

Common Ground



MQ Health
MACQUARIE UNIVERSITY
HEALTH SCIENCES CENTRE



Consumer Partnership Framework

2022–2026



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Foreword and Acknowledgements

MQ Health is a healthcare provider like no other. Incorporating Australia's first University Hospital and Clinics in partnership with the Faculty of Medicine, Health and Human Sciences of Macquarie University, we draw upon the best in people, teams, research, resources and innovation to deliver the latest in-patient care and treatment, supported by evidence. As a service organisation, our consumers are at the heart of everything we do.

We are proud to introduce this inaugural MQ Health consumer partnership framework – the result of significant consultation, through a co-design process involving our staff and consumers and alignment with our constant drive to achieve our core purpose to Heal. Learn. Discover. The framework commits us as an organisation to focus our efforts around partnering with, and maximising value for our patients and their families and carers, with an emphasis on outcomes. We commend the framework to every worker in our organisation as a guide to consumer engagement in their everyday work. As leaders in the organisation, we commit to ensuring the framework is upheld and supported by our Executive and Consumer Advisory Committee teams.

We acknowledge the traditional custodians of the land on which we serve (on the Macquarie University Campus), the Wallumattagal clan of the Dharug nation, whose cultures and customs have nurtured and continue to nurture this land, since the Dreamtime. We pay our respects to Elders past and present and particularly acknowledge our Aboriginal and Torres Strait Island consumers, past, present, and future.

We thank our staff and consumers who contributed to developing this framework, particularly our consumer representatives. We are confident that working together, we can set ourselves apart as a truly person-centred healthcare provider, renowned for exemplary patient experience.

