



Epworth

Epworth HealthCare

Partnering with Consumers Framework





Partnering with consumers connects to all aspects of care at Epworth HealthCare.

" The Epworth Partnering with Consumers Framework supports our **consumers** to have a voice.

It **empowers** our people to ask... and listen.

If we truly listen to our consumers we are better prepared to plan and provide the care they need, not the care we *think* they need.

This is how we deliver better and safer care for an exceptional patient experience. "

Kate Gillan
Executive Director Clinical Services
and Chief Nursing Officer

Partnering with consumers

The traditional view of the patient as a passive recipient of care is no longer the norm. Patients are now more actively involved in managing their health and wellbeing. Patients want to feel informed and receive a holistic, personalised healthcare experience based on their individual needs and preferences.

Effective partnership with consumers exists when consumers are treated with dignity and respect, information is shared with them, and participation and collaboration in healthcare processes is encouraged and supported.

The Partnering with Consumers Framework encourages patients, families, carers and community members to be actively involved in planning and making decisions about their care and treatment. In line with best practice, it ensures consumers have a voice in shaping and influencing our services, not only at point of care but also in planning, design, delivery and evaluation.

Everyone's role is to support our consumers to have a voice

Measures of success

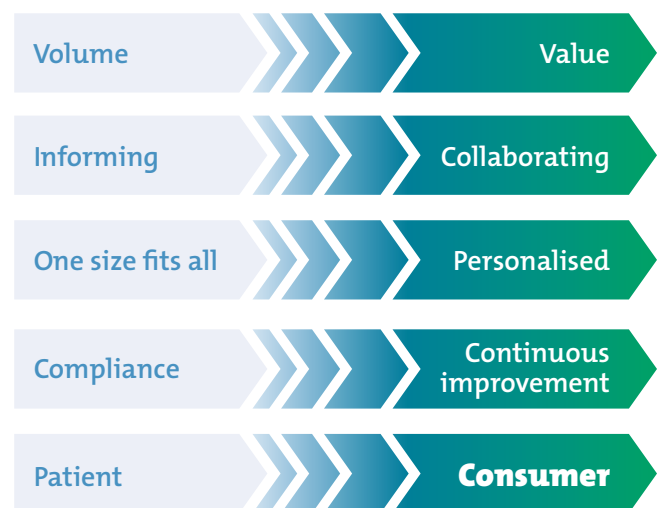
- > Service improvements resulting from consumer feedback
- > Diversity of consumers
- > Meaningful and impactful Consumer partnerships
- > Workforce engagement
- > Recruitment and retention

Who is a consumer?

Consumers are people who use, potentially will use or have previously used Epworth services.

The term 'consumer' is all-encompassing to include families, carers or more broadly people and communities. The shift from 'patient' to 'consumer' reflects the importance of greater equality between clinicians and the patient in the healthcare decision making process.

Consumers are central to emerging trends in healthcare



Benefits of true partnership

I am a
consumer.
What's
important
to me?

Effective partnership between Epworth and our patients, families and carers creates:

- > more user-friendly facilities, services and models of care and
- > improved systems/processes to improve the safety and quality of care.

The objective is to improve patient experience, outcomes and quality of care including:

- > improved clinical outcomes, for example shorter length of stay and reduced admission rates
- > improved adherence with treatment
- > decreased rates of healthcare acquired infections and
- > improved functional status.

How does Epworth partner with consumers?

Increasing level of consumer influence in defining problems, solutions and outcomes



Epworth Consumer Advisor program

Epworth HealthCare encourages our patients and family members to partner with us and have a voice in the planning and implementation of their health care. Partnering with Consumer Advisors is an important way in which Epworth HealthCare improves how we deliver our services.

What is a Consumer Advisor?

Consumer Advisors are members of our community that volunteer their time to partner with Epworth to provide a consumer or community perspective in the planning, design and evaluation of our services. Their unique experience, knowledge and ideas help to improve the delivery of care at Epworth.

Consumer Advisory Committee

At an organisational level, our [Consumer Advisory Committee](#) (CAC) plays an important role in ensuring that consumer and community perspectives play a central role in strategic decision making and governance. Our Consumer Advisory Committee members act as representatives of our broader patient community and collaborate with our board and other stakeholders, fostering a partnership that keeps our focus on putting patients at the centre of everything we do.

Interested patients or family members are encouraged to visit our [website](#) to learn more about the Consumer Advisor role and complete an [online application form](#).

Staff looking to partner with Consumer Advisors can get in touch via completing a Consumer Advisor request form or emailing consumer.advisor@epworth.org.au

“Consumer Advisors play a significant role in ensuring the patient voice is included at all levels of our organisation.



Their unique experiences, knowledge and ideas help us to improve the delivery of care and our services at Epworth HealthCare”

Connected Care: The Five Cs

Every patient matters

The Five Cs



1. Clear communication

Clear communication engages patients and caregivers in decision making and care planning. It is tailored, timely, open, honest and respectful and there is an opportunity for clarification and feedback.



2. Compassionate care

Compassionate care is how we show sensitivity in order to understand another person's situation and demonstrate willingness to help and find solutions.



3. Cultural responsiveness

Cultural responsiveness is respect for the health beliefs, practices, social and linguistic needs of individuals and families within our diverse communities.



4. Coordinated Care

Coordinated Care is how we work together to ensure patients' health needs are being met and the right care is being communicated and delivered at the right time and by the right person. This includes transitions of care and at discharge. It ensures we ensure GPs and families are included in our communication.



5. Capacity building

Capacity building is continually developing the knowledge and skills of our workforce, patients, caregivers and community to work collaboratively together.

The Five Cs in action

	'I' the consumer	'I' the employee at Epworth
 <p>1. Clear communication</p>	<ul style="list-style-type: none"> > I receive high quality information that I can readily understand and act on > I can easily ask questions and have conversations about my healthcare 	<ul style="list-style-type: none"> > I actively listen to patients, their families and carers > I provide opportunities for asking and answering questions > I use plain language and check their level of understanding
 <p>2. Compassionate care</p>	<ul style="list-style-type: none"> > I am respected and receive personalised care that treats and supports me as a whole person > I feel listened to, supported and cared for 	<ul style="list-style-type: none"> > I see the individual in the patient beyond the diagnosis > I ask 'what matters to you?' in each clinical encounter > I respond with kindness and sensitivity > I take action to help or support our patients
 <p>3. Cultural responsiveness</p>	<ul style="list-style-type: none"> > I receive quality care that is respectful of my health beliefs, values, culture and linguistic needs 	<ul style="list-style-type: none"> > I see patients as individuals > I do not judge others based on my own cultural preferences > I promote a culturally safe environment through role modelling, and support the rights, dignity and safety of others
 <p>4. Coordinated Care</p>	<ul style="list-style-type: none"> > I get the right care at the right time > I am part of the healthcare team > I have my care coordinated so I know what will happen next and when > I am always kept informed about what the next steps will be 	<ul style="list-style-type: none"> > I work as part of a team to provide quality and safe care > I exchange information about my patient's needs and preferences to the right people at the right time including during transitions of care > I provide clear discharge instructions to my patients, caregivers and their GP
 <p>5. Capacity building</p>	<ul style="list-style-type: none"> > I am involved in discussions and decisions about my healthcare as much as I want to be > I feel valued for the contributions that I make towards service improvements 	<ul style="list-style-type: none"> > I put patients at the centre of decisions about their treatment and care > I look for opportunities to partner with consumers > I ask patients for their views and feedback and use it to drive improvements

