Standard 2: Partnering with Consumers

Leaders of a health service organisation implement systems to support partnering with patients, carers and other consumers to improve the safety and quality of care. Patients, carers, consumers, clinicians and other members of the workforce use the systems for partnering with consumers.

The intention of this Standard is to:

Create a health service that is responsive to patient, carer and consumer input and needs.

Context

This Standard provides the framework for active partnership with consumers by health service organisations. It is expected that this Standard will apply in conjunction with Standard 1, ‘Governance for Safety and Quality in Health Service Organisations’, in the implementation of all other Standards.

Criteria to achieve the Partnering with Consumers Standard:

- Consumer partnership in service planning
- Consumer partnership in designing care
- Consumer partnership in service measurement and evaluation
# Criterion: Consumer partnership in service planning

Governance structures are in place to form partnerships with consumers and/or carers.

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<th>C/D</th>
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| D   | 2.1 Establishing governance structures to facilitate partnership with consumers and/or carers | 2.1.1 Consumers and/or carers are involved in the governance of the health service organisation | Policies, procedures and/or protocols related to engaging consumers and carers in the governance of the health service organisation  
Agenda papers, meeting minutes and/or reports of relevant committees show consumer involvement in governance activities  
Documented mechanisms for engaging consumer representatives of the local community in policy, committee terms of reference and position descriptions  
Formal and informal mechanisms for the ongoing and short-term engagement of consumers  
Financial and physical resources are available to support consumer participation and input at the governance level |
|     |                                   |                   | (i) Clinical leaders and senior managers will need to draw on a wide range of sources and types of information when involving consumers in the health service organisation’s processes – formal and informal, real-time and periodic, quantitative and qualitative, ad hoc and systematic. The key to maximizing the benefits of consumer input is to triangulate various sources of intelligence. |
| D   | 2.1.2 Governance partnerships are reflective of the diverse range of backgrounds in the population served by the health service organisation, including those people that do not usually provide feedback | 2.1.2 Governance partnerships are reflective of the diverse range of backgrounds in the population served by the health service organisation | Demographic characteristics of the patients and population serviced by the health organisation are analysed and reviewed to provide people from diverse backgrounds and relevant minority groups opportunities to be engaged  
Documented mechanisms for engaging people from diverse backgrounds are reflected in policy, and/or protocols, committee terms of reference and position descriptions  
Governance representation reflects the diverse population serviced by the health care organisation |

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| C   | 2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in: strategic and operational/services planning decision making about safety and quality initiatives quality improvement activities | 2.2.1 The health service organisation establishes mechanisms for engaging consumers and/or carers in the strategic and/or operational planning for the organisation | • Policies, procedures and/or protocols are in place for engaging consumers and/or carers in organisational decision making  
• Reports or analysis of the demographic profile of the organisation's service population  
• Documentation and records of processes used to establish a representative body of patients, carers and consumers to provide input into strategic and/or operational planning  
• Agendas, meeting minutes and/or reports of the relevant committee(s) that show input form consumers and or carers into strategic or operational planning  
• Consultation strategies and reports detailing involvement of consumers in decision making | □ MM  
□ SM  
□ NM → add to action plan |
| C   |                                    | 2.2.2 Consumers and/or carers are actively involved in decision making about safety and quality | • Policies, procedures and/or protocols related to the involvement of patients, carers and consumers in organisational decision making about safety and quality  
• Agenda papers, meeting minutes and reports of relevant committee meetings reflect consumer involvement in decision making about safety and quality  
• Consultation strategies and reports detailing involvement of consumers in decision making about safety and quality | □ MM  
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| D   | **2.3** Facilitating access to relevant orientation and training for consumers and/or carers partnering with the organisation | **2.3.1** Health service organisations provide orientation and ongoing training for consumers and/or carers to enable them to fulfil their partnership role | • Information brochure for consumer representatives outlining roles and responsibilities and key policies  
• Orientation and ongoing training resources for consumers and/or carers members  
• Records of attendance at training by patients, carers and consumers  
• Consumer evaluation reports of orientation and/or training sessions  

(i) Education and training resources may include:  
• information in a variety of modes, including cassettes, podcasts, large print, and a variety of languages  
• online training or training in the community setting if appropriate  
• provision of briefing and debriefing  
• support and advocacy training  
• consumer mentoring program and/or consumer buddy system | □ MM  
□ SM  
□ NM → add to action plan |
| C   | **2.4** Consulting consumers on patient information distributed by the organisation | **2.4.1** Consumers and/or carers provide feedback on patient information publications prepared by the health service organisation (for distribution to patients) | • Reports describing patient, carer and consumer feedback sought and where feedback has been utilised  
• Reports of focus groups including consumer input into the identification of barriers to health information | □ MM  
□ SM  
□ NM → add to action plan |
| C   | **2.4.2** Action is taken to incorporate consumer and/or carers’ feedback into publications prepared by the health service organisation for distribution to patients | | • Reports describing patient, carer and consumer feedback sought and where feedback has been utilised  
• Risk register or log that includes actions to address risks identified by patients, carers and consumers  
• Communication material developed for the workforce and/or patients | □ MM  
□ SM  
□ NM → add to action plan |
### Criterion: Consumer partnership in designing care

Consumers and/or carers are supported by the health service organisation to actively participate in the improvement of the patient experience and patient health outcomes.

