



Our vision *To be Australia's exemplar public healthcare service*

Our purpose *Quality healthcare every day*

Our values *Integrity, Compassion, Accountability, Respect, Engagement, Excellence*

About this plan

This plan explains how Metro South Health (MSH) will work with and meet our patients', carers' and families' (consumers') health care needs now and into the future. We aim to ensure all feel welcome and safe in our services. We aim to make sure our services can respond kindly and fairly to the cultures, languages and complex needs of our consumers.

About this strategy

People are at the centre of everything we do at MSH. We embrace the health care needs and choices of all people that live in our local community (diverse needs). We consider patients, carers and families as consumers of our service.

The *MSH Consumer and Community Engagement Strategy* (the Strategy) explains how we will partner with our consumers and community. The Strategy is a plan of action, to guide how we will meet our consumers' health care needs now and into the future. Actions in the Strategy include how we will connect and partner with consumers and the community to plan, design, deliver and evaluate our healthcare service. This aligns with the MSH Strategy – Partner with patients, families and consumers to improve the delivery and experience of healthcare.

The Strategy supports MSH's commitment to consumers feeling welcome and safe (inclusive) in our services and promotes our responsiveness to culture, language and complex needs of our consumers. The Strategy helps our consumers who face higher levels of burden/challenges have fair and just (equitable) access to healthcare.

The Strategy meets the legislative requirements of the *Hospital and Health Boards Act 2011* and the National Safety and Quality Health Service Standards (NSQHS). This Strategy will work with the MSH Patient Safety and Quality Strategy, MSH First Nations Health Equity Strategy, Pasifika and Maori Health and Wellbeing Action Plan for Brisbane South, MSH Research Strategy, the MSH Multicultural Plan, the MSH Disability Plan, and the LGBTIQ+ Plan to support MSH's purpose.

We will respect, protect, and promote human rights in our decision-making and actions.

ICARE² values



Acknowledgement of Country

Metro South Health recognises and pays respect to the traditional custodians of the land and waters—the Yugambah, Quandamooka, Jaggera, Ugarapul, Turrbal and Mununjali peoples—and to Elders, past, present and emerging.

Challenges

- + Responding to the diverse needs of people in our community which has complex and varied social determinants.
- + Understanding and supporting the health service needs of our large population living in complex and varied settings.
- + Supporting the diverse health literacy needs of the community who access our health service.
- + Supporting the health and wellbeing of our workforce in a changing health environment.

Opportunities

- + Embracing an active MSH Consumer Partner Network who are committed to being part of improving safety and quality in healthcare.
- + Maintaining Consumer Partner systems that are embedded in MSH Clinical Governance to improve the use of consumer experience into everyday care.
- + Embracing the different perspectives of our diverse consumers, community and workforce to support innovation.
- + Maintaining and extending our partnerships with MSH advisory groups and community groups to strengthen community inclusion with MSH direction.

Our plan



<i>Our objectives</i>	Empower consumers to share their voice and influence in everyday care	Improve MSH systems (knowledge, skills, attitudes) to achieve excellence in consumer partnering	Strengthen connections with MSH community	Enhance diversity and inclusion in consumer partnerships	Promote consumer experience data and consumer partnering research to support delivery of excellent care
<i>Our strategies</i>	<ul style="list-style-type: none"> A1. Make it easier for all consumers to tell us about the quality of their care A2. Enhance systems to support targeted groups to be able to tell us about their care A3. Increase staff awareness of health literacy principles to improve communication A4. Develop a framework for communicating changes made in response to consumer partnering input A5. Welcome consumers in all relevant MSH committees and working groups as equal and respected partners A6. Develop and introduce a pathway/process to ensure consumers are actively engaged in the co-design, planning and commissioning of clinical services across MSH 	<ul style="list-style-type: none"> B1. Engage with all consumers in a way that is respectful and responsive to their individual needs and values B2. Embed MSH ICARE² values into formal consumer partnering activities to ensure relationships are respectful and partnering is meaningful B3. Co-develop consumer partnering learning programs for staff and consumers B4. Identify programs suitable to enhance learning opportunities for staff and consumers 	<ul style="list-style-type: none"> C1. Create welcoming environments in all MSH facilities C2. Understand communication preferences of the community and be flexible with the MSH approach to consumer partnering C3. Increase consumer involvement within patient safety and quality initiatives and increase the visibility of this work C4. Develop a community network profile that identifies key community groups for targeted engagement 	<ul style="list-style-type: none"> D1. Partner with community leaders and services, and other key stakeholder networks to help us engage with diverse and identified targeted consumer and community groups D2. Improve how MSH provides language services to support equitable and safe care for all D3. Identify priority MSH resources to be developed in easy read and/or translated and available into the most frequently used languages D4. Establish a MSH Youth Advisory Committee so that healthcare needs of the youth who live in MSH are met D5. Utilise a combination of methods (include personas, case studies, consumer stories) to ensure the demographic profile of MSH is considered in improvement activities 	<ul style="list-style-type: none"> E1. Develop a framework to use consumer experience data to drive improvement E2. Present relevant data and research to consumers in an easy-to-understand way consistent with the MSH Statement of Commitment - Health Literacy E3. Conduct research into MSH consumer partnering activities in order to continually improve the healthcare experience. E4. Embed consumer partnering into research projects so that research findings can be incorporated towards provision of excellence in healthcare throughout MSH
<i>Our measures</i>	<ul style="list-style-type: none"> A1. Review quarterly consumer experience data response rates A2. Commence reporting rates of feedback from consumers from targeted groups A3. Rates of completion of health literacy training published on Partnering with Consumers Dashboard A4. Framework developed and endorsed A5. Conduct annual evaluation of all MSH NSQHS committees A6. MSH Standard 2 Activity register demonstrates consumer involvement in clinical service change and infrastructure commissioning projects 	<ul style="list-style-type: none"> B1. Use consumer experience information to ensure we are delivering quality care everyday B2. Conduct annual Consumer Partner survey. Utilise consumer partnering evaluation tool B3. Learning package available on MSHLearn. Consumer partnering module in MSH mandatory orientation program. Improved uptake of MSHLearn modules related to consumer partnering B4. Co-learning options are available for consumer partnering programs 	<ul style="list-style-type: none"> C1. Annual review of consumer experience data related to environment and 15 steps challenge at each Directorate C2. Add communication preference options to MSH Consumer and Demographic Profile C3. Annual report of consumer partnering improvement activities and showcase of activities C4. Community Network profile developed and published 	<ul style="list-style-type: none"> D1. Engagement plan for MSH Community Network profile developed D2. Systems are in place which monitor the quality, safety and use of language services D3. Number of resources developed in easy read and multiple languages D4. Youth Advisory established and evaluated D5. Publish methods to engage MSH demographics in the MSH Consumer and Demographic Profile 	<ul style="list-style-type: none"> E1. Improvement activities included in consumer experience report E2. Presentation of data and research to the community meets Health Literacy Procedure requirements E3. Increased number of consumer partnering research publications E4. Increased number of consumer partners as part of research teams