

# Quality of Care Reports

Feedback from Health Services

St Vincent's Health

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# Overview

- Evaluation strategies
- Use of feedback
- Planning the next report
- Distribution strategies
- Lessons learned

# Evaluation strategies

- Each year we conduct a debrief following the successful publication of our report this involves: Marketing Manager, Quality Manager, representatives from the Community Advisory Committee and CAC Resource Officer
- Focus on evaluation is ‘how can we do better next year?’

# Evaluation strategies

- Feedback sheets have been used since 2001 with varying success.
- Reply paid address is useful to include
- Feedback sheets must be translated into major community languages
- Within the health service Department Heads involved in the report preparation are targeted with additional process questions

# Evaluation strategies

- Best methods of evaluation so far have included:
  - Focus Groups with the Carer's Association, members of the Community Advisory Committee, representatives from the Volunteer pool and staff members
  - Phone interviews with community agencies

# Use of feedback

- Feedback is collated and reported to the Community Advisory Committee for discussion
- Priority items are identified and incorporated into planning the next report
- Where possible we try to use the same respondents from year to year to identify if they feel their feedback was responded too

# Planning the next report

- In planning the next report the CAC uses:
  - Feedback from staff, consumers, community
  - Feedback from the DHS judging panel
  - The Quality of Care report guidelines
  - Reports from other health services to identify good ideas to emulate
  - Previous SVH reports
  - Feedback from the DHS review/planning day

# Distribution of the report

- Considered our catchment area and noted that 15% of our patients come from rural and regional Victoria
- In consultation with our CAC we selected community groups that represent our consumers and patients including:
  - Every cultural and linguistic community group within our catchment
  - Disease specific groups such as Epilepsy Foundation
  - Lions Club, Rotary and Probus
  - City libraries for Yarra, Booroondara and Darebin

# Distribution of the report

- A mailing list of our report recipients and community agencies was developed in 2001
- This database is reviewed annually for accuracy
- In 2005 with the help of students we phoned community agencies to ask some simple evaluation questions and identify if the report was helpful to them
- Agencies were asked if they would like to continue to receive the report and to confirm the contact details (n=400)

# Distribution of the report

- Includes 120 Department Heads/Managers across SVH, partner organisations
- Accreditation agencies and other peak bodies to accompany information provided for external reviews and written submissions
- Limited by cost associated with developing the report
- Limited by strategic processes at SVH - part of a suite of reports including the Annual Report and Research Report

# Distribution of the report

- Available on the SVH website via [www.svhm.org.au](http://www.svhm.org.au) and the health service intranet as well
- Screen dumps used for most external presentations including those prepared for accreditation

# Lessons Learned

- CAC needs to ‘own’ the report including aspects of the evaluation, development and publication process
- Written feedback sheets are not well used
- One on one interviews to elicit feedback are the best evaluation strategy
- Distribution mechanisms need to be reviewed annually
- Information helps to empower consumers and community members

Questions?