



View Health

CONSUMER PARTICIPATION FRAMEWORK

INTRODUCTION

View Health is a private company providing specialised health services, including infusions of chemotherapy and monoclonal antibodies/immunomodulatory agents, to cancer patients and patients with other chronic medical conditions.

Purpose:

To provide a safe, high quality specialised community health service which gives the best possible treatment experience for patients and their families through flexible and individualised care.

Our Vision:

To provide our service to as many people as want access to it.

View Health is committed to working with consumers, carers and the community to improve its services as demonstrated in our Strategic Plan.

In order to improve our services, we aim to:

- Work in partnership with our key stakeholders and consumers;
- Involve consumers and stakeholders in service planning, decision making and implementation and evaluation where appropriate; and
- Engage with partners and local community to build capacity and capability.

Consumers play a vital role in shaping an organisation's services and we acknowledge that it is known that:

- Participation is an ethical and democratic right;
- Participation improves health outcomes;
- Participation improves service quality and safety; and
- Participation makes service providers more responsive to needs of consumers.

View Health Consumers Role and Feedback mechanisms

Consumer	Role	Feedback mechanisms on safety and quality of care
Patients	<ul style="list-style-type: none"> Recipient of View Health's health care services 	<ul style="list-style-type: none"> Patient experience survey Clinical care surveys Complaints Compliments Consumer engagement group "Consumer View"
Carers/Family/Friends	<ul style="list-style-type: none"> Participants with patients in receipt of View Health's health care services 	<ul style="list-style-type: none"> Carer's surveys Complaints Compliments Consumer engagement group "Consumer View"
Medical Practitioners	<ul style="list-style-type: none"> Key stakeholders in the provision of services at View Health Determine where patients generally will have health care delivered 	<ul style="list-style-type: none"> Satisfaction survey Meetings with partnership groups Individual feedback Participants in Safe and Effective Medicines Advisory Group and Expert Reference Groups Provide patient feedback through clinical outcomes
View Health Team Members and Volunteers	<ul style="list-style-type: none"> Key providers of health care at View Health 	<ul style="list-style-type: none"> Cultural Program, including career valuation, cultural index and one-on-one Team meetings Clinical practice meetings
Health Funds	<ul style="list-style-type: none"> Key stakeholders in the provision of funds to enable health care services to be delivered Key stakeholders in the collaboration and negotiation on models of care 	<ul style="list-style-type: none"> Health Fund negotiations as per contracts Negotiations on alternative models of care to improve patient outcomes
Federal, State and Territory Cancer Networks	<ul style="list-style-type: none"> Key stakeholders in the provision of funds to enable cancer services to be delivered Key stakeholders in the collaboration and negotiation on models of cancer care 	<ul style="list-style-type: none"> Negotiations on alternative models of care to improve patient outcomes Negotiation on contracts for services Reporting processes
Department of Health	<ul style="list-style-type: none"> Key stakeholders in the provision of funds to enable health care services to be delivered Key stakeholders in the collaboration and negotiation on models of care 	<ul style="list-style-type: none"> Negotiations on alternative models of care to improve patient outcomes Negotiation on contracts for services Reporting processes Annual reports and recommendations <ul style="list-style-type: none"> Carers Act Disability Act Contract on services delivery
Health Consumer Council	<ul style="list-style-type: none"> Liaison to determine appropriate models of consumer consultation for View Health 	<ul style="list-style-type: none"> Linkage through Consumer representative
Health and Disability Services Complaints Office	<ul style="list-style-type: none"> Stakeholder in the provision of information relating to the safety and quality of care provided to patients and family/carers 	<ul style="list-style-type: none"> Discussions as required

Cancer Council	<ul style="list-style-type: none"> Stakeholders in the provision of additional services outside health service scope 	<ul style="list-style-type: none"> Discussions as required
Leukaemia Foundation	<ul style="list-style-type: none"> Stakeholders in the provision of additional services outside health service scope 	<ul style="list-style-type: none"> Discussions as required
Crohn's Colitis Australia	<ul style="list-style-type: none"> Stakeholders in the provision of additional services outside health service scope 	<ul style="list-style-type: none"> Discussions as required
MS Australia and MS in each state/territory	<ul style="list-style-type: none"> Stakeholders in the provision of additional services outside health service scope 	<ul style="list-style-type: none"> Discussions as required
Other Patient Advocacy Groups	<ul style="list-style-type: none"> Stakeholders in the provision of additional services outside health service scope 	<ul style="list-style-type: none"> Discussions as required
Partnerships with allied health providers	<ul style="list-style-type: none"> Key stakeholders in the provision of services at View Health Determine where patients generally will have health care delivered Consultation and collaboration with core groups to assist in development of services at View Health 	<ul style="list-style-type: none"> Regular meetings Clinical practise meetings
Local council and community groups	<ul style="list-style-type: none"> Stakeholders in the provision of information to services available at View Health to the community Collaboration in community activities 	<ul style="list-style-type: none"> Activities View Health participates in Sponsorship of community activities Liaison with health service and council in relation to facility

THE FRAMEWORK

This Framework is guided by the Australian Commission on Safety and Quality in HealthCare "[Windows into Safety and Quality in Health Care 2011](#)", the "[Patient-Centred Care: Improving Quality and Safety through partnerships with patients and consumers 2011](#)", the guide to enhancing consumer and carer participation in Victoria's Integrated Cancer Services and the [National Safety and Quality Health Service \(NSQHS\) Standards](#), Standards 1 -10. These documents identify the imperatives to improve safety and quality by learning from the experience of patients and their carers.

