



Flinders and Upper North Local Health Network Consumer and Community Engagement Strategic Framework 2020 – 2023

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Aboriginal custodians of the land and waters within the footprint of the Flinders and Upper North Region. We respect their spiritual relationship with their country and acknowledge that their culture beliefs are an important focus of their past, present and future.

PURPOSE OF THE FRAMEWORK

Outlines our ongoing commitment to engagement with all our consumers and communities across the region. The Framework also aligns with:

- the legislative requirements of the Health Care (Governance) (No 2) Amendments Bill 2019 and amendments to the Health Care Act 2008.
- the intentions of the National Safety and Quality Health Service Standards (ACSQHC, 2017) in relation to Standard Two, Partnering with Consumers.
- the principles expressed in the Statewide Consumer and Community Engagement Strategic Framework 2020-2023.

OUR CONSUMER AND COMMUNITY ENGAGEMENT PRINCIPLES

PRINCIPLES

- Partnership
- Transparency
- Meaningful
- Respectful
- Empowerment

OUR CORE VALUES

- Inclusive of Diversity
- Accessible and informed opportunities to participate
- Partnering in design, planning and evaluation
- Systems, strategies and mechanisms for active engagement
- Person-centred best practice

AIM OF THE FRAMEWORK

The aim of the FUNLHN is to be a consumer focused health service and this document is the foundation document to guide our achievements. The organisation will:

- provide a culture and systems that enable all staff working at all levels, and in all sites and departments of the organisation, to partner effectively with our consumers and communities.
- place consumers at the centre of everything we do, ensure they are enabled to participate in planning their own care and are effectively engaged in the planning, facilitation and evaluation of services within all levels of our health service operation.

OUR CULTURAL RESPECT PRINCIPLES

Aboriginal and Torres Strait Islander Cultural Respect Principles

Our population includes a large proportion of Aboriginal people who have a higher prevalence of many chronic health conditions and poorer health outcomes than other communities. Culturally safe, respectful and supportive health systems, practices and partnerships are vital to address this inequity. Therefore, FUNLHN commits to an Aboriginal Cultural Respect Framework as a further key requirement as part of our community engagement activities.

SETTING

Our Region

FUNLHN provides a range of health services support a population of approximately 44,000 people, consisting of Flinders Ranges, Upper Spencer Gulf and the Far North of South Australia, and at times the neighboring Eyre and Far North, and Yorke and Northern LHN communities.

The region provides a range of community and allied health services, including outreach to remote sites; medical and surgical services; residential and community based aged care; and acute, residential, and community based mental health services.

Consumer and Community Engagement Governance and Management Model

In FUNLHN, consumer and community engagement is everyone's responsibility and an integrated governance and management system links the vision and commitment of the Governing Board to all operational areas of the health service.

Our Commitment

To deliver genuine consumer focused health care which places patients, consumers and communities at the centre of health service delivery in our region.

ACCOUNTABILITY AND RESPONSIBILITY FOR KEY GOALS

The FUNLHN Governing Board is accountable to lead the organisation in achieving effective partnerships with our consumers and communities; the Executive Leadership are responsible for the implementation, monitoring and evaluation of appropriate consumer and community engagement plans and activities; and all staff have a responsibility to act to ensure our health service is genuinely consumer focused.



Person Centred Comprehensive Care

1

What this looks like

FUNLHN provides comprehensive individualised care to consumers aligned with their personal needs, values, culture and goals.

All Staff

Be respectful of and responsive to the preferences, needs, cultures and values of consumers, their families and the wider community.

Managers

Model and reinforce the culture of person and family-centered care and consumer engagement for improved service outcomes.

Board and Executive leadership

Lead and reinforce the importance of person and family-centered care culture within FUNLHN to drive the consumers experience as a continuous quality process.



Consumer and Community Centred Communication

2

What this looks like

FUNLHN will provide clear, accessible and appropriate health information to support consumers, carers and community members to understand, make decisions and ask questions about their care.

All Staff

Participate in development of effective communication skills and use these skills in all interactions.

Managers

Build capacity of front line staff and create opportunities for individual staff and team to work collaboratively and communicate effectively with consumers and other service areas.

Board and Executive leadership

Commit to a culture of continuous quality improvement that is underpinned by effective communication. Provide support, leadership and resources to achieve results.



Partnering in Governance and Shared Decision Making

3

What this looks like

FUNLHN consumers, carers, communities and staff working together through the planning, delivery and evaluation of services.

