

Ballarat Health Services Consumer Advisory Committee

Promoting Consumers'/Patients' Rights and Responsibilities

Lois Abraham Clinical Risk Manager

Ballarat, Victoria



*“Birthplace of the
Australian Spirit”*



Queen Elizabeth Centre



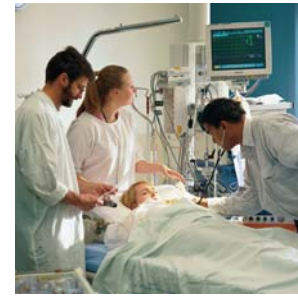
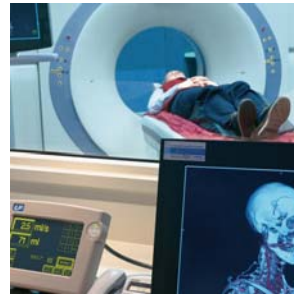
Base Hospital



Catchment Area



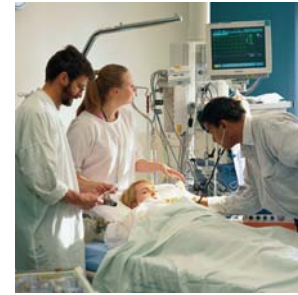
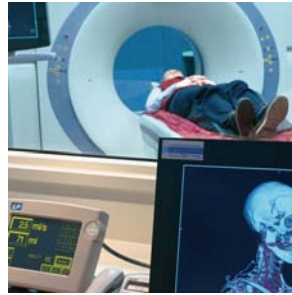
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Victorian Public Hospital Patients Charter

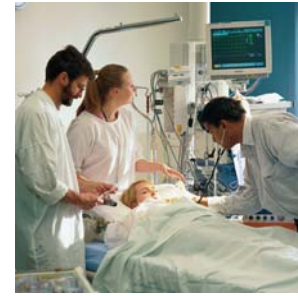
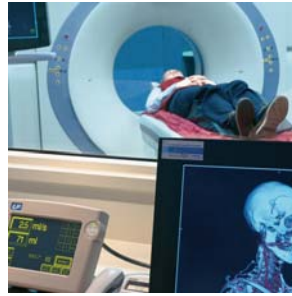
The charter contains 16 principles : 15 rights and 1 responsibility

patientcharter.health.vic.gov.au



The Key Issues:

1. Did we need to provide formal education about Patients Rights and Responsibilities?
2. Were we breaching the legislation at BHS?

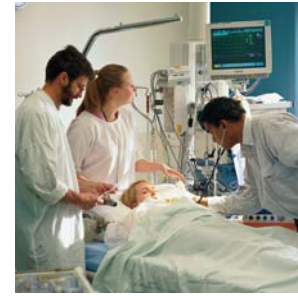
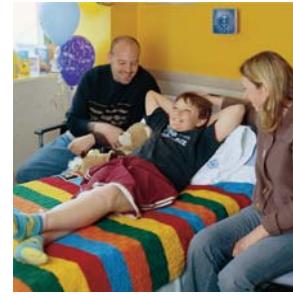


Project 1:

To measure staff awareness of the Charter and its sixteen principles.

Project 2:

To equate consumer/patient feedback/complaints received to each Charter principle.