The following standards will be formulated into the policy document for View Health:

- The organisation demonstrates a commitment to consumer, carer and community participation appropriate to its communities;
- Consumers, and where appropriate, carers are involved in informed decision making about their treatment, care and wellbeing at all stages and with appropriate support;
- Consumers, and, where appropriate, carers are provided with evidence-based, accessible information to support key decision-making along the continuum of care;
- Consumers, carers and community members are active participants in the planning, improvement, and evaluation of services and programs on an ongoing basis; and
- The organisation actively contributes to building the capacity of consumers, carers and community members to participate fully and effectively.

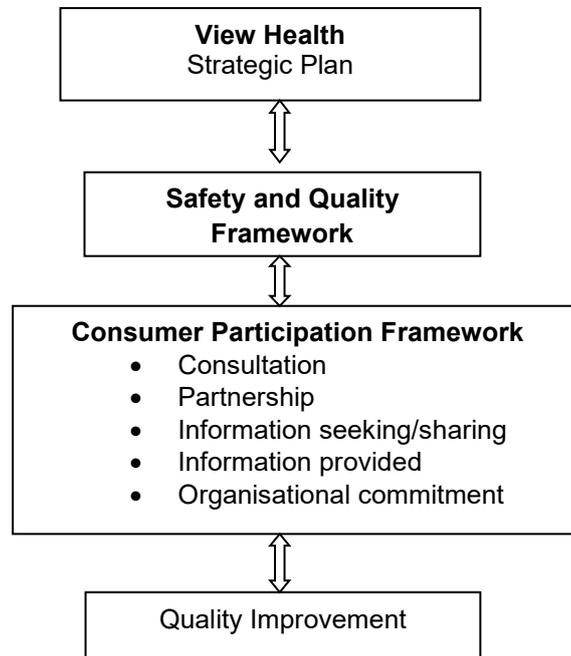
The standards will be based on the principle that:

- Consumer participation will be supported and committed to, by all levels, of View Health and resourced to ensure participation occurs;

- Consumer participation must be built from the group up and can only be achieved if all participants are open to considering the ideas of consumers and are willing to accept change;
- Involve consumers at the earliest possible time;
- Active steps are taken to ensure that every consumer who wants to be engaged has the opportunity to be involved; and
- To ensure the effectiveness of the Consumer Participation Framework monitoring and evaluation will take place on a regular basis and will ensure consumers are involved.

ROLE OF THE CONSUMER PARTICIPATION FRAMEWORK

The role of the Consumer Participation Framework is to guide consumer participation at View Health and can be used as a tool when working with consumers. The following is a demonstration of the alignment of relevant plans and processes.



VIEW HEALTH CONSUMER PARTICIPATION PLAN

The Consumer Participation Plan is a set of actions to guide consumer participation in appropriate activities at View Health, ensuring an organisation wide approach that is in line with our strategic and business plans. The Plan has been developed in consultation with key consumer representatives and team members at View Health.

CONSUMER PARTICIPATION METHODOLOGY

The level and type of participation can be described as low to high involvement.

There are many participation strategies that can be used. These include, but are not limited to:

- Consumer representation on committees;
- Consumer participation in focus groups;
- Consumer participation in workshops and seminars;
- Involving consumers in training and education;
- Involving consumers in audits and quality and risk management activities;
- Consumer groups such as support groups included carer groups;
- Team members talking to consumers within their roles;
- Tapping into local services, community activities and organisations; and
- Volunteers.

It is also important the consumer participation initiatives be informed by the current available tools to collect consumer feedback including:

- Complaints and compliments;
- Patient experience surveys;

- Clinical care surveys; and
- Risks and incidents.

GUIDELINES FOR CONSUMER PARTICPATION

Consumer participation is everybody's responsibility, and everyone has a role in engaging with consumers, including the Health Service's Management. Consumers can be involved across the health service and guidance can be provided to team members who wish to involve consumers in providing feedback or advice.

It is important when involving consumers to consider the following:

- Confidentiality;
- Appropriate training and support for consumers;
- Terms of Reference; and
- Reimbursement of expenses for consumers.

