

National Safety and Quality Health Service Standard, Second Edition

# Standard 2 Partnering with Consumers Standard



SA Health Accreditation Resource to support Health Services



Government of South Australia  
SA Health



## PARTNERING WITH CONSUMERS STANDARD

Leaders of a health service organisation develop, implement and maintain systems to partner with consumers. These partnerships relate to the planning, design, delivery, measurement and evaluation of care. The workforce uses these systems to partner with consumers.

### Criteria

#### Clinical governance and quality improvement systems to support partnering with consumers

Systems are designed and used to support patients, carers, families and consumers to be partners in healthcare planning, design, measurement and evaluation.

#### Partnering with patients in their own care

Systems that are based on partnering with patients in their own care are used to support the delivery of care. Patients are partners in their own care to the extent that they choose.

#### Health literacy

Health service organisations communicate with patients in a way that supports effective partnerships.

#### Partnering with consumers in organisational design and governance

Consumers are partners in the design and governance of the organisation.

The SA Health Accreditation Resource is designed to be used in addition to the Australian Commission on Safety and Quality in Health Care's resources when implementing the second edition of the National Safety and Quality Health Service Standards. It contains a combination of resources (policies, guides and tools) developed by SA Health and assists health services in identifying examples of evidence to demonstrate how to meet individual actions.

These resources are working documents that can be used by health services in their planning for assessment against the National Safety and Quality Health Service Standards.

Further information is available in the Australian Commission in Safety and Quality in Health Care [National Safety and Quality Health Service Standards Accreditation Resources](#).

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## Clinical governance and quality improvement systems to support partnering with consumers

Systems are designed and used to support patients, carers, families and consumers to be partners in healthcare planning, design, measurement and evaluation.

Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<p><b>2.1</b></p> <p><b>Integrating clinical governance</b></p>	<p>Clinicians use the safety and quality systems from the Clinical Governance Standard when:</p> <ol style="list-style-type: none"> <li>implementing policies and procedures for partnering with consumers</li> <li>managing risks associated with partnering with consumers</li> <li>identifying training requirements for partnering with consumers.</li> </ol>	<p>SA Health values the contribution consumers and the community can make in improving health services, including service planning, designing care and service measuring and evaluation.</p> <p><a href="#">The SA Health Partnering with Consumers and Community webpage</a> provides an overview of how consumers, carers and the community can engage with SA Health and the Local Health Networks.</p> <p>Best Practice Case Studies are published in the annual <a href="#">Patient Safety Report</a> and <a href="#">Patient Safety Report for consumers and the community</a>.</p> <p>SA Health Partnering with Carers Strategic Action Plan and key priorities ensures that carers are engaged as partners in care. Further information is available on the SA Health Partnering with Carers webpage at <a href="http://www.sahealth.sa.gov.au/carers">www.sahealth.sa.gov.au/carers</a>.</p> <p><a href="#">Patient Incident Management and Open Disclosure</a></p> <p>SA Health recognises that incidents can occur when providing health care, some of which may have serious consequences for consumers. Effective incident management and open disclosure processes are attributes of high quality health service organisations, and important elements of quality improvement and patient/consumer centred care approach to health care.</p> <p>Open disclosure is the process of providing an open, consistent approach to communicating with patients/consumers, their family, carer and/or support person following a patient incident. This process includes expressing regret or saying sorry.</p> <p>Consumer experiences have been incorporated as videos in the <a href="#">Safety and Quality online e-Learning education and training modules</a> in:</p> <ul style="list-style-type: none"> <li>What is Safety and Quality?</li> <li>Partnering with Consumers and Community.</li> </ul>	<p><a href="#">Consumer and Community Engagement Governance model</a></p> <p><a href="#">SA Health Framework for Active Partnership with Consumers and the Community</a></p> <p><a href="#">SA Health Guide for engaging with Consumers and Community</a></p> <p><a href="#">SA Health Guide to Engaging with Aboriginal People</a></p> <p><a href="#">SA Health Consumer and Community Advisory Committee / Group (CACAC / GAG) Guideline and Toolkit</a></p> <p><a href="#">SA Health Sitting Fees and Reimbursement for external individual Policy Directive</a></p> <p><a href="#">SA Health Partnering with Carers Policy Directive</a></p> <p><a href="#">SA Health Partnering with Carers Strategic Action Plan and key priorities</a></p> <p><a href="#">SA Health Patient Incident Management and Open Disclosure Policy Directive, Guideline and Toolkit</a></p> <p><a href="#">Open Disclosure information for consumers</a></p>



Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<b>2.2</b> <b>Applying quality improvement systems</b>	The health service organisation applies the quality improvement system from the Clinical Governance Standard when: a. monitoring processes for partnering with consumers b. implementing strategies to improve processes for partnering with consumers c. reporting on partnering with consumers.	<a href="#">Annual Patient Safety Reports</a> and <a href="#">Patient Safety Report for Consumers and Community</a> are available on the SA Health Safety and Quality Reports page of the Safety and Quality website at <a href="http://www.sahealth.sa.gov.au/safetyandquality">www.sahealth.sa.gov.au/safetyandquality</a> .	<a href="#">Patient Safety Report</a> Patient Safety Report for Consumers and Community

Comments



## Partnering with patients in their own care

Systems that are based on partnering with patients in their own care are used to support the delivery of care. Patients are partners in their own care to the extent that they choose.

Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<b>2.3</b> <b>Healthcare rights and informed consent</b>	The health service organisation uses a charter of rights that is: <ol style="list-style-type: none"> <li>consistent with the Australian Charter of Healthcare Rights</li> <li>easily accessible for patients, carers, families and consumers.</li> </ol>	<a href="#">The Health and Community Services Complaints Commissioner (HCSCC) Charter of rights</a> sets out the rights of all people who use health and community services in South Australia and to the family members, carers and nominees who act on behalf of a person seeking or using a service.  <a href="#">Charter of rights translated information available in 24 languages</a>  <a href="#">Community languages</a> of the Your rights and responsibilities booklets are now available in Amharic, Arabic, Chinese – simplified and traditional, Dari, Dinka, English, Greek, Italian, Khmer, Russian, Somali, Spanish, Swahili, Tagalog, Tamil, Vietnamese.	<a href="#">Charter of Healthcare and Community Services Rights Policy Directive</a>  <a href="#">SA Health Your rights and responsibilities booklet</a>
<b>2.4</b> <b>Healthcare rights and informed consent</b>	The health service organisation ensures that its informed consent processes comply with legislation and best practice.	Links with work by Inter-government Policy and Commissioning Branch.	Information about <a href="#">informed consent</a> and assessing capacity  <a href="#">Consent to Medical Treatment and Health Care Policy Guideline</a>
<b>2.5</b> <b>Healthcare rights and informed consent</b>	The health service organisation has processes to identify: <ol style="list-style-type: none"> <li>the capacity of a patient to make decisions about their own care</li> <li>a substitute decision-maker if a patient does not have the capacity to make decisions for themselves.</li> </ol>	Advance care directives is an important step forward in planning for future health care, preferred living arrangements and other personal matters.  It replaces the existing Enduring Powers of Guardianship, Medical Powers of Attorney and Anticipatory Directions with a single Advance Care Directive Form.  Information is available on the SA Health Advance Care Directive webpage at <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a> .  Further information relating to Advanced Care Directives is available on the <a href="http://advancecaredirectives.sa.gov.au">advancecaredirectives.sa.gov.au</a> .	<a href="#">Advance Care Directive (ACD) information brochure</a>  <a href="#">Translated brochures and information available in 15 different languages</a>  <a href="#">Help us, help you – Essential contacts</a>  <a href="#">Substitute decision maker, and supporting a person to make a decision</a>  <a href="#">Decision making pathway “How to step into the person’s shoes”</a>  <a href="#">Decision making capacity fact sheet</a>
<b>2.6</b> <b>Sharing decisions and planning care</b>	The health service organisation has processes for clinicians to partner with patients and/or their substitute decision maker to plan, communicate, set goals and make decisions about their current and future care.	Informed Consent Work Group <ul style="list-style-type: none"> <li>Advanced Care Directive</li> <li>Clinical Deterioration</li> <li>Challenging Behaviour</li> </ul> <a href="#">Shared decision making (ACSQHC)</a>	<a href="#">Resuscitation Planning – 7 Step Pathway</a>



Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<p><b>2.7</b></p> <p><b>Sharing decisions and planning care</b></p>	<p>The health service organisation supports the workforce to form partnerships with patients and carers so that patients can be actively involved in their care.</p>	<p>SA Health is committed to partnering with consumers, carers and the community and understands the important role they make in improving health care services.</p> <p>SA Health is focussing on eight principles of patient centred care and your rights, that are aimed to deliver the best care and to ensure privacy and dignity are respected at all times.</p> <p>The key principles of patient centred care approaches include:</p> <ul style="list-style-type: none"> <li>• treating patients, consumers, carers and families with dignity and respect</li> <li>• encouraging and supporting participation in decision-making by patients, consumers, carers and families</li> <li>• communicating and sharing information with patients, consumers, carers and families</li> <li>• fostering collaboration with patients, consumers, carers, families and health professionals in program and policy development and in health service design, delivery, monitoring and evaluation.</li> </ul> <p>Safety and Quality e-Learning modules are available on:</p> <ul style="list-style-type: none"> <li>• <a href="#">What is Safety and Quality?</a></li> <li>• <a href="#">Partnering with Consumers and Community.</a></li> </ul> <p>Partnering with Carers information including the policy directive, strategic action plan and key priorities is available on the SA Health webpage at <a href="http://www.sahealth.sa.gov.au/carers">www.sahealth.sa.gov.au/carers</a>.</p>	<p><a href="#">Consumer information on respecting your privacy and dignity with patient centred care principles</a></p> <p><a href="#">Staff information on respecting your privacy and dignity with patient centred care principles</a></p> <p><a href="#">Safety and Quality e-Learning modules</a></p> <p><a href="#">SA Health Partnering with Carers Policy Directive</a></p> <p><a href="#">SA Health Partnering with Carers Strategic Action Plan 2017-2020</a></p> <p><a href="#">SA Health Partnering with Carers Key Priorities</a></p>

Comments



## Health literacy

Health service organisations communicate with patients in a way that supports effective partnerships.

Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<p><b>2.8</b></p> <p><b>Communication that supports effective partnerships</b></p>	<p>The health service organisation uses communication mechanisms that are tailored to the diversity of the consumers who use its services, and where relevant, the diversity of the local community.</p>	<p>SA Health has developed a draft Equity and Access in Health Care Policy Directive, which is out for consultation in Aug/Sep 2018.</p> <p>SA Health patient demographics profile data including age, sex and indigenous status for statewide, patient residence, Local Health Network, hospital, including mental health services of consumers attending SA Health services are reported in:</p> <ul style="list-style-type: none"> <li>• Emergency Department</li> <li>• Overnight inpatients</li> <li>• Mental health</li> <li>• Outpatient departments.</li> </ul> <p>SA Health Culturally and Linguistically Diverse (CALD) profile is undertaken on an annual basis, and reported on a statewide, patient residence, local health network, hospital and mental health services.</p> <p>Adults (19+ years) and Paediatrics (0-18 years) of Non Main English-speaking countries (MESC) consumers attending SA Health services are reported in:</p> <ul style="list-style-type: none"> <li>• Emergency Department</li> <li>• Overnight inpatients</li> <li>• Mental health</li> <li>• Outpatient departments.</li> </ul> <p>Review of the SA Health Signage Standards for signage and wayfinding to be undertaken in 2018/19.</p>	<p><a href="#">SA Health Framework for Active Partnership with Consumers and the Community</a></p> <p><a href="#">SA Health Guide for engaging with consumers and the community</a></p> <p><a href="#">Health literacy toolkit</a></p>
<p><b>2.9</b></p> <p><b>Communication that supports effective partnerships</b></p>	<p>Where information for patients, carers, families and consumers about health and health services is developed internally, the organisation involves consumers in its development and review.</p>	<p>SA Health Safety and Quality Community Advisory Group review all statewide consumer information sheets.</p> <p>Statewide Patient / Consumer Information Register established.</p> <p>Partnering with Consumers review “endorsement paragraph and icon” is published on all statewide consumer information sheets.</p>	<p><a href="#">Health literacy toolkit</a></p>



Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<b>2.10</b> <b>Communication that supports effective partnerships</b>	The health service organisation supports clinicians to communicate with patients, carers, families and consumers about health and health care so that: a. information is provided in a way that meets the needs of patients, carers, families and consumers b. information provided is easy to understand and use c. the clinical needs of patients are addressed while they are in the health service organisation d. information needs for ongoing care are provided at discharge.	<a href="#">Partnering with Consumers e-Learning course</a> includes: <ul style="list-style-type: none"><li>• Good communication</li><li>• Health literacy</li></ul> <a href="#">Health literacy toolkit</a> enables consumers to understand information about health and health care, and how they apply that information to their lives, use it to make decisions and act on it. Information on health literacy is available on the SA Health Safety and Quality webpage at <a href="http://www.sahealth.sa.gov.au/safetyandquality">www.sahealth.sa.gov.au/safetyandquality</a> .  SA Health has developed a draft Equity and Access in Health Care Policy Directive, which is out for consultation in August / September 2018.	<a href="#">Health literacy tools include:</a> <ul style="list-style-type: none"><li>• Tips for communicating clearly</li><li>• The teach-back method</li><li>• Follow-up with consumers</li><li>• Encourage questions</li><li>• Assessing readability</li><li>• Writing health information</li></ul>

Comments



## Partnering with consumers in organisational design and governance

Consumers are partners in the design and governance of the organisation.

Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<p><b>2.11</b></p> <p><b>Partnerships in healthcare governance planning, design, measurement and evaluation</b></p>	<p>The health service organisation:</p> <ul style="list-style-type: none"> <li>a. involves consumers in partnerships in the governance of, and to design, measure and evaluate, health care</li> <li>b. has processes so that the consumers involved in these partnerships reflect the diversity of consumers who use the service or, where relevant, the local community.</li> </ul>	<p>SA Health values the contribution consumers and the community can make in improving health services, including service planning, designing care and service measuring and evaluation.</p> <p><a href="#">The SA Health Partnering with Consumers and Community website</a> provides an overview of how consumers, carers and the community can engage with SA Health and the Local Health Networks.</p> <p>Best Practice Case Studies are published in the annual <a href="#">Patient Safety Report</a> and <a href="#">Patient Safety Report for consumers and the community</a>.</p> <p>SA Health Partnering with Carers Strategic Action Plan and key priorities ensures that carers are engaged as partners in care. Further information is available on the SA Health Partnering with Carers webpage at <a href="http://www.sahealth.sa.gov.au/carers">www.sahealth.sa.gov.au/carers</a>.</p>	<p><a href="#">SA Health Partnering with consumer and community website</a></p> <p><a href="#">SA Health Consumer and Community Engagement Governance model</a></p> <p><a href="#">How to get involved – Consumer Engagement Coordinator information on SA Health website</a></p> <p><a href="#">SA Health A Framework for Active Partnership with Consumers and Community</a></p> <p><a href="#">SA Health Guide for engaging with Consumers and Community</a></p> <p><a href="#">SA Health Guide to Engaging with Aboriginal People</a></p> <p><a href="#">SA Health Consumer and Community Advisory Committee / Group (CACAC / GAG) Guideline and Toolkit</a></p> <p><a href="#">SA Health Sitting Fees and Reimbursement for external individual Policy Directive</a></p> <p><a href="#">SA Health Partnering with Carers</a></p> <p><a href="#">SA Health Partnering with Carers Policy Directive</a></p> <p><a href="#">SA Health Partnering with Carers Strategic Action Plan 2017-2020</a></p> <p><a href="#">Partnering with Culturally and Linguistically Diverse Consumers</a></p>
<p><b>2.12</b></p> <p><b>Partnerships in healthcare governance planning, design, measurement and evaluation</b></p>	<p>The health service organisation provides orientation, support and education to consumers who are partnering in the governance, design, measurement and evaluation of the organisation.</p>	<p><a href="#">Health Consumers Alliance SA (HCA) – Introduction to Consumer Advocacy Training</a> builds consumers knowledge about consumer centred care, consumer engagement in health and how it improves the safety and quality of health services as well as some practical tips for effective consumer advocacy.</p> <p>SA Health Safety and Quality Unit presents the Partnering with Consumers, Carers and Community Program, and provides an overview on consumer engagement, consumer experience and consumer feedback at monthly Consumer Advocacy training sessions.</p>	<p><a href="#">SA Health Consumer and Community Advisory Committee / Group (CACAC / GAG) Guideline and Toolkit</a></p>