Project 1: Staff

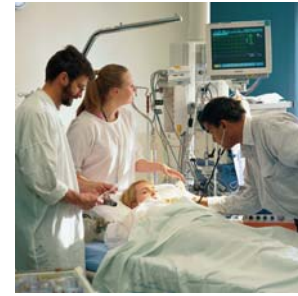
Working Knowledge of the Charter

- **Structured Interview**

Demographics: Work area and delegation

Questions: Knowledge and examples of the
The Charter

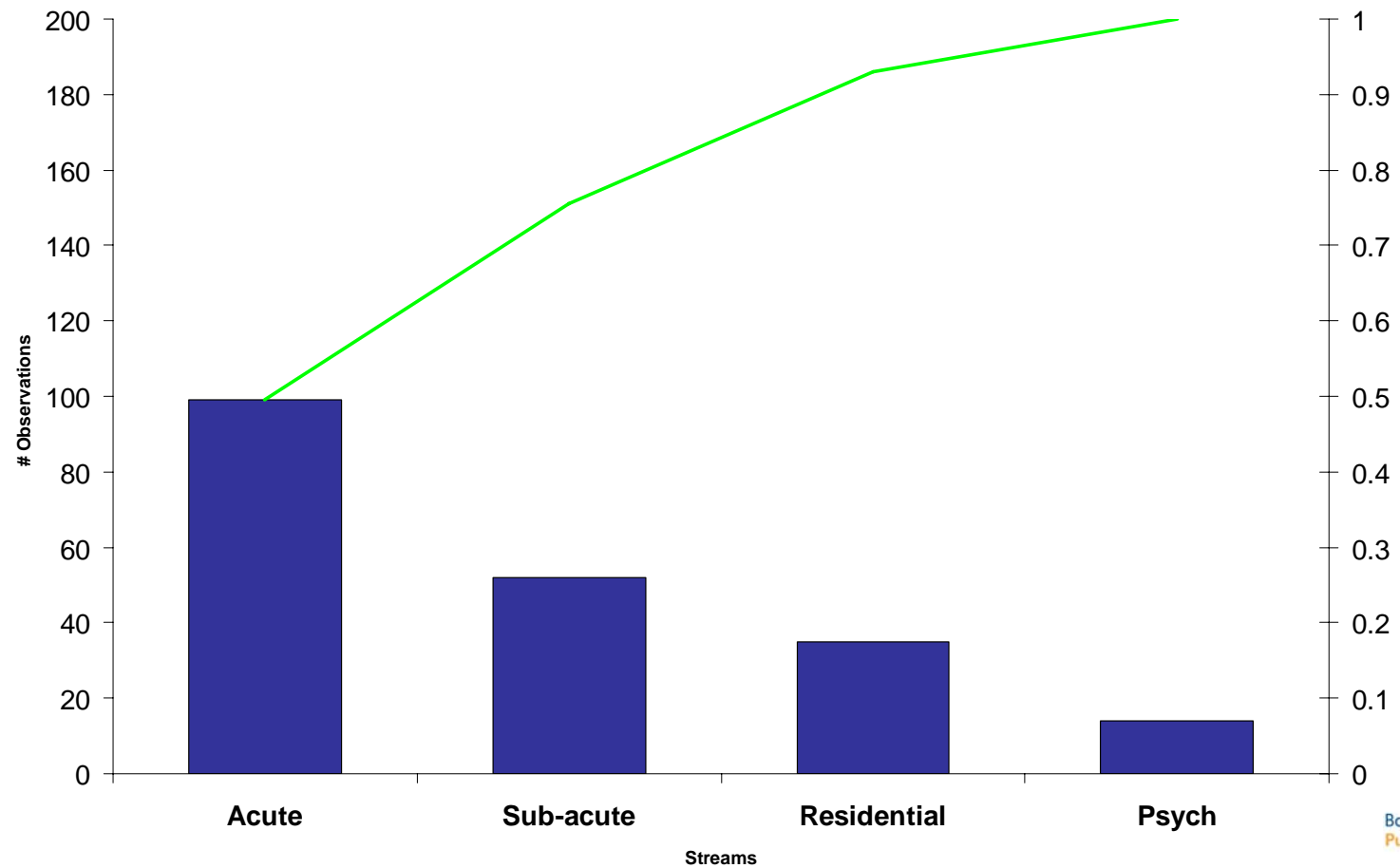
Consent: Separate signed consent recording
form