CONSUMER PARTICIPATION PLAN

	Standards	Evidence	Performance indicators	Actions
Consultation	Consumers are involved in the process of services and actions	<ul style="list-style-type: none"> • Consumer View Facebook page • Focus groups • Volunteers contribution to consumer participation • Consultation and negotiation with key stakeholders 	<ul style="list-style-type: none"> • Number of times Consumer View is consulted • Number of consumer advice received from volunteers • Cultural diversity needs reviewed annually 	<ul style="list-style-type: none"> • Evaluate use of Facebook group to involve consumers • Identify purpose for and conduct focus groups
Partnership	Consumers are asked to participate in planning and decision making	<ul style="list-style-type: none"> • Patient assessment and care plans – involving from planning stage to evaluation and monitoring • Focus groups to assist in program design • Promote rights and responsibilities of patients • Consultation and negotiation with key stakeholders 	<ul style="list-style-type: none"> • Number of care plans reviewed and involving consumers in review • Number of focus groups held to assist program design • Patient / carer satisfaction with rights and responsibilities 	<ul style="list-style-type: none"> • Evaluate process for involvement of consumers in care plan development • Evaluate increased information on rights and responsibilities • Identify areas of key stakeholder negotiations where evaluation should be initiated
Information seeking/ sharing	Consumers are asked to comment on services/ provide information	<ul style="list-style-type: none"> • Formal complaints mechanism • Patient/carer experience surveys • Provision of evidence-based guidelines to consumers as appropriate • Provide education and training on communication and involvement between consumers/team members • Consultation and negotiation with key stakeholders 	<ul style="list-style-type: none"> • Complaints as a % of services • Consumer experience data and action plans involving consumers • Number times consumers used to review evidence-based guidelines • Number of education sessions held <ul style="list-style-type: none"> ○ Communication with consumers for team members ○ Consumer education / volunteer education 	<ul style="list-style-type: none"> • Evaluate education for team members on need for consumer input • Develop more robust orientation program for consumers and evaluate • Develop appropriate education or source external education • Identify where consumers can be more involved in review of evidence-based guidelines <ul style="list-style-type: none"> ○ Medication safety
Information provided	Consumers are informed about services/strategies	<ul style="list-style-type: none"> • Newsletters • Media releases • Website 	<ul style="list-style-type: none"> • Number of newsletters printed • Number of media releases • Number of Social Media posts 	<ul style="list-style-type: none"> • Review of brochures to include consumer participation

		<ul style="list-style-type: none"> • Social Media • Consumer information brochures • Communicate clearly and respectfully with consumers and carers • Information about treatment and decisions are made with consumers and carers • Consultation with key stakeholders 	<ul style="list-style-type: none"> • Review of consumer information brochures • Complaints and compliments in relation to communication with consumers • Complaints and compliments in relation to treatment and decision making with consumers/carers • Consumer satisfaction with information provided performance indicators 	
Organisational Commitment	Formal mechanisms developed and appropriate resources allocated to supporting consumers to address specific issues.	<ul style="list-style-type: none"> • Key statement in strategic plan in relation to commitment • Integrate participation of consumers and carers into the quality and safety program • Consumers are involved in system level issues regarding • Provide team member training and education on how to use the different types of participation • Evaluate, monitor and report on participation 	<ul style="list-style-type: none"> • Policy on consumer participation reviewed as required /remain current • Number of consumers involved in safety and quality program • Number of activities consumers/volunteers involved in and assisting in decision making • Number of team member training sessions on ways to involve consumers • Evaluation of performance indicators reported annually to the Leadership Team 	<ul style="list-style-type: none"> • Annual evaluation of consumer input • Effectiveness of framework

EVALUATION

Outcomes of activities to improve communication and participation can be measured. It is important to define those outcomes to ensure that the framework is effective and meets the needs of not only consumers but also the organisation and team members involved in the process.

Outcomes will be measured under the following categories:

<p>Consumers:</p> <ul style="list-style-type: none"> • Knowledge and understanding • Communication • Patient and carer involvement in care processes • Evaluation of care • Skills acquisition • Health status and well being • Treatment outcomes • Successful negotiations with key stakeholders • Use of data specific to patients choosing to use View Health 	<p>Data Sources</p> <p>Patient experience data, Compliments Complaints Adverse events Unplanned admissions Health Fund negotiations</p>
<p>Organisation:</p> <ul style="list-style-type: none"> • Knowledge and understanding • Consultation processes 	<p>(Modified) Picker Institute Patient experience data Team member participation in education Compliments and Complaints Adverse events Consultation processes</p>
<p>Health Service Delivery:</p> <ul style="list-style-type: none"> • Use of services • Cost • Adverse events • Consultation with external providers 	<p>Cost of complaints and adverse events – investigation and resolution Feedback from external providers Use of services</p>

References:

- Australian Commission on Safety and Quality in HealthCare, "[Windows into Safety and Quality in Health Care 2011](#)".
- Australian Commission on Safety and Quality in HealthCare, "[Patient-Centred Care: Improving Quality and Safety through partnerships with patients and consumers 2011](#)".
- The guide to enhancing consumer and carer participation in Victoria's Integrated Cancer Services
- [National Safety and Quality Health Service \(NSQHS\) Standards](#), Standards 1 -10.

Date Authorised: 6th January 2021
 Authorised By: J Adams B Pharm, Grad Dip Hosp Pharm *Managing Director*
 L Cook B Hlth Sc (Nsg), M Nsg, MBA *Business Manager*
 Next Review Date: January 2026