Item	Action required	Examples of Evidence	SA Health Policy / Guideline
<b>2.13</b> <b>Partnerships in healthcare governance planning, design, measurement and evaluation</b>	The health service organisation works in partnership with Aboriginal and Torres Strait Islander communities to meet their healthcare needs.	Within sites Drug and Alcohol Service SA, and Country Health SA, there are examples of how partnerships are being established and further evidence would be whether there is representation of Aboriginal members on advisory councils involved in health service governance.	<a href="#">SA Health Guide to Engaging with Aboriginal People</a>
<b>2.14</b> <b>Partnerships in healthcare governance planning, design, measurement and evaluation</b>	The health service organisation works in partnership with consumers to incorporate their views and experiences into training and education for the workforce.	<p>SA Health is committed to ensuring that the experience of consumers using its services is as positive as possible in order to achieve this goal a number of processes have been put in place to assist SA Health to measure and understand the consumers' experiences. These include consumer feedback and complaints.</p> <p>Each year we talk to South Australians to find out about their overnight stay in a public city or country hospital. We ask them about all aspects of their stay, including how they were treated, their role in decision-making, hospital cleanliness, food quality, discharge information and their privacy.</p> <p>The Partnering with Consumers e-Learning module was developed by SA Health and asks staff to reflect on their role when partnering with consumers to make sure they are treated in a way that is patient-centred, so that they are engaged as partners in their own care. Videos and photographs are embedded in the course with consumers sharing their experience in health, and what they want from health.</p> <p>Their consumer experience stories have been developed from deidentified qualitative comments in the Measuring Consumer Experiences reports.</p>	<a href="#">Safety and Quality online e-Learning education and training modules</a> <ul style="list-style-type: none"> <li>• What is safety and quality</li> <li>• Partnering with Consumers and the Community</li> </ul> <a href="#">Measuring consumer experience reports</a>

Comments

## Useful links

Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/>

Standard 2 – Partnering with Consumers: <http://nationalstandards.safetyandquality.gov.au/2.-partnering-consumers>

Consumer Fact Sheet 3: Partnering with Consumers Standard:  
<http://nationalstandards.safetyandquality.gov.au/resources>

Improving care for Aboriginal and Torres Strait Islander People:  
<https://www.safetyandquality.gov.au/our-work/assessment-to-the-nsqhs-standards/improving-care-for-aboriginal-and-torres-strait-islander-people>

Patients and Carers: <https://www.safetyandquality.gov.au/our-work/patients-and-carers/>

Patient and Consumer Centred Care: <https://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/>

Health literacy: <https://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/health-literacy/>

User Guide for Measuring and Evaluating Partnering with Consumers: <http://nationalstandards.safetyandquality.gov.au/resources>

Health Consumers Alliance SA: <https://www.hcasa.asn.au/>

Health and Community Services Complaints Commissioner (HCSCC): <http://www.hcsc.sa.gov.au/>

SA Health Partnering with Consumers and Community:  
<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/safety+and+quality/partnering+with+consumers+and++the+community>

SA Health Partnering with Carers: [www.sahealth.sa.gov.au/carers](http://www.sahealth.sa.gov.au/carers)

## For more information

**Safety and Quality Unit**  
**Department for Health and Wellbeing**  
**[www.sahealth.sa.gov.au/SafetyAndQuality](http://www.sahealth.sa.gov.au/SafetyAndQuality)**

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