Professor Patrick McNeil

MANAGING DIRECTOR MQ HEALTH

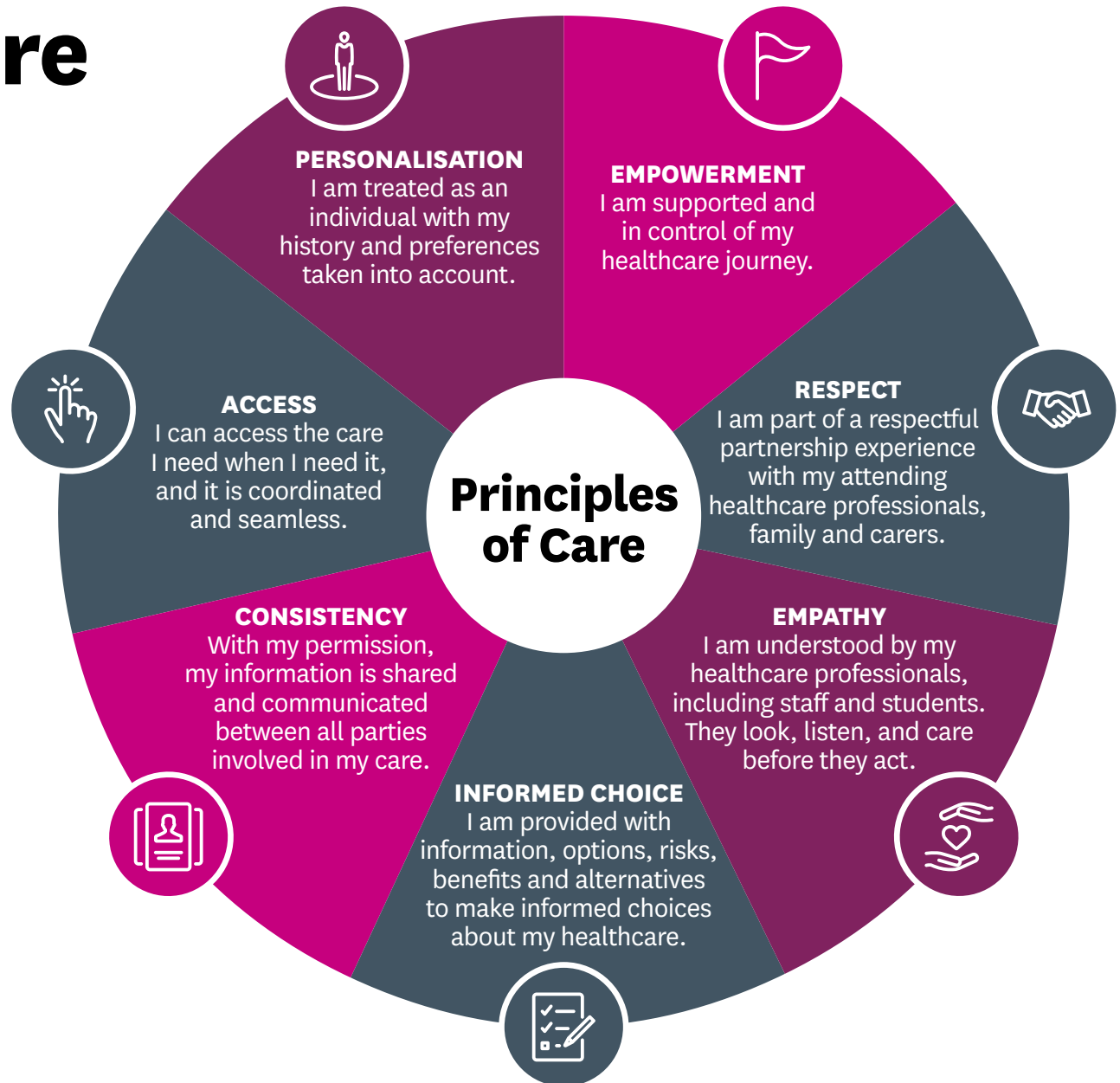
Ms Janet Harrison

CHAIR CONSUMER ADVISORY COMMITTEE
MQ HEALTH

Principles of Care

In 2016 MQ Health's Consumer Advisory Committee developed a set of principles, which alongside our values are designed to provide guidance on the delivery of 'person-centred care' within our organisation. These are used in our feedback surveys to measure progress.

At MQ Health consumers can be confident that all staff *bring our hearts to work* and are striving to provide care characterised by the principles below.



Goals and Objectives

GOAL 1

Build structures and capabilities that enable consumer engagement and partnership

OBJECTIVES

- 1.1 Build a structure that enables consumer and community involvement in organisational governance at all levels
- 1.2 Build consumer capability and support to contribute meaningfully to governance
- 1.3 Set clear consumer partnership accountability at all levels of the organisation
- 1.4 Build staff capability and capacity to create and enhance meaningful consumer partnerships

GOAL 2

Enhance consumer engagement and partnership across the organisation

OBJECTIVES

- 2.1 Communicate and implement the spectrum of consumer participation across the organisation into current ways of working
- 2.2 Align with the MQ Health Culture Action Plan to deliver a person-centred culture
- 2.3 Ensure co-design principles underpin quality, clinical research, strategic and infrastructure initiatives

GOAL 3

Enhance patient experience across our diverse consumers and services

OBJECTIVES

- 3.1 Implement the Principles of Care into day-to-day practice and measurement
- 3.2 Improve feedback mechanisms to capture a diversity of voices
- 3.3 Increase opportunities to reflect on patient experience for learning and improvement
- 3.4 Ensure services cater to the diverse needs of our consumers and promote inclusion and belonging
- 3.5 Provide exceptional customer service

GOAL 4

Improve the way in which patients, their families and carers, access, understand and utilise information about health and health care services

OBJECTIVES

- 4.1 Support patients to make informed decisions through the provision of accessible and easy to understand information
- 4.2 Contribute to increasing the health knowledge of our consumers and local community



Measuring success

The action plan that accompanies this framework outlines achievable initiatives with timelines for each of the four goals.

The Consumer Advisory Committee and the Clinical Executive Committee will regularly review progress and provide guidance to assist MQ Health to achieve our goals. At a high level our success against this framework will be measured by:



Increased depth and breadth of engagement with our Consumer Advisory Committee



Increased consumer involvement in projects and initiatives across the organisation



Enhanced patient feedback and increased patient satisfaction as measured through a diversity of feedback tools



Increased consumer engagement by the range of mechanisms through which consumers can engage with MQ Health



Staff and consumer training courses developed and completed



Increased volunteer numbers and opportunities



Positive evaluation of staff education

Glossary

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD)

A broad term used to describe communities with diverse languages, ethnic backgrounds, nationalities, traditions, societal structures and religion.

CO-DESIGN

Involves the patients in the design process and works with them to understand their met and unmet needs.

CONSUMER

An inclusive term used to refer to patients, clients, carers, families and other support people and to describe previous, current or future patients.

CONSUMER ADVISORY COMMITTEE

Established in 2015, the Committee assists MQ Health to effectively pursue and embed its patient-centred approach to the delivery of excellent clinical care, underpinned by learning and research. The Committee contributes to MQ Health's planning and operations.

FEEDBACK

There are many ways to engage consumers to obtain feedback including face-to-face conversations with consumers individually or in a group, surveys, focus group discussions, interviews, electronic feedback via a smartphone, computer or other device.

QUALITY IMPROVEMENT

Aims to make a difference to patients by improving safety, effectiveness, and experience of care.

SERVICE LEVEL

Service design, delivery and quality improvement.

SYSTEM LEVEL

Related to governance, planning and policy development.

SHARED DECISION MAKING

Includes the process by which health decisions are made by consumers and health professionals together, using the best available evidence and discussion of consumers' preferences. (Stacey et al., 2016)

WORKERS

Students, trainees, clinical and non-clinical staff (including auxiliary staff such as receptionists and food services), accredited practitioners, volunteers.



