

# Partnering with Consumers (NS2)

National Safety and Quality Health Service Standards  
Accreditation Survey: 15-19 August 2022



# Standard 2 approach to accreditation

1. Collected evidence in line with NSQHS Standards Accreditation Workbook (NS2)
2. Determined what the assessors would want to see
3. Prepared presentation providing details of how we meet Standard 2
4. Demonstrated how we translate Partnering with Consumers into practice
5. Showcased examples of Partnering in Practice
6. Confident that what was presented would be reflected in the assessors experience as they visited our health service



# What the assessors wanted to see...

Monash Health has:

- Policies and procedures for partnering with consumers
- Manages risk associated with partnering with consumers
- Training for partnering with consumers

Monash Health uses:

- A Charter of Healthcare Rights
- Is easily accessible

Monash Health has processes to identify:

- Capacity of patient to make decisions about their own care
- A substitute decision-maker

Monash Health supports the workforce to:

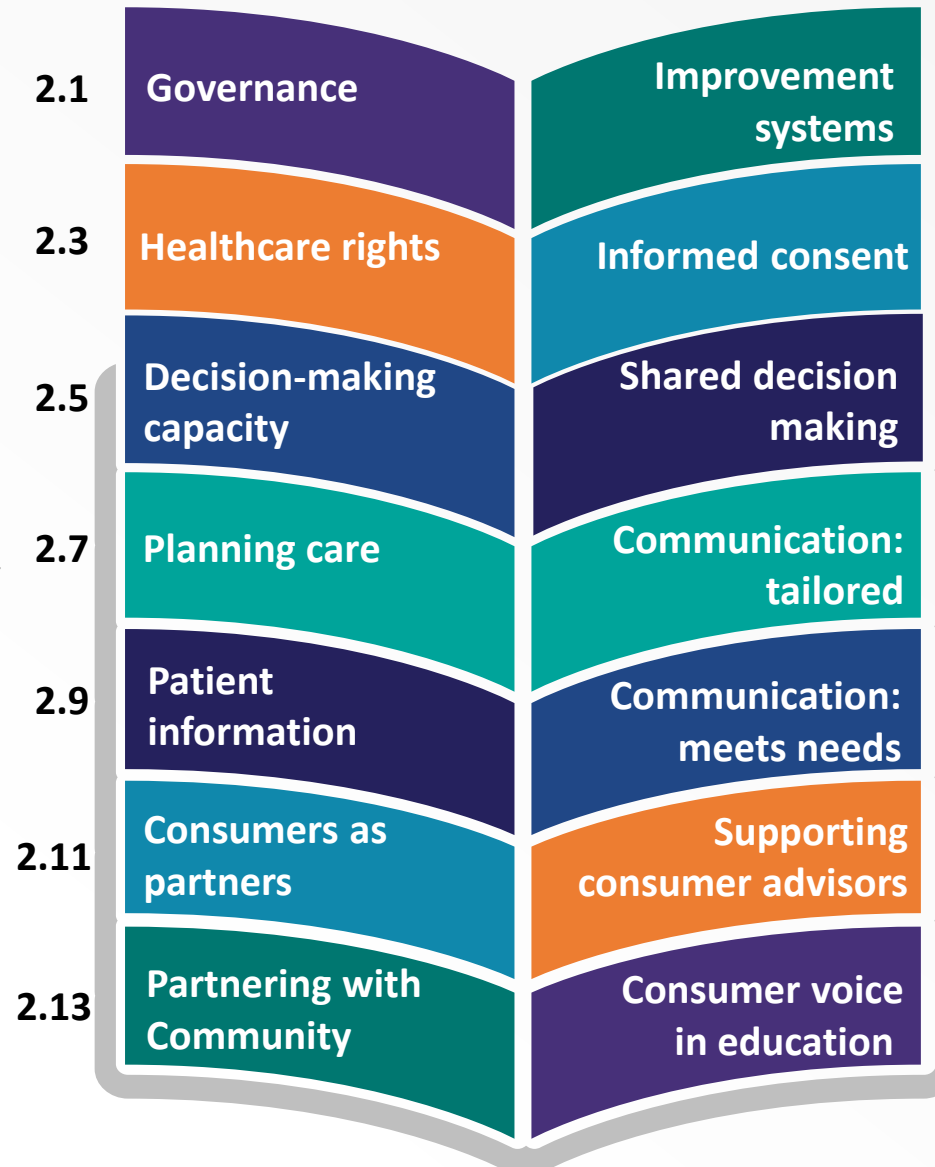
- Partner with patients/carers so they can be involved in their own care

Patient information developed by Monash Health has:

- Consumers involved in the development and review of the information

Monash Health involves consumer advisors in the design and governance of our organisation

Monash Health works in partnership with Aboriginal and Torres Strait Islander communities to meet their healthcare needs



Monash Health:

