

# Community participation... making a mark on quality of care

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## Meaningful community participation:

- Provides a different perspective to that of clinicians and management
- Helps move staff out of their comfort zone by taking a community & consumer perspective on service quality



## Community Advisory Committees established to:


- Advocate to the Board on behalf of the community
- Integrate community and consumer views at all levels of the health service



# History of community involvement in *Bayside QC:*

- 2001 Comments sought from CAC on draft
- 2002 Comments sought on 2 drafts of report  
Board supports recommendation from CAC that community members are involved in developing 2003 Bayside QC from beginning to end
- 2003+ Community involved from outset

**In each edition of *Bayside QC*  
CAC members contribute to:**

- Identifying elements of quality and safety that are of concern to the community
  - Use of language and communication style
  - Presentation of content including graphic design
  - Post report evaluation and suggestions for improvement for following year
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## Preparation of *Bayside QC*

- Working group comprised of 2 CAC members and staff established in February
- Determines topics to be covered (including DHS minimum reporting requirements) and presentation style
- Staff are assigned topics to research and write
- A minimum of 2 drafts are presented to the entire CAC, Quality Committee and Board
- A “debrief” meeting is held after feedback has been obtained from consumers and community

# Is the community really interested in quality and safety?

- “You cannot demonstrate that 100% of patients gave their informed consent for surgery?”
- “We cannot assume that all staff wash their hands in between patients?”
- “Why do public patients wait up to 867 days for cat. 3 elective orthopaedic surgery?”

# *Bayside QC*

## More than just a report...

- Tool to evaluate quality and safety initiatives in relation to outcome measures defined by consumers
- Tool to make sense of data in relation to patient outcomes including trends and benchmarks
- Process for community, consumer and staff education
- Consider quality and safety initiatives
- Monitor and respond to patient & carer expectations

# Lingering Challenges

- Presenting contentious information in context so that it will not cause unnecessary alarm
- Presenting complex trended data in a user friendly format



# Do patients find *Bayside QC* useful?

- Report needs more of a focus on outcomes
- Easy to read and very bright photos
- It gives details of all nursing and behind the scenes procedures
- This covers all aspects of care important to the patient
- Need to have more copies in waiting rooms as people have obviously taken them all

# Ingredients for Successful Community Participation

- TRUST, recognition and opportunities for healthy debate
- Participation at governance level
- Senior management support
- Policies and guidelines for participation
- Champions and mentors
- Information & resources for consumers
- Avoid “mascot” consumers



# Contact Details

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