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| D   | 2.5 Partnering with consumers and/or carers to design the way care is delivered to better meet patient needs and preferences | 2.5.1 Consumers and/or carers participate in the design and redesign of health services | • Consultation strategies and reports detail active participation and contribution of consumers and/or carers, and the modifications made as a result  
• Project planning and implementation reports detailing consumer and/or carer involvement  
• Programs incorporating or modified following consumer feedback | □ MM  
□ SM  
□ NM → add to action plan |
| C   | 2.6 Implementing training for clinical leaders, senior management and the workforce on the value of and ways to facilitate consumer engagement and how to create and sustain partnerships | 2.6.1 Clinical leaders, senior managers and the workforce access training on patient-centred care and the engagement of individuals in their care | • Ongoing training resources for clinical leaders, senior managers and the workforce on patient-centred care  
• Records of attendance at training by the workforce on patient-centred care  
• Evaluation reports of patient-centred care training program | □ MM  
□ SM  
□ NM → add to action plan |
| D   | 2.6.2 Consumers and/or carers are involved in training the clinical workforce | | • Records of consumers and/or carers engaged in the development of training content and material to the clinical workforce  
• Records of consumer and/or carer engaged in the delivery of training to the clinical workforce  
• Records of input from consumers incorporated into clinical workforce training  
• Records of consumer and/or carer feedback from their participation in clinical workforce training | □ MM  
□ SM  
□ NM → add to action plan |
## Criterion: Consumer partnership in service measurement and evaluation

Consumers and/or carers receive information on the health service organisation’s performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.

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| C   | 2.7 Informing consumers and/or carers about the organisation’s safety and quality performance in a format that can be understood and interpreted independently | 2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation’s safety and quality performance | • Agenda papers, minutes and reports of relevant committees that involve consumers in safety and quality projects  
• Feedback from patients, carers and consumers related to the organisation's safety and quality performance such as surveys, complaints information, feedback box or from consumers on committees  
• Annual report and/or newsletter that includes information on safety and quality performance  
• Reports of community consultation and feedback sessions on safety and quality performance | □ MM  
□ SM  
□ NM → add to action plan |
| D   | 2.8 Consumers and/or carers participating in the analysis of safety and quality performance information and data, and the development and implementation of action plans | 2.8.1 Consumers and/or carers participate in the analysis of organisational safety and quality performance | • Consultation strategies and reports detail patient, carer involvement and consumer involvement.  
• Agenda papers, minutes and reports of committee meetings record consumer and/or carer feedback relevant to safety and quality performance  
• Quality of care and incidents, adverse events and near misses are regularly analysed, including the impact on various population groups | □ MM  
□ SM  
□ NM → add to action plan |
| D   | 2.9 Consumers and/or carers participating in the evaluation of patient feedback data and development of action plans | 2.9.1 Consumers and/or carers participate in the evaluation of patient feedback data | • Agenda papers, minutes and reports of committee meetings record actions related to patient feedback  
• Record of consumer input into setting areas of priority and improvement strategies from patient impression survey data  
• Consumer recommendations are included in agenda papers, meeting minutes and/or reports of relevant committees | □ MM  
□ SM  
□ NM → add to action plan |
| D   | 2.9.2 Consumers and/or carers participate in the implementation of quality activities relating to patient feedback data | 2.9.2 Consumers and/or carers participate in the implementation of quality activities relating to patient feedback data | • Record of consumer input into setting areas of priority and improvement strategies from patient feedback data  
• Agenda papers, meeting minutes and reports of committee meetings record actions related to patient feedback and recommendations for action | □ MM  
□ SM  
□ NM → add to action plan |
Additional information and resources

The Australian Commission on Safety and Quality in Health Care Patient-centred care: Improving quality and safety through partnerships with patients and consumers

Commonwealth Consumer Affairs Advisory Council 2005, Principles for the appointment of consumer representatives, Commonwealth of Australia, viewed 12 October 2008:

Department of Human Services 2006, Doing it with us not for us: Participation Policy 2006–2009, Department of Human Services, Melbourne,