

Closer Partnership, Healthier Healthcare

Presented by Nicky Barry

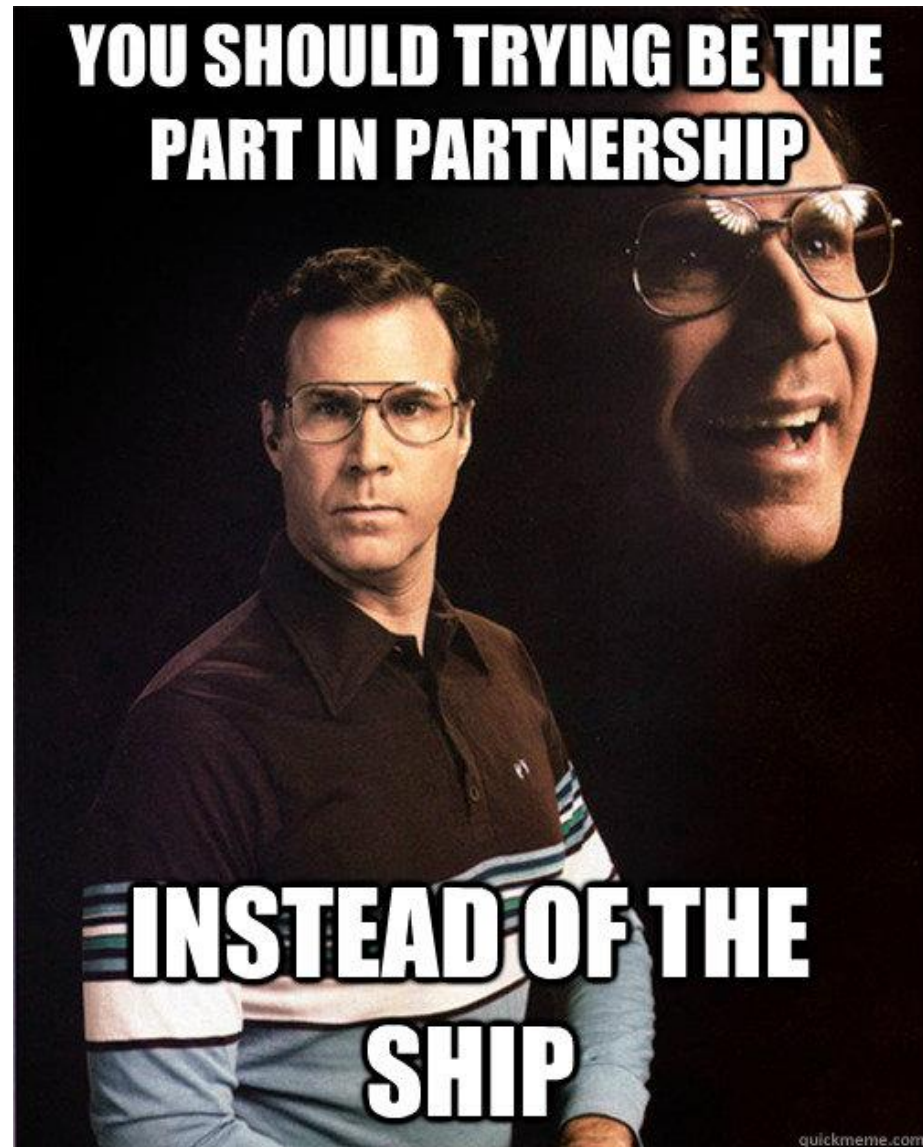
November 29th, 2016



“ A partner’s different perspective is valuable but the very fact that it is different means it will require work, humility, time and resources to incorporate that perspective. At times this will require leaving one’s pride at the door.

Ron Garan: The orbital Perspective: Lessons in Seeing the Big Picture from a Journey of 71 Million Miles

Can we truly
be partners?



The myth of the perfect match



What's in my suitcase?



Policy and partnering



Equity in participation: Towards a new healthcare policy framework

The Department of Health and Human Services has commenced the development of a new equity and participation policy. The new policy addresses consumer, carer and community participation, diversity, and cultural responsiveness within a quality and safety framework.


<https://www2.health.vic.gov.au/about/participation-and-communication/consumer-participation/summative-evaluation-of-participation-policy>

New policy



National Safety and Quality Health Service Standards





Two new standards have been added:
NSQHS Standard CC: Comprehensive care and
NSQHS Standard RH: Reducing harm.

The new actions in the NSQHS Standards address the safety and quality gaps identified during the review process, and in research programs conducted by the Commission.

These include actions relevant to the care of Aboriginal and Torres Strait Islander people, and people with a mental illness or cognitive impairment.

Standard PC Criteria

1. *Governance systems*

Systems are designed and used to support consumers to be partners in healthcare design, delivery, measurement and evaluation.

2. *Partnering with consumers in organisational design and governance*

Health service organisations understand the diversity and needs of consumers who use their services and, where relevant, their local population. Consumers are partners in the design and governance of the organisation.

3. *Health literacy*

Health literacy is embedded in the systems of the health service organisation. Consumers receive information that supports safer care and better health outcomes, and is easy to understand and use.

4. *Partnering with consumers in their own care*

Systems that are based on partnerships with consumers about their own care are used to support the delivery of care. Consumers are partners in their own care to the extent that they choose.

Are we a health literate organisation?