All Staff

Build relationships to empower consumers to be involved in decision making and developing pathways required to meet their health care needs. Participate in consumer engagement plans/activities and FUNLHN Continuous Improvement Program.

Managers

Understand, support and enable the implementation of the National Safety and Quality in Health Care Standards and how they link with Partnering with Consumers. Provide input into the organisations Consumer and Community Engagement Plans and support implementation.

Board and Executive leadership

Provide leadership, direction and resources to ensure consumer engagement is core in organisational planning and behaviour.



Evaluation for Safety and Quality

4

What this looks like

FUNLHN continually evaluate our health services and the experiences of consumers, carers and community members to ensure the safety and quality of our services.

All Staff

Manage consumer feedback empathetically and in a timely manner. Participate in safety and Quality activities.

Managers

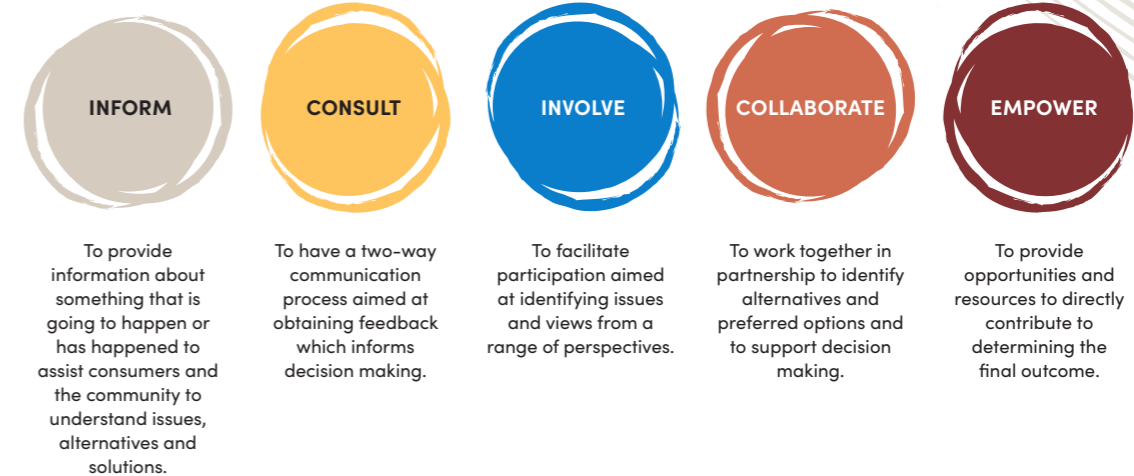
Support staff to recognise importance of consumer experience actions and use identified issues to formulate quality improvement using Continuous Improvement Methodology.

Board and Executive leadership

Drive organisational cultural change to deliver high levels of consumer satisfaction and improved safety and quality outcomes across FUNLHN.

OUR LEVELS OF ENGAGEMENT

Increasing Level of Influence



OUR TECHNIQUES OF ENGAGEMENT

Recognising the importance of listening to the opinions of all our consumers, communities and staff in the development of this Framework, a range of innovative and varied engagement mechanisms were utilised together with a wide array of engagement resources. It is clear from the number of responses received that our communities are eager to participate in partnerships with their health service.

These responses now make up a unique set of engagement techniques that can be further tailored to inform and engage with our diverse communities including for age and gender specific groups, cultural and linguistically diverse groups, disability groups, and health specific interest groups, among others. The following table highlights some examples. Each row heading represents the increasing degree of engagement with consumers and communities, in accordance with the recognised. IAP2 Public Participation Spectrum (2018) in the determination of appropriate levels of consumer and community engagement for varying activities, purposes and stages.

IMPLEMENTING OUR STRATEGIC FRAMEWORK

The FUNLHN Consumer and Community Engagement Strategic Framework outlines a comprehensive system wide approach to embedding effective consumer engagement within the regions core business.

These plans will be:

- developed and evaluated in partnership with consumers,
- endorsed by the Executive Leadership,
- coordinated by the Regional Partnering with Consumers Committee, and
- reviewed by the Consumer and Community Engagement Committee of the Board on a quarterly basis.

MONITORING PROGRESS

Everything we plan and implement will be driven by consumer experience data and underpinned by the FUNLHN Quality and Safety Continuous Improvement methodology. Evaluation processes will be embedded in the plan or activity to ensure effective review and monitoring can occur.



Graphical representation of the Continuous Quality Improvement (CQI) Cycle