

# Access and Metropolitan Performance Branch



Participation Advisory Committee  
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**From**

Improving the consumer experience

**To**

Understanding the consumer  
perspective

# The Consumer

- Who is the consumer?
  - Those who.....
    - might use the service
    - do use the service
    - use the service frequently
    - groups requiring specific assistance or consideration
    - mainstream society

# Perspective

## Representative vs individual

- Tradeoffs
- Outcomes



# Multiple Pathways

**Policy**



**Operations**



Quality improvement agenda?

Service delivery agenda?

To what extent?

# Example

- Initial focus
  - Improving the patient experience
  - Consumer perspectives
  - Population based
- Progress
  - Subset adjustment
  - Special needs groups
- Next steps
  - Consumer representation on key advisory groups



- 1 See Triage Nurse
- 2 See Administration Clerk
- 3 Wait to be called
- 4 Tell us if you are feeling worse

# The Future