Ten attributes of a health literate healthcare organisation

https://www.dhhs.tas.gov.au/publichealth/about_us/health_literacy/health_literacy_toolkit/ten_attributes_of_a_health_literate_healthcare_organisation

A health literate organisation.....

- Has leadership that makes health literacy integral to its mission, structure and operations.
- Integrates health literacy into planning, evaluation, patient safety and quality improvement.
- Prepares the workforce to be health literate and monitors progress.
- Includes populations served by the organisation in the design, implementation and evaluation of health information and services.
- Meets the needs of populations with a range of health literacy skills while avoiding stigmatisation.
- Uses health literacy strategies in interpersonal communication, and confirms understanding at all points of contact

A health literate organisation.....

- Provides easy access to health information and services and navigation assistance.
- Designs and distributes print, audio-visual and social media content that is easy to understand and act on.
- Addresses health literacy in high-risk situations, including care transitions and communications about medicines.
- Communicates clearly what health plans cover and what individuals will have to pay for services.

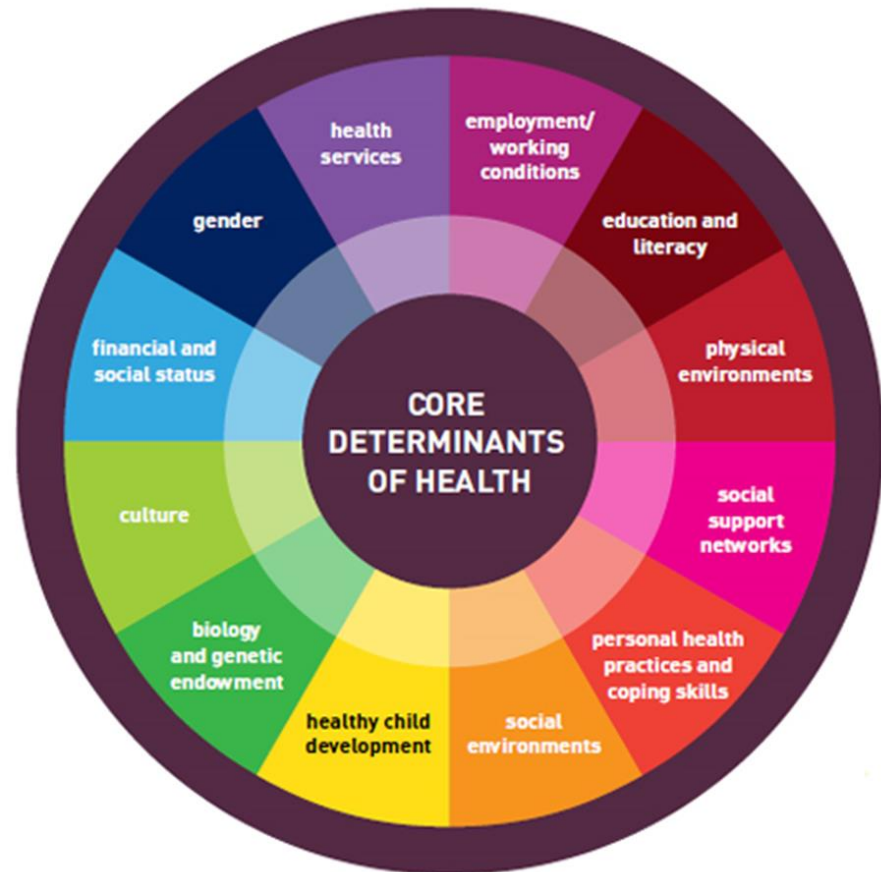
The 10 attributes of a health literate healthcare organisation are sourced from C Brach, D Keller, L Hernandez, C Baur, R Parker, B Dreyer et al. Ten attributes of health literate health care organizations. Institute of Medicine, Washington DC, 2012

Are we a culturally literate organisation?

Cultural literacy refers to the ability to understand and participate fluently in a given culture. Cultural literacy is an analogy to literacy proper (the ability to read and write letters). A literate reader knows the object-language's alphabet, grammar, and a sufficient set of vocabulary.

A culturally literate organisation knows a given culture's signs and symbols, including its language, particular dialectic, stories, entertainment, idioms, idiosyncrasies, and so on. The culturally literate organisation is able to talk to and understand others of that culture with fluency.

The social determinants of health



Are these also the social determinants of participation?

- Whose voices do we hear?
- How do we hear them?
- Who's missing from the conversation?

How do we.....

- Know who are community are?
- Build relationships across our community?
- Learn about the culture of our staff?
- Work with the social determinants of our consumers?
- Keep abreast of cultural change?
- Partner with other local organisations within healthcare and beyond?

What are we looking for across our health service?

- Increasing **accountability**
- Increasing **responsiveness**
- Tapping into consumers' **lived experience and specific knowledge**
- Developing **new models of care**
- Developing staff **skills and confidence**
- Seeking feedback to **drive service improvement**

**THE BEST SIGN OF A
HEALTHY
RELATIONSHIP IS
NO SIGN OF IT ON
FACEBOOK.**



© 2014 Health Issues Centre. All rights reserved.



Contact us

Nicky Barry

Coordinator, Consumer Participation
n.barry@healthissuescentre.org.au

Tel: 03 9664 9341

Health Issues Centre
Level 8/255 Bourke St
Melbourne 3000
Tel: 9664 9343

www.healthissuescentre.org.au