- Monitors processes for partnering with consumers
- Improves processes for partnering with consumers
- Reports on partnering with consumers

Monash Health ensures:

- Informed consent processes comply with legislation and best practice

Monash Health has:

- Processes to partner with patients to plan, set goals and make decisions about current and future care

Monash Health uses:

- Communication mechanisms tailored to the diversity of our consumers and community

Monash Health supports clinicians to:

- Communicate and provide information in a way that meets the needs of patients, carers, families and consumers

Monash Health provides orientation, support and education to our consumer advisors

Monash Health partners with consumers to incorporate their views into workforce training and education



# Partnering in Practice: Showcase

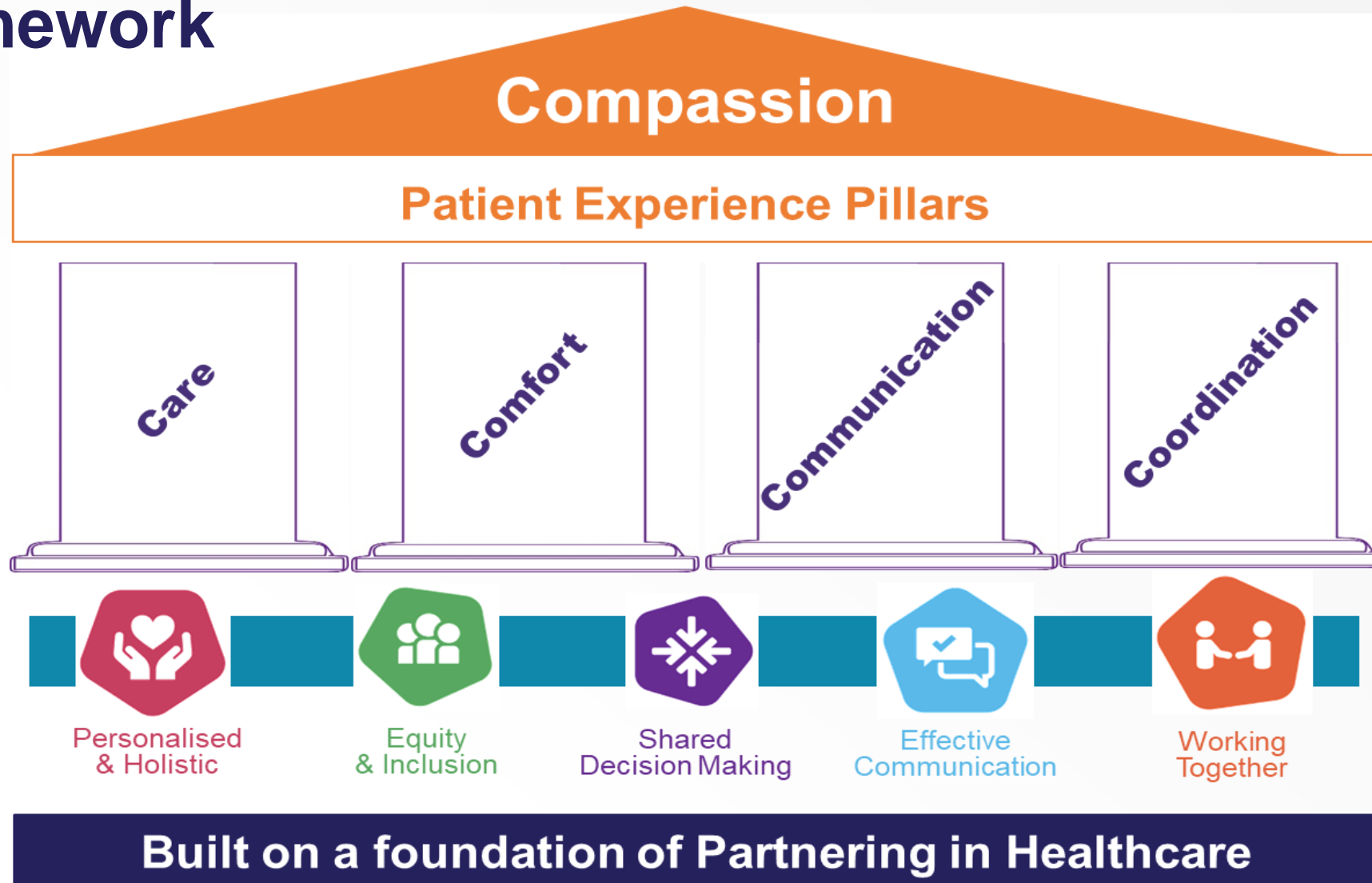
- Patient Experience Framework
- Service Excellence Standards
- End-of-life Care Strategic Framework
- Emergency Department
- Virtual Visiting

- MCH Activity Book
- Bedside Communication Boards
- Website Information
- Victorian Heart Hospital
- Medical Infusion Unit (MIU)