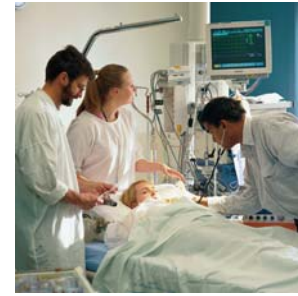


Project 1: Staff

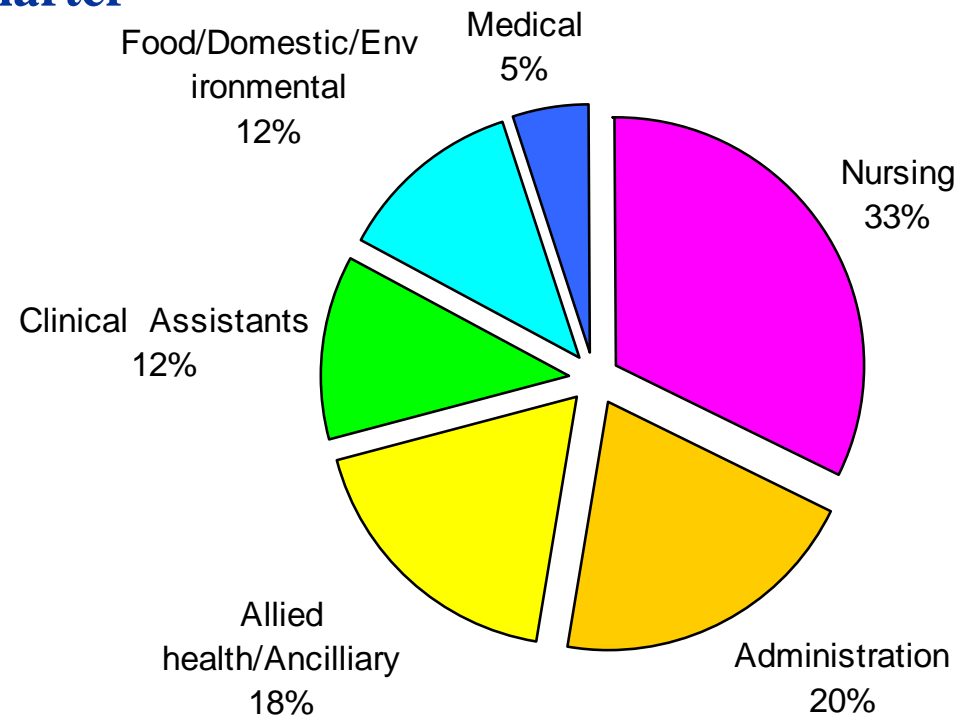
Working Knowledge of the Charter

Results - Demographics (n=200 N=3000+)



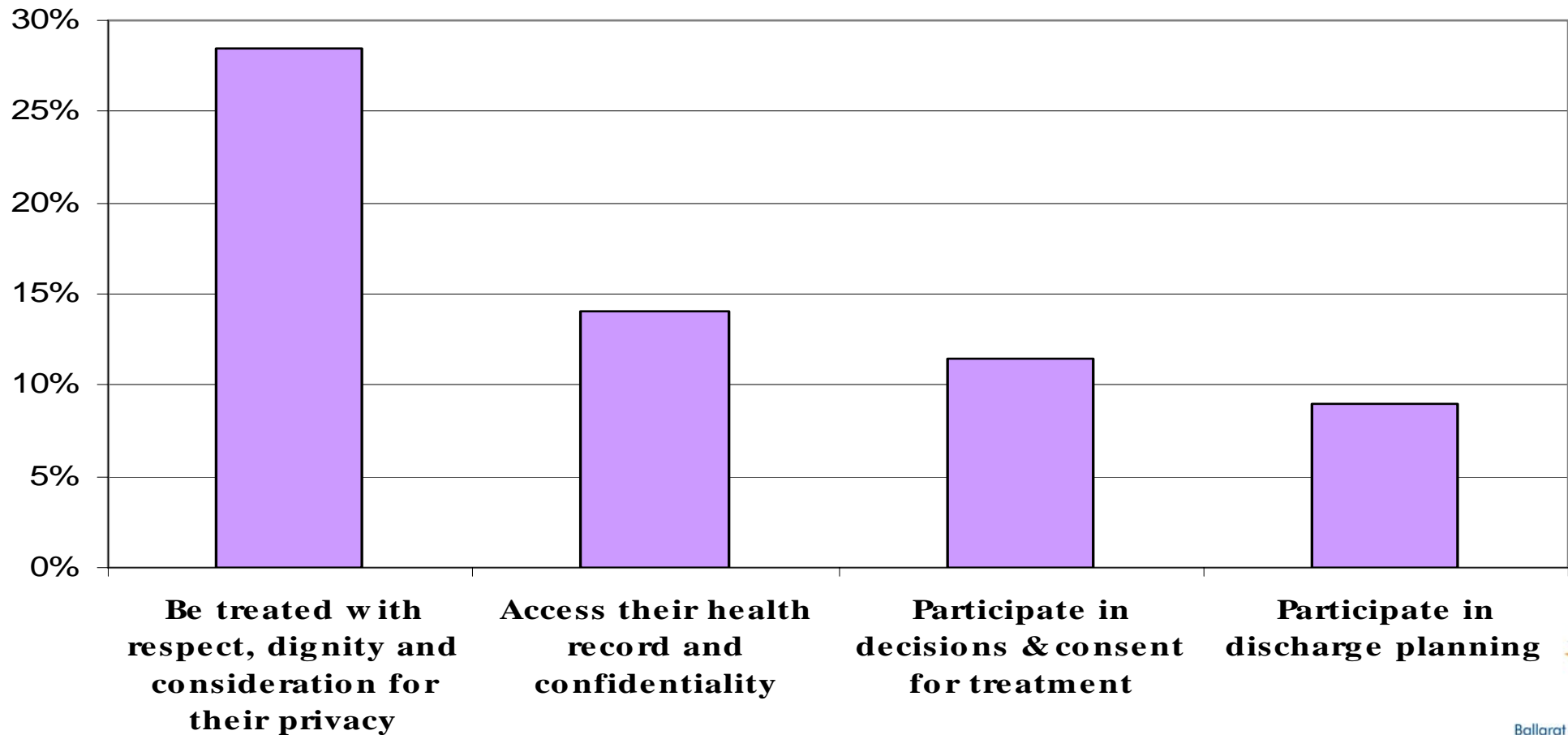
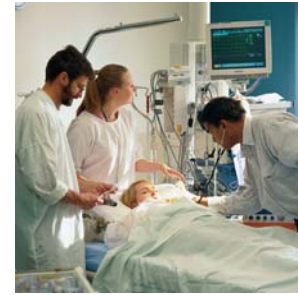
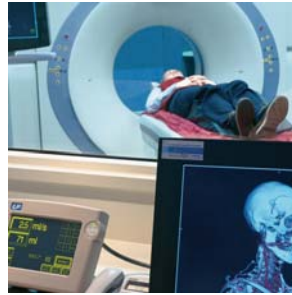


