

Beleura Private Hospital	POLICY NO : AD:LM:02:B:205
Non Clinical – Leadership and Management	

**POLICY TITLE: CONSUMER ENGAGEMENT AND PARTICIPATION**

Ramsay Health Care recognises that the principal responsibility for a patient’s care lies with that patient’s doctor. Following consultation with doctors and clinical employees, and through reference to current industry best practice standards, we have developed this policy as a minimum standard to ensure that optimal care is given to the patient. Facility management and relevant RHC employees must comply with this policy and ensure that these minimum standards are integrated into the facilities clinical systems and RHC employee’s individual practice.

**Key Words: Consumer**

<b><u>POLICY PURPOSE:</u></b>	<p>Beleura Private Hospital is committed to achieving and maintaining excellent patient outcomes. To achieve this Beleura uses a number of formal and informal processes which includes engaging consumers in broad operational and strategic decisions of how care is designed, delivered and evaluated.</p> <p>This policy is not intended to be exhaustive or include the many informal processes used by clinicians and staff to engage consumers every day.</p> <p>This policy is aligned with Standard 2 of the National Safety and Quality Health Service Standards.</p> <p>RHC has also developed a ‘Consumer Engagement Framework’ and Guidelines that should be read in conjunction with this policy.</p>
<b><u>SCOPE OF APPLICATION:</u></b>	All departments
<b><u>DEFINITIONS:</u></b>	<p><b>Consumer:</b> Consumers/or carers are members of the public who use, or are potential users of healthcare services. Consumer and/or carers include patients, consumers, families, carers and other support people. It may also include local community members or groups</p> <p><b>Consumer Centred Care:</b> Consumer or patient centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.</p> <p><b>Consumer Engagement:</b> Consumer engagement informs broader community engagement. Health consumers actively participate in their own healthcare and in health policy, planning, service delivery and evaluation.</p> <p><b>Consumer Representative:</b> A health consumer, including family member and carers, who are nominated by Beleura Private Hospital , and accountable to Beleura Private Hospital to represent the voices of health consumers.</p>

Manual Title: Non Clinical – leadership and Management		Policy Number: AD: LM:02: B: 205
Policy Title: Consumer engagement and participation	Page 1 of 4	Version 5

<b><u>POLICY REFERS TO:</u></b>	Employees and Consumers of Beleura Private Hospital
<b><u>POLICY STATEMENT:</u></b>	<p>Beleura Private Hospital recognises that engaging consumers in the design, delivery and evaluation of health care can bring about significant benefits to healthcare outcomes; the experience of care; the level of satisfaction; and the operations of delivering care.</p> <p>Mechanisms that empower consumers to have a greater say in their treatment and about how healthcare is delivered will contribute to improved outcomes for patients and therefore Beleura will seek out and facilitate the involvement of consumers at all levels of service delivery.</p> <p>The following principles underpin Beleura Private Hospitals commitment to consumer engagement:</p> <ul style="list-style-type: none"> <li>• Those affected by a decision have a right to be involved in the decision-making process; and</li> <li>• Contributions from consumers will positively influence healthcare decisions.</li> </ul>
<b><u>EXPECTED OUTCOME:</u></b>	<p>We believe that engaging consumers in decisions about how health care is delivered as well as how they are treated can:</p> <ul style="list-style-type: none"> <li>• Improve patients' experience and the quality of care;</li> <li>• Ensure treatment is appropriately selected and tailored to the individual;</li> <li>• Help people manage their own care;</li> </ul>

<b><u>PROCEDURE</u></b>	<b>CONSUMER ENGAGEMENT AND PARTICIPATION</b>
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<b><u>PROCEDURE</u></b>	<p>Beleura Private Hospital supports consumer participation in healthcare as an ethical and democratic right.</p> <p>Through consumer participation, Beleura aims to:</p> <ul style="list-style-type: none"> <li>• Increase the amount of control and influence consumers have over their own care and how their health conditions are managed</li> <li>• Increase understanding of the options and services available to them</li> <li>• Improve in health outcomes</li> <li>• Make the services more responsive to the needs of consumers</li> </ul> <p>Mechanisms for consumer/community participation are co-ordinated by Executive Management and should be linked to the quality improvement process wherever possible.</p> <p><b>Mechanisms for individual participation in treatment and care</b></p> <ul style="list-style-type: none"> <li>• Australian Charter of Healthcare Rights</li> <li>• Patient information – printed and electronic</li> <li>• Feedback</li> <li>• Referral and community services</li> </ul>
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Manual Title: Non Clinical – leadership and Management		Policy Number: AD:LM:02:B:205
Policy Title: Consumer engagement and participation	Page 2 of 4	Version 5

