. 	 <p>Attention to physical and environmental needs</p> <ul style="list-style-type: none"> 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
 <p>Continuity of care and smooth transitions</p> <ul style="list-style-type: none"> 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 basis. 	 <p>Involvement in decisions and respect for patient's preferences</p> <ul style="list-style-type: none"> 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. 	<p>8</p> <p>Principles of Patient Centred Care</p> <p><small>Picker</small></p>

Factors Contributing to Delivery of Person Centred Care

 <p style="text-align: center;">Leadership</p> <p>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.</p>	 <p style="text-align: center;">Vision</p> <p>A strategic vision, endorsed by both management and consumers, that is clearly and constantly communicated to every member of the organisation.</p>	 <p style="text-align: center;">Partnership</p> <p>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.</p>	 <p style="text-align: center;">Culture</p> <p>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.</p>
 <p style="text-align: center;">Environment</p> <p>Quality of the built environment that provides a supportive and nurturing physical space and design for patients, families and employees alike.</p>	 <p style="text-align: center;">Feedback</p> <p>Systematic measurement and feedback to continuously monitor the impact of specific interventions and change strategies.</p>	 <p style="text-align: center;">Technology</p> <p>Supportive technology that engages patients and families directly in the process of care by facilitating information access and communication with their caregivers.</p>	<p>Patient-Centred Care: What does it take?</p> <p>Shaller et. al. 2007</p>  <p>The COMMONWEALTH FUND</p>

... 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

Central Queensland Hospital and Health Service

Health

Destination 2030

Great Care for Central Queenslanders

Our vision: Great Care for Central Queenslanders

Our *Destination 2030: Great Care for Central Queenslanders* strategy will shape the future of healthcare across our region, and support our aim for Central Queenslanders to be amongst the healthiest in the world.

By 2030, all our clinical, service and performance information will be digital with real-time access to information to improve the care we deliver to Central Queenslanders. Wherever possible, we will digitally connect to our General Practitioners and other health partners to provide seamless care to our patients and consumers.

Our services will be designed and delivered around the needs of our community. Fewer patients will need to travel out of Central Queensland as we develop high-quality specialist services at our regional hospital in Rockhampton to help bridge the 200km gap in tertiary health services that stretches from the Sunshine Coast to Townsville.

We will deliver more care locally using technology to expand Telehealth and other methods to connect patients with clinicians and a regional clinical network approach. We will provide great care everywhere we deliver it. Central Queensland services will be welcoming and culturally safe, reflecting our diverse communities.

CQ Health will be the best place in Queensland for health staff to work and our consumer experience will be amongst the best in the country. In partnership with our regional universities we will excel in clinical research which will be rapidly translated into better clinical care and outcomes for our patients. We will provide one of the best contemporary learning and development environments for health staff. Our partnerships across Central Queensland will help us improve life expectancy for Central Queenslanders and tackle the significant health challenges face our communities now.

Destination 2030 – our key objectives

Five key objectives have been developed to guide the first five years of *Destination 2030* and drive the improvement that will deliver Great Care for Central Queenslanders, improve the health and wellbeing of our communities and make Central Queenslanders amongst the healthiest in the world.

The first two objectives - 'Great Care, Great Experience', and 'Great People, Great Place to Work' - will shape everything we do.

Our organisational values will create a workforce culture of engagement, motivation and fulfil potential to deliver our key objectives. Our values will influence every interaction and every decision.

Care	We are attentive to individual needs and circumstance
Integrity	We are consistently true, act diligently and lead by example
Respect	We will behave with courtesy, dignity and fairness in all we do
Commitment	We will always do the best we can all of the time

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Partnering With Consumers: The Ongoing Journey of Delivering Person Centred Care in CQHHS

Every journey has....

Direction

Momentum

Time →

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.

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

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

CQShines Foundation

Better Health. Brighter Futures.



PARTNERING OBLIGATIONS

REFLECTIONS FROM LOOKING FORWARD AND LOOKING BACK?



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