

September 2019

Partnering in healthcare framework – update for LMRCC

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PARTNERING IN HEALTHCARE

IS FOR EVERYBODY

LOUISE MCKINLAY, SAFER CARE VIC



IN THE FRAMEWORK:

WHAT'S **IMPORTANT**

TO YOU!



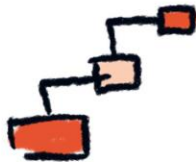
+ FOR HEALTH SERVICES

↳ SELF-ASSESSMENT TOOL



LOOK TO GO BEYOND COMPLIANCE

STRENGTHS & CHALLENGES
2 DOMAINS FOR PRIORITY

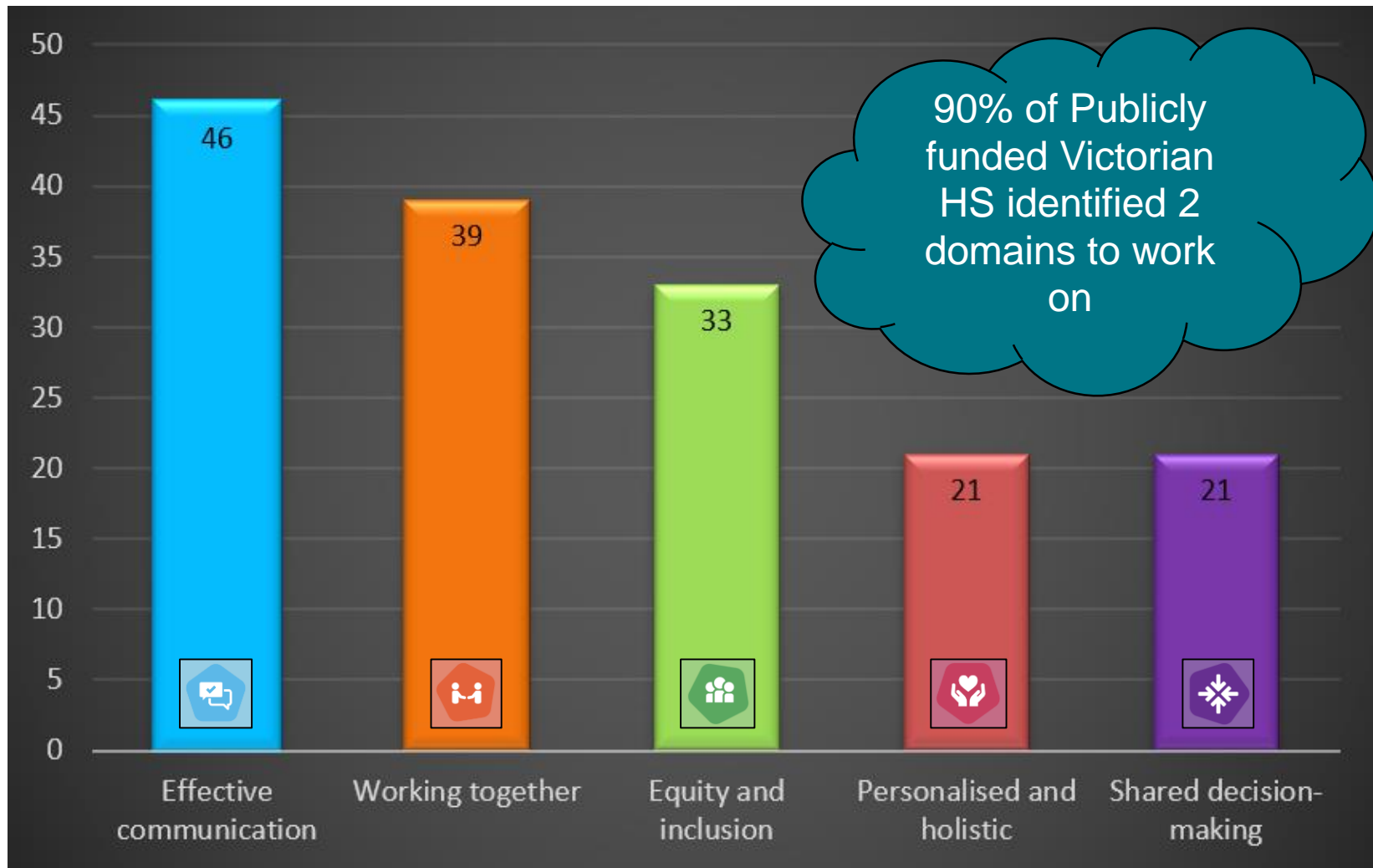


WE'LL GO IN **STAGES** & **PHASES**

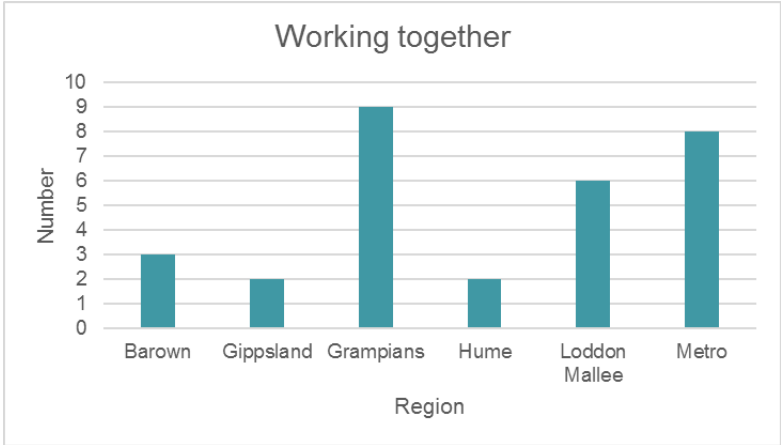
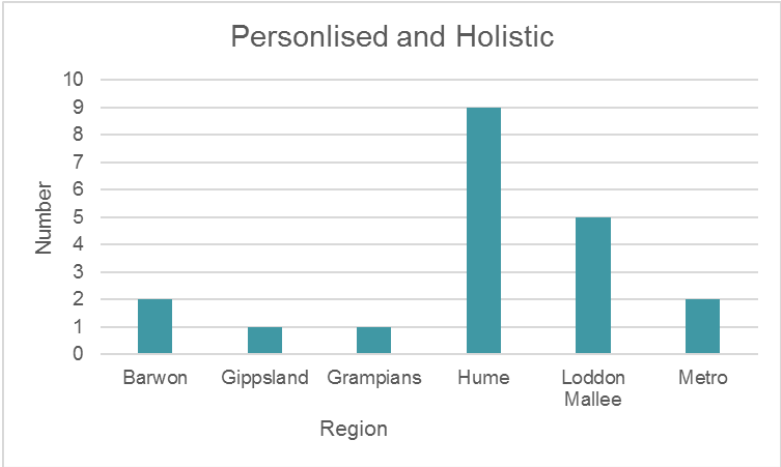


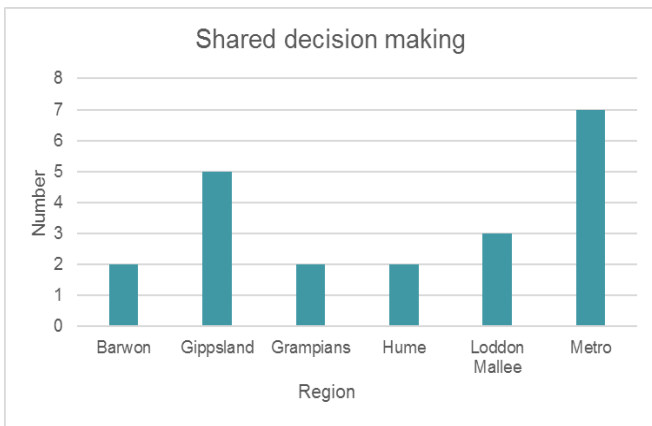
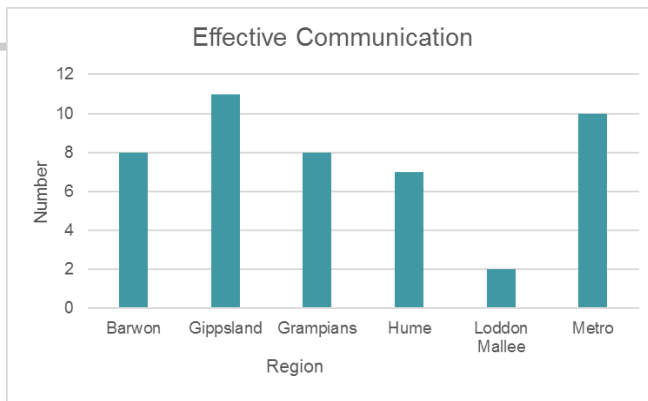
+ VALUES BASED HEALTHCARE

