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

Acknowledgement of Country

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

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.

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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.

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ICARE² values

- Integrity
- Compassion
- Accountability
- Respect
- Engagement
- Excellence

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### Metro South Health | Consumer and Community Engagement Strategy 2023–2026

#### Our plan

<table>
<thead>
<tr>
<th>Our objectives</th>
<th>Empower consumers to share their voice and influence in everyday care</th>
<th>Improve MSH systems (knowledge, skills, attitudes) to achieve excellence in consumer partnering</th>
<th>Strengthen connections with MSH community</th>
<th>Enhance diversity and inclusion in consumer partnerships</th>
<th>Promote consumer experience data and consumer partnering research to support delivery of excellent care</th>
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<tbody>
<tr>
<td><strong>Our strategies</strong></td>
<td>A1. Make it easier for all consumers to tell us about the quality of their care</td>
<td>B1. Engage with all consumers in a way that is respectful and responsive to their individual needs and values</td>
<td>C1. Create welcoming environments in all MSH facilities</td>
<td>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</td>
<td>E1. Develop a framework to use consumer experience data to drive improvement</td>
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<td>A2. Enhance systems to support targeted groups to be able to tell us about their care</td>
<td>B2. Embed MSH ICARE(^2) values into formal consumer partnering activities to ensure relationships are respectful and partnering is meaningful</td>
<td>C2. Understand communication preferences of the community and be flexible with the MSH approach to consumer partnering</td>
<td>D2. Improve how MSH provides language services to support equitable and safe care for all</td>
<td>E2. Present relevant data and research to consumers in an easy-to-understand way consistent with the MSH Statement of Commitment - Health Literacy</td>
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<td>A3. Increase staff awareness of health literacy principles to improve communication</td>
<td>B3. Co-develop consumer partnering learning programs for staff and consumers</td>
<td>C3. Increase consumer involvement within patient safety and quality initiatives and increase the visibility of this work</td>
<td>D3. Identify priority MSH resources to be developed in easy read and/or translated and available into the most frequently used languages</td>
<td>E3. Conduct research into MSH consumer partnering activities in order to continually improve the healthcare experience.</td>
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<td>A4. Develop a framework for communicating changes made in response to consumer partnering input</td>
<td>B4. Identify programs suitable to enhance learning opportunities for staff and consumers</td>
<td>C4. Develop a community network profile that identifies key community groups for targeted engagement</td>
<td>D4. Establish a MSH Youth Advisory Committee so that healthcare needs of the youth who live in MSH are met</td>
<td>E4. Embed consumer partnering into research projects so that research findings can be incorporated towards provision of excellence in healthcare throughout MSH</td>
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<td>A5. Welcome consumers in all relevant MSH committees and working groups as equal and respected partners</td>
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<td>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</td>
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#### Our measures

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<tr>
<th>A1. Review quarterly consumer experience data response rates</th>
<th>B1. Use consumer experience information to ensure we are delivering quality care everyday</th>
<th>C1. Annual review of consumer experience data related to environment and 15 steps challenge at each Directorate</th>
<th>D1. Engagement plan for MSH Community Network profile developed</th>
<th>E1. Improvement activities included in consumer experience report</th>
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<tr>
<td>A2. Commence reporting rates of feedback from consumers from targeted groups</td>
<td>B2. Conduct annual Consumer Partner survey. Utilise consumer partnering evaluation tool</td>
<td>C2. Add communication preference options to MSH Consumer and Demographic Profile</td>
<td>D2. Systems are in place which monitor the quality, safety and use of language services</td>
<td>E2. Presentation of data and research to the community meets Health Literacy Procedure requirements</td>
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<td>A3. Rates of completion of health literacy training published on Partnering with Consumers Dashboard</td>
<td>B3. Learning package available on MSHLearn. Consumer partnering module in MSH mandatory orientation program. Improved uptake of MSHLearn modules related to consumer partnering</td>
<td>C3. Annual report of consumer partnering improvement activities and showcase of activities</td>
<td>D3. Number of resources developed in easy read and multiple languages</td>
<td>E3. Increased number of consumer partnering research publications</td>
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<td>A4. Framework developed and endorsed</td>
<td>B4. Co-learning options are available for consumer partnering programs</td>
<td>C4. Community Network profile developed and published</td>
<td>D4. Youth Advisory established and evaluated</td>
<td>E4. Increased number of consumer partners as part of research teams</td>
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<td>A5. Conduct annual evaluation of all MSH NSQHS committees</td>
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<td>A6. MSH Standard 2 Activity register demonstrates consumer involvement in clinical service change and infrastructure commissioning projects</td>
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