	<ul style="list-style-type: none"> <li>• Speciality consumer focus groups</li> <li>• Consent for treatment processes</li> <li>• Patient centred care plans</li> <li>• Ramsay Rule</li> <li>• Bedside Handover</li> <li>• Preadmission Clinics</li> </ul> <p><b>Participation in service evaluation</b> Scheduled activities for involving patients in the planning, provision, monitoring and evaluation of health care include:</p> <ul style="list-style-type: none"> <li>• Inpatient &amp; Day Surgery Patient Satisfaction Surveys 2-yearly</li> <li>• Health Fund member survey feedback</li> <li>• Patient Feedback Cards – completed voluntarily during or prior to discharge</li> <li>• Complaints and compliments processes</li> </ul> <p><b>Patient Focus Groups</b> Beleura encourages participation by consumers in key speciality focus groups or with key projects.</p> <p><b>General Practitioner (GP) Support and Involvement</b></p> <ul style="list-style-type: none"> <li>* GP education forums</li> <li>* Regular communications with the GPs</li> <li>* GPs are supported with direct access services for medical patients</li> </ul> <p><b>Training and Support</b> Consumers must be informed of what is required for them to participate successfully. This will depend on the type of participation required eg:</p> <ul style="list-style-type: none"> <li>• Rules for participation in a focus group</li> <li>• Confidentiality of discussions at committees</li> </ul>
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<b><u>REFERENCES:</u></b>	<p>Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Service Standards. 2nd ed. Sydney: ACSQHC; 2017. Partnering with Consumers.</p> <p>Australian Commission on Safety and and Quality in Health care – patient centred care: improving quality and safety through partnerships with patients and consumers Department of Human Services 2006, Doing it with us not for us: participation policy Australian Charter of Health Care Rights : Australian Commission on Safety and Quality in Health Care.</p>
<b><u>RELATED POLICIES, PROCEDURES &amp; GUIDELINES:</u></b>	<p>RHC Consumer Engagement Policy RHC Consumer Engagement Framework</p>
<b><u>RELATED FORMS:</u></b>	

Manual Title: Non Clinical – leadership and Management		Policy Number: AD:LM:02:B:205
Policy Title: Consumer engagement and participation	Page 3 of 4	Version 5

<i>Prepared By:</i>	<i>Quality / Clinical risk Manager and DCS</i>	<i>Date 2006</i>
<i>Reviewed By:</i>	<i>Jenny Hardie, ADCS</i>	<i>Date August 2018</i>
<i>Ratified By:</i>	<i>Consumer Engagement</i>	<i>Date 9 August 2018</i>
	<i>Executive</i>	<i>Date 28 September 2018</i>
<b>Date Implemented:</b>		<b>Date 8 October 2018</b>
<b>Next Review Due:</b>		<b>Date 8 October 2021</b>

**DOCUMENT HISTORY**

Version 1	Initial Release of document	Date July 2005
Version 2	Policy expanded	Date 2009
Version 3	Policy combined with PPH	Date 2012
Version 4	Changes include: Review of statement, Advertising dates changed, Definition changed to include all employees, not just nursing staff	Date August 2015
Version 3	New template. PPH removed. Policy updated to reflect current practice. Policy name changed from Consumer Participation. Reference to NSQHS Standards, second edition.	Date August 2018

This policy is due for review by the date shown above, after which it may become invalid. Policy users should ensure that they are consulting the currently valid version of the document.

Manual Title: Non Clinical – leadership and Management		Policy Number: AD: LM:02: B: 205
Policy Title: Consumer engagement and participation	Page 4 of 4	Version 5