

# Consumer Partnership Framework



August 2024

*We would like to acknowledge and extend our appreciation for the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples of the Wotjobaluk Nations, the traditional owners of the land that we live, play and work on and all other lands represented. We recognise that these lands have always been places of healing, learning and caring for elders. We pay our respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all Indigenous Peoples. We express our gratitude in sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.*



## Our Commitment

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MTHCS is committed to creating a health service that is responsive to consumer, carer and community input and needs. We recognise and value these effective partnerships in contributing to quality person-centred care and continuous improvement within our organisation. MTHCS is committed to improving and extending consumer and community partnership opportunities in service planning, development, implementation and evaluation across all sites and multiple service delivery areas. An ongoing evaluation of our systems for partnering with consumers will ensure this partnership reflects our organizational context.

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# Background

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MTHCS vision is “Leading our communities to excellence through integrated health and community services”. To do this well, we must continue to embed consumer, carer and community participation and develop and strengthen partnerships in all of our services.

At MTHCS we employ a range of strategies to connect with consumers from diverse backgrounds and experiences.

MTHCS’ Consumer Partnership Framework aligns with the five domains of the Safer Care Victoria Partnering in Healthcare Framework. These domains represent the areas of our work and the way we strive to engage with those who use our services.

The five domains are:

- 1. Personalised and Holistic – I am respected and receive personalized care that treats and supports me as a whole person.
- 2. Working Together – I am included as a respected partner in my care and learning about and improving healthcare.
- 3. Shared Decision Making – I am empowered with making informed decisions about my health care.
- 4. Equity and Inclusion – I receive care that is safe, effective and responsive to my needs.
- 5. Effective Communication - I receive high quality information that I can readily understand and act upon.

## MTHCS Consumer Partnership

Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
Personalised and Holistic “I am respected and receive personalized care that treats and supports me as a whole person.”	<ul style="list-style-type: none"> <li>• We have Person Centered Care Plans that focus on goals, with a focus on consumers preferences</li> <li>• We focus on the person’s goals not the disease/health condition</li> <li>• The Early Years Programs aligns with children’s individual needs and are responsive to children’s interests</li> <li>• We greet each other - consumers/staff/volunteers - before getting on with business</li> <li>• We have Integrated Care Teams that work across aged care and community services</li> <li>• We hold family meetings to support care planning</li> <li>• Provide access to interpreters to support effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• We ensure that all consumers have a Person Centered Care Plan that</li> <li>• Responds to individual’s preference for care</li> <li>• We ensure that consumers’ care plans are reviewed regularly and consumers are invited to provide feedback on their experiences</li> <li>• We provide staff education on person centered care</li> <li>• MTHCS values and behaviors are followed by all stakeholders (attachment 1)</li> <li>• We collect life stories</li> <li>• We ensure that all children have individual learning plans through child-led play based programs</li> <li>• MTHCS staff member can also be service users</li> <li>• We achieve good client outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• In early years observations are sent to parents via <i>story park</i>.</li> <li>• Consumer stories are collected</li> <li>• Exit surveys sent to staff</li> <li>• Patient reported experience recorded</li> <li>• Care opinion experiences collected</li> <li>• Care Opinion feedback system in place</li> <li>• Staff members are service users</li> </ul>

Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
		<ul style="list-style-type: none"> <li>• We receive positive feedback from consumers</li> <li>• We offer a range of services and programs that meet people's needs</li> <li>• We are a vibrant care community where people feel safe and supported</li> <li>• Families are reengaged in consumer care</li> <li>• We offer food choices</li> <li>• Care environment is personalised</li> <li>• We are aware that people are participating in their own care</li> <li>• Our staff and volunteers are interested in working with and supporting consumers</li> <li>• We inject innovation and creativity into service planning and delivery</li> <li>• We aim to increase the level of social capital in the community.</li> </ul>	
<p>Working Together</p> <p>"I am included as a respected partner in my care and learning</p>	<ul style="list-style-type: none"> <li>• CEO supports continuous improvement considering consumer feedback</li> <li>• We involve consumers and families in developing care plans</li> </ul>	<ul style="list-style-type: none"> <li>• CEO ensures that improvement and systemic changes are implemented as a result of feedback received.</li> <li>• We aim at achieving increased consumer satisfaction levels</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements and changes to how we do thing are made based on feedback from consumers. Improvements are</li> </ul>

Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
about and improving health care”	<ul style="list-style-type: none"> <li>• We involve consumers in the development and review of MTHCS documentation related to consumers</li> <li>• We support consumer choice, decision-making and dignity of risk</li> <li>• We recognise, respect and support unique identity.</li> <li>• We ensure that online e3Learning is completed by MTHCS staff on the NSQHS Standard 2 at service commencement</li> <li>• We ensure that the Consumer Partnership Framework is included in the orientation process for MTHCS staff.</li> <li>• We provide Health Promotion Plans to support health literacy</li> <li>• We involve community members on the QSR Board of Directors subcommittee</li> <li>• Carer’s Support meetings provide input on service gaps and quality of community-based care</li> </ul>	<ul style="list-style-type: none"> <li>• We ensure that there is family engagement with the service – attendance at resident and parent group meetings</li> <li>• We aim at achieving community satisfaction with the service</li> <li>• We aim for service planning decisions that reflect the needs and wishes of the community.</li> <li>• We strive to obtain an increased sense of ownership of services</li> <li>• We obtain feedback on Care opinion and through informal systems.</li> <li>• We ensure that Carer’s Support meeting minutes and action are followed up</li> <li>• We promote diversity and inclusion through promotion and celebrations of dates of significance and yearly events</li> </ul>	<p>reported to the Board and in annual reports.</p> <ul style="list-style-type: none"> <li>• Community Services Service Agreements are in place for all ongoing regular services</li> <li>• Client goals are recorded in progress notes</li> <li>• Social media representation and promotion of dates of significance, events acknowledging cultural and diverse richness.</li> <li>• Creation of service pamphlets for isolated towns where service provision is limited.</li> </ul>

Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
	<ul style="list-style-type: none"> <li>We undertake community engagement and consultation in strategic and service planning processes</li> <li>We undertake program evaluations and satisfaction surveys where consumers are actively invited to provide feedback on their experience of care</li> <li>We conduct community forums to gather feedback from local people</li> </ul>		
<p>Shared Decision Making</p> <p>“I am empowered with making informed decisions about my health care.”</p>	<ul style="list-style-type: none"> <li>We record, communicate and implement consumers preferences in documentation</li> <li>We have systems to support Advanced Care Planning</li> <li>We support Dignity of Risk</li> <li>We hold community events including health service and youth events.</li> <li>We ensure that Early Years Manager attends Parent Advisory Group meetings as an opportunity to gain feedback on early years quality of care and education</li> </ul>	<ul style="list-style-type: none"> <li>We strive to be a service that is responsive to people’s needs and preferences</li> <li>We strive to support consumers to take responsibility for their own health</li> <li>We ensure that Every Early Years’ service has an effective Parent Advisory Group in place</li> </ul>	<ul style="list-style-type: none"> <li>People’s needs are recorded in services and care plans</li> <li>Support is provided to ensure that consumers can take responsibility for their own health</li> <li>Parent Advisory Groups are established</li> </ul>

Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
<p>Equity and Inclusion</p> <p>“I receive care that is safe, effective and responsive to my needs”</p>	<ul style="list-style-type: none"> <li>• We ensure equitable access to services</li> <li>• We offer culturally safety and cultural responsiveness training for staff</li> <li>• We support consumers travelling for healthcare to have access to VPTAS</li> <li>• We communicate healthcare rights to our consumers</li> <li>• We recognise, respect and support unique identity</li> <li>• We communicate information to consumers aimed at providing equitable access to services</li> <li>• We meet external accreditation and auditing relevant to equity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• We gather feedback via Care Opinion</li> <li>• We document priority of access and have in place triaging systems</li> <li>• We strive to increase the participation of children with a disability and who are experiencing vulnerability and disadvantage</li> <li>• Consumers receive information and copies of their rights at service commencement</li> <li>• We communicate using culturally safe, respectful, inclusive, and gender-neutral language</li> <li>• We have a diversity framework and a disability action plan. We consider the diverse views of our staff in the provision of services</li> </ul>	<ul style="list-style-type: none"> <li>• Priority access and triaging systems are in place</li> <li>• Children with a disability and experiencing vulnerability and disadvantage are given priority services</li> <li>• Health care rights are provided to consumer on commencement of services</li> <li>• Diversity Action Plan are in place</li> <li>• Care Opinion feedback forms are available at all sites and online</li> </ul>
<p>Effective communication</p> <p>“I receive high quality information that I can</p>	<ul style="list-style-type: none"> <li>• We have a Communications Plan to support MTHCS to be inclusive of all consumers and stakeholders</li> <li>• We have designed a web site which is easy to read and informative</li> </ul>	<ul style="list-style-type: none"> <li>• We ensure that staff access PROMPT for policies and procedures</li> <li>• We make policies and procedures available on the MTHCS website for community to see</li> </ul>	<ul style="list-style-type: none"> <li>• Communications Plan and use of PROMPT are in place</li> <li>• Policies and procedures are available on the web site</li> </ul>



Safer Care Victoria Domains	How do we do this at MTHCS:	How do we show this:	How we record this – evidence:
readily understand and act upon”	<ul style="list-style-type: none"> <li>• We maintain all MTHCS policies and procedures and forms on an electronic system PROMPT</li> <li>• We communicate information to consumers aimed at providing equitable access to services</li> <li>• We ensure that health professionals and educators have a variety of resources to support effective communication</li> <li>• We have a strong Social Media and print media presence</li> <li>• We offer information about specific services</li> </ul>	<ul style="list-style-type: none"> <li>• We communicate with consumers through culturally safe, respectful, inclusive, and gender-neutral language.</li> <li>• We review service information booklets and specific services brochures with consumers</li> <li>• We uphold an Open Disclosure policy between consumers and health service when things go wrong</li> <li>• We provide training on communication skills to health professionals to support them to communicate in a way consumers understand</li> <li>• We maintain active social media and print media presence by ongoing posts and publications</li> </ul>	<ul style="list-style-type: none"> <li>• A Social Media and print media report is produced quarterly</li> <li>• Services brochures and booklets are reviewed by consumers</li> <li>• Open Disclosure Policy implementation is monitored on an ongoing basis</li> <li>• Training on communication skills is offered to staff on an ongoing basis</li> <li>• Consumer information Booklets and Brochures</li> <li>• Volunteer and Social Support Newsletters</li> </ul>

