

Consumer Engagement Strategy –2021-2023

Engaging our consumers to partner with us in every
aspect of our health services
Document Number NW0928-V1-07/23

North West Hospital and Health Service

The North West Hospital and Health Service is an independent statutory body overseen by a regional Hospital and Health Board. We are responsible for the delivery of public hospital and health services including medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, allied health, oral health, pharmacy, child and maternal health services, critical care and clinical support services. We provide these services to a population of around 32,000 people living across 300,000 kilometres within north western Queensland and the Gulf of Carpentaria. Mount Isa Hospital is the main referral centre.

The North West Hospital and Health Service is responsible for the following facilities:

- Burketown Primary Health Clinic
- Camooweal Primary Health Clinic
- Cloncurry Multipurpose Health Service
- Dajarra Primary Health Clinic
- Urandangi Health Clinic
- Doomadgee Hospital and Community Health Centre
- Karumba Primary Health Clinic
- Julia Creek Multipurpose Health Service
- McKinlay Primary Health Clinic
- Mornington Island Hospital and Aboriginal Community Health Centre
- Mount Isa Hospital
- Normanton Hospital

This *Consumer Engagement Strategy 2021-2023* guides consumer and community engagement at the North West HHS. The strategy was completed in consultation with North West HHS consumers and community members.

Objectives

In keeping with our *Strategic Plan 2017 – 2021* (“Our purpose is to embrace change, to forge close partnerships, and to work closely with our communities to improve the health of people across North West Queensland”), we have three Consumer Engagement objectives within the life of this Strategy

- Ensure our consumers have equal and timely access to our health services



- Empower our consumers to co-design services and improve the current quality of care



- Develop the health literacy of our consumers so they can be the owners of their own health care



How will we get there?

We will work with consumers and our communities to implement the following strategies:

- Involve our Elders' Advisory Group, our Consumer Advisory Networks and Groups, Health Councils, Close the Gap Advisory Groups, our staff, board, communities and health partners in planning, delivering and evaluating our services
- Supporting our consumer groups in their meetings and activities, empowering consumers through formal training and involvement
- Improving cultural competency training for staff in all our facilities
- Increasing our Aboriginal and Torres Strait Islander workforce
- Involve our consumers in every aspect of the design of our services, including models of care, patient safety, building and facility design and future planning of health services
- Ensure our consumer consultation is appropriate to every community in which we work, taking into account the different needs of our communities
- Provide feedback opportunities to the community to assist the continuous improvement program at North West HHS
- Make it easy for our consumers to contact us, ensuring they feel they are an important part of the health service
- Consult with consumers to develop leaflets, brochures and information which is easy to read and understand so patients can make informed decisions about their healthcare
- Share patient stories to help staff understand the consumer experience – so we can all learn from each other
- Display performance information on public display in our facilities so consumers can see how we are performing

How will we measure our success?



- Our consumer groups are working well and achieving their own goals
- Board and leadership teams meet regularly with community groups to listen and take feedback on board
- Consumers are trained and upskilled regularly
- Improved cultural competency among staff through training at orientation and in the communities
- Increase of 16% in our Aboriginal and Torres Strait Islander workforce, reflecting the make-up of our communities
- Community participation is embedded into what we do and how we do it
- Communities are invited to provide feedback through online surveys and feedback forms, and feedback results in health service improvements
- Increase in amount of feedback from consumers
- Free flow of information between the North West HHS and the consumer groups and individual consumers
- Production of leaflets, brochures and information that are easy to read and understand, resulting in improved engagement between consumers and the health service
- Patient stories shared with staff at orientation and staff forums and on social media where appropriate to increase understanding and empathy
- Performance Boards displayed in all facilities and easily accessed by consumers

Legislative and Policy context

The Queensland *Hospital and Health Boards Act 2011* together with the *Hospital and Health Boards Regulation 2012* require that each Hospital and Health Service develop and publish a strategy (a consumer and community engagement strategy) to promote consultation with health consumers and members of the community about the provision of health services by each Hospital and Health Service.

The National Safety and Quality Healthcare Service Standards

The North West HHS strives for a culture of continuous learning and improvement, ensuring safety and quality excellence for our patients. We participate in external peer assessments and accreditation to monitor performance against the National Safety and Quality Healthcare Service Standards. These standards have been developed by the Australian Commission on Safety and Quality in Health Care. Standard 2: Partnering with Consumers provides the framework for our Hospital and Health Service to implement systems for engaging with consumers and communities.



The NWHHS *Consumer Engagement Strategy* aligns with the requirements of Standard 2.

The Australian Charter of Healthcare Rights

The Charter specifies the rights of patients and consumers when seeking to receive healthcare services. The charter allows patients, consumers, families, carers and service providers to have a common understanding of the rights of people receiving health care.

You can access the Charter via:

<https://www.safetyandquality.gov.au/australian-charter-healthcare-rights>

Scope

Our *Consumer Engagement* Strategy 2021-2023 brings together:

- Consumers, families, carers, friends, clients, participants, community members who access North West HHS services
- People who access or who may need to access the services provided by the North West HHS
- People who work for the North West HHS
- People in partner organisations

Engage with us!

We are always looking for more consumers to come on board and advise us on every aspect of our health service. We would love to hear from you.

Contact the North West Hospital and Health Service on 07 4744 4444, or email

NWHHS_Communication@health.qld