Project 1: Staff Working Knowledge of the Charter



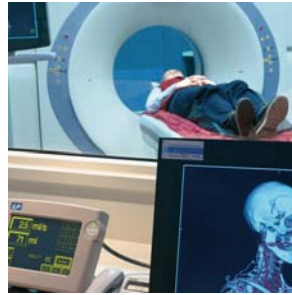
**Project 1: Staff
Working Knowledge of The Charter**

Results - BHS (n=200) Yes = 80 – (40%) of staff were aware of the charter



Project 2: Consumer.

Content of Feedback/Complaint Letters



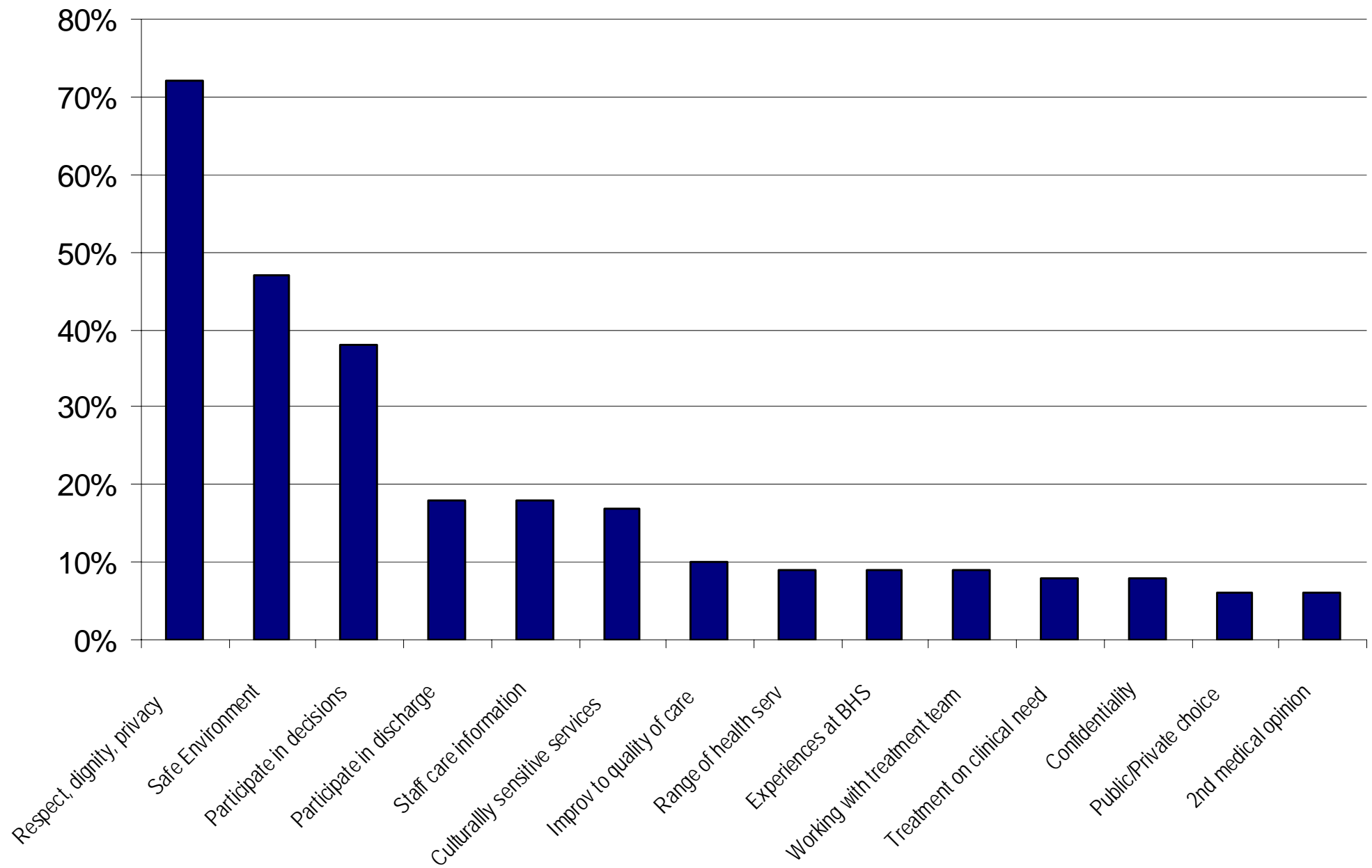
- **Method**

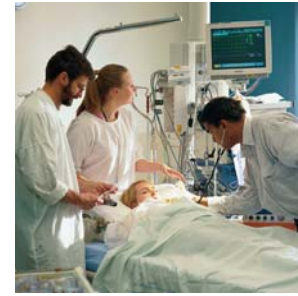
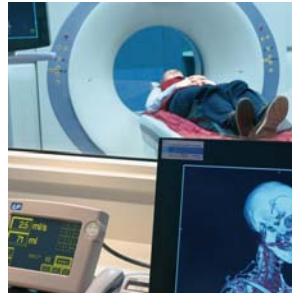
Audit tool designed to identify content corresponding to The Charter principles (one or more) in consumer complaint/feedback letters

- **Aim**

To retrospectively establish the frequencies of consumer's perceived lack of upholding of The Charter principles for a 6 month period

Audit of Consumer/Patients' Feedback/Complaints

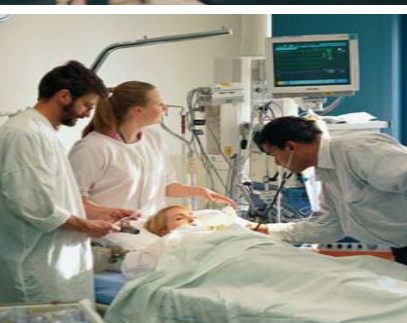




BHS Patients Rights Charter

BHS acknowledged the need to provide resources and education to all staff and groups within the organization to change our existing culture and promote patient rights and responsibilities from within our organisation.

Clients/Patients/Residents Rights & Responsibilities



Ballarat Health Services supports the rights of patients/clients/residents & their carers by providing a clear statement of expectations that is understood by both users and providers.

You have the right to:

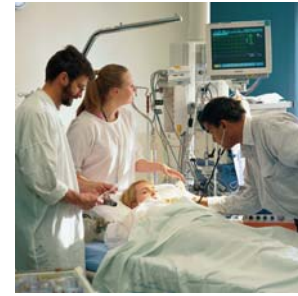
- A wide range of public health care services.
- Treatment based on clinical need regardless of your health insurance status.
- Choose whether you wish to have treatment as a public or a private patient.
- Treatment and care in a safe environment.
- Participate in making decisions about your treatment and care.