## Review outcomes/Monitoring the implementation of the Framework

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Consumer Partnerships are embedded into all levels, services and programs of MTHCS to promote improved healthcare outcomes and there are mechanisms to monitor the implementation of this Framework including:

- PROMPT electronic manual system flags review of this Framework
- Consumers will be involved in the development and review of MTHCS documentation
- Our accreditation systems will support the monitoring of the Framework
- Consumer Partnerships will be a standing agenda item in the agenda and minutes templates for all staff meetings
- Consumer Partnerships will be a standing item in the monthly Quality Systems report to the monthly Managers Meeting
- Consumer Partnerships will be reported to Governance levels through the Directorate Meeting
- Information from the QS&CR meeting is forwarded to Service Area Meetings throughout the organisation

### **Future actions planned to support strengthening systems around consumer input and partnerships include:**

- Work with Consumers, staff and the Victorian Agency for Health Information to establish an agreed approach to collating Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs)
- Review client satisfaction and client feedback surveys
- Provide education for managers on dealing with complaints
- Develop new ways of gathering feedback. For example, Kitchen Table Conversations
- Improve food choices for aged care residents so residents have a choice at meal time
- Further develop complaints/feedback systems to:
  - a. capture consumer feedback in a way that meets the way the consumer wants to provide feedback eg; email, *Care Opinion*, phone, story park, phone conversation, and storage of the same.
  - b. Review any changes made as a result of feedback and their effectiveness of the change

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## Definitions

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We acknowledge the Australian Commission on Safety and Quality in Healthcare where these definitions have been translated to this framework:

**Clinical Governance** - an integrated component of corporate governance of health service organisations. It ensures that everyone – from frontline clinicians to managers and members of governing bodies, such as boards – is accountable to patients and the community for assuring the delivery of safe, effective and high-quality services. Clinical governance systems provide confidence to the community and the healthcare organisation that systems are in place to delivery safe and high-quality health care.

**Consumer** - a person who has used, or may potentially use health services, or is a carer for a patient using health services. A healthcare consumer may also act as a consumer representative to provide a consumer perspective, contribute consumer experiences, advocate for the interests of current and potential health service users, and take part in decision-making processes.

**Carers** are those who have an active role in caring for the consumer of a health service, and may or may not include family members.

**Community** refers to people who may not be consumers of health services, but have an interest in health services or the health system as taxpayers and citizens.

**Consumer Participation / Partnership** - the process of involving health consumers and the community in decision-making about their own health care, health service planning, policy development, setting priorities and quality issues in the delivery of services. Partnerships are necessary at all levels to ensure that MTHCS is responsive to patient and consumer input and needs. MTHCS acknowledges three key levels at which partnerships are needed:

1. At the level of the individual;
2. At the level of a service, department or program of care; and
3. At the level of the health service.

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## Principles:

- Shared decision-making and planning of care.
- All people have the right to participate in debate and decision making about decisions that affect their daily lives and about their own care.
- Community/consumer participation processes and strategies are part of the core business of our service, not optional extras.
- The community is diverse, so our service is committed to policies and processes that are inclusive and recognise and value difference.
- The organisation seeks to know and understand the community by building and maintaining comprehensive knowledge about the local community.
- The organisation actively seeks consumer and community views to inform planning and decision making about services.
- Information is essential to participation, so services provide accessible information to communities about processes and services.

**Critical Friends:** A small group of consumers, carers, and/or healthcare providers with experience and/or expertise relevant to your healthcare organisation. The group is convened to provide advice and feedback to your healthcare organisation on specific issues, including safety and quality improvement activities.

**Health Literacy:** The extent to which consumers can obtain, process and understand information about health care services and the health system. It also refers to a consumer's capacity to use that information to make decisions about their health care.

The Australian Commission on Safety and Quality in Healthcare separates health literacy into 2 components:

1. **Individual Health Literacy** is the skills, knowledge, motivation and capacity of a consumer to access, understand, appraise and apply information to make effective decisions about health and health care, and take appropriate action.
2. **The Health Literacy Environment** is the infrastructure, policies, processes, materials, people and relationships that make up the healthcare system, which affect the ways in which consumer's access, understand, appraise and apply health-related information and services.

**Person-centred Care** - an approach to the planning, delivery and evaluation of health care that is founded on mutually beneficial partnerships among clinicians and patients. It is respectful of, and responsive to, the preferences, needs and valued of the patients and consumers.

## References

Eastern Metropolitan Region Home and Community Care Alliance, Consumer feedback Toolkit

Horvat, L 2019. Partnering in healthcare for better care and outcomes, Safer Care Victoria, State Government of Victoria, Melbourne

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