WHAT ADDS **VALUE**, & **MEANINGFUL OUTCOMES**



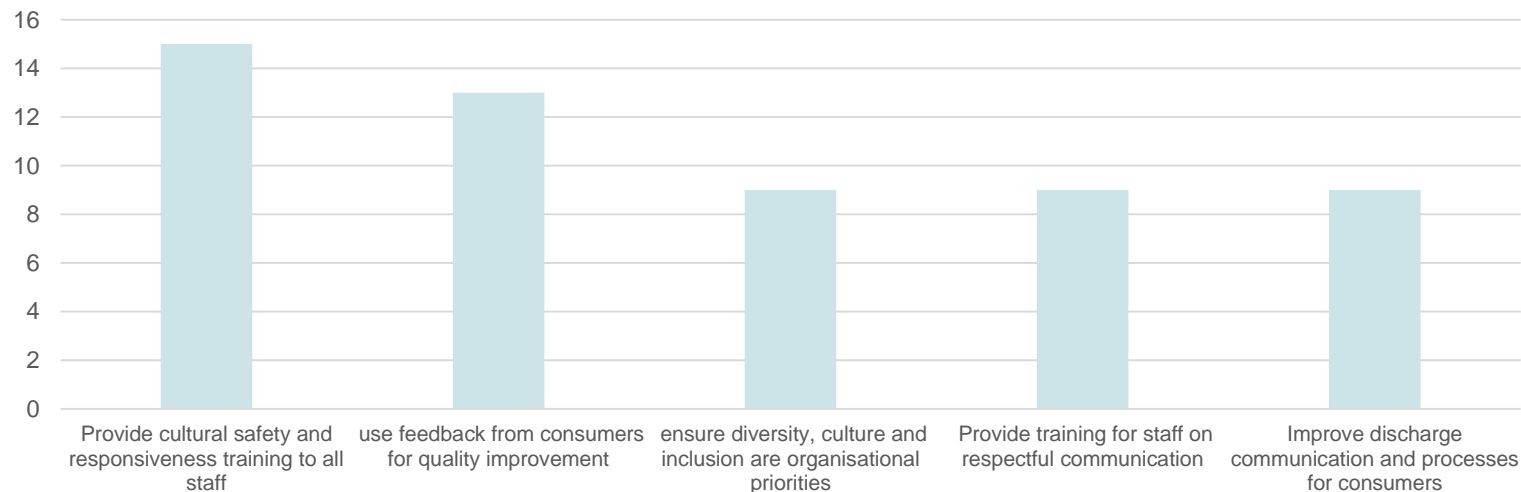
Regional priority areas





Whilst 22% of HS did not identify a priority action area; those that did identified 130 unique priority actions nominated over the 5 domains. The top 5 priority actions can be seen in below.

Priority actions identified (top 5 categories)



What the framework means in practice for SCV





SCV - Working together

Priorities

Support health services to involve consumers in improvement and innovation activities.

Actions

Annual Outcomes Summit – May 2020 – to facilitate the systematic sharing of knowledge and good practice

Refresh community advisory committee guidelines.

Embed consumers in clinical networks - Collaborative pairs pilot



SCV – Effective communication

Priorities

Support health services to increase effective communication skills and amplify the consumer voice through online feedback or effective escalation processes.