- Participate in decisions and receive information about your discharge from Ballarat Health Services.
- Information about which Ballarat Health Services staff will provide your care.
- Information about your health care and, if you wish, a second medical opinion.
- Access to your health records and confidentiality for your personal information.
- Treatment with respect, dignity and consideration for privacy.
- If necessary, to have access to an accredited interpreter.
- Services provided in a culturally sensitive way.
- Information on actions Ballarat Health Services takes to improve the quality of care.
- An opportunity to discuss any questions or complaints you may have concerning your experience at Ballarat Health Services.
- Make a complaint to an independent complaints organisation.

You have the responsibility to:

- Work with your treating team by providing relevant information about your health and circumstances that may influence your treatment, recovery or any other aspect of your care.

Email: feedback@bhs.org.au Web: www.bhs.org.au

Clinical Risk Manager Ph: 5320 4014 PO Box 577 BALLARAT



Surveyor's Comments

This criterion has led to much evaluation of the understanding by staff and patients leading to changes in the staff induction program and the way information is now explained to patients. The written information to patients has been revised and tested via the Community Advisory Committee. BHS provided adequate evidence that it has progressed this criterion to the EA level, and hence the rating was elevated accordingly.

OSCAR

Outstanding

Service

to

Customers

Achieves

Results



MMMM I just have a
complaint

NEVER BE AFRAID TO SAY WHAT YOU FEEL