Actions

Patient Opinion pilot in health services

Your thoughts matter - Effective communication skills training

Hear Me Pilot.



SCV – Equity and inclusion

Priorities

Support health services to reach out further and engage with more diverse consumers. Support health services to create a more inclusive culture through staff training.

Actions

Guidance on engaging with diverse consumers

Cultural diversity training package pilots.



SCV - Shared decision-making

Priorities

Deliver advice and support to promote the uptake of shared decision-making approaches, including decision aids and coaching.

Actions

Develop and implement a pilot to increase the use of consumer decision aids, decision coaching and question prompt lists in Victorian hospitals.



SCV – Personalised and holistic

Priorities

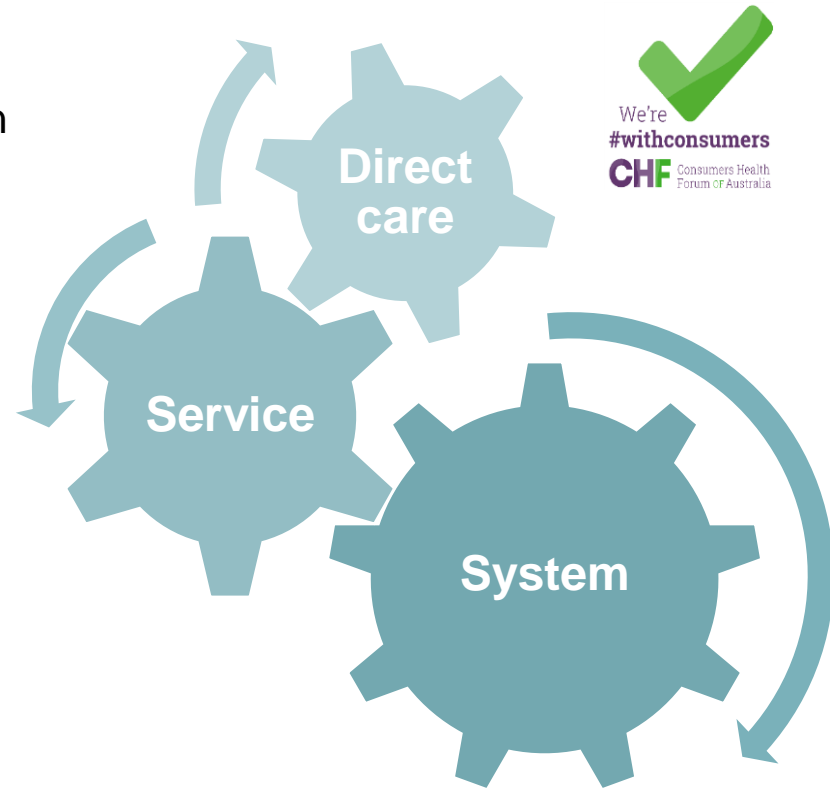
Highlight the key issues impacting patients by identifying the key themes emerging through health service complaints data using a validated health complaint taxonomy tool.

Actions

Complete phase one of analysis of 32 health service's complaints data.

Consumer partnership at all levels in SCV

- Consumer lead – Partnering in healthcare framework
- Multiple lived experience consumers embedded in condition specific working groups
- 11 clinical networks – each has two specialised governance committees x 2 consumers = 44
- Incident response team – consumer investigators in serious event reviews (32% 2018/19)
- 34 improvement and innovation advisors with a KPI to increase consumer partnering capacity at their health services
- Safer Care Patient and Family Council
- Victorian Consultative Clinical Council & Better Care Victoria Community Advisory Council
- Barriers removed (mechanisms explored) for consumers to participate and attend SCV events



Your Region

| Domain | Number of health services |
|---------------------------|---------------------------|
| Personalised and holistic | 5 |
| Working together | 6 |
| Effective communication | 2 |
| Equity and inclusions | 4 |
| Shared decision making | 3 |

For discussion

What can you do together as a region?

How will you track your outcomes?

What will you measure?

What's the role of this group?

What else do you think SCV needs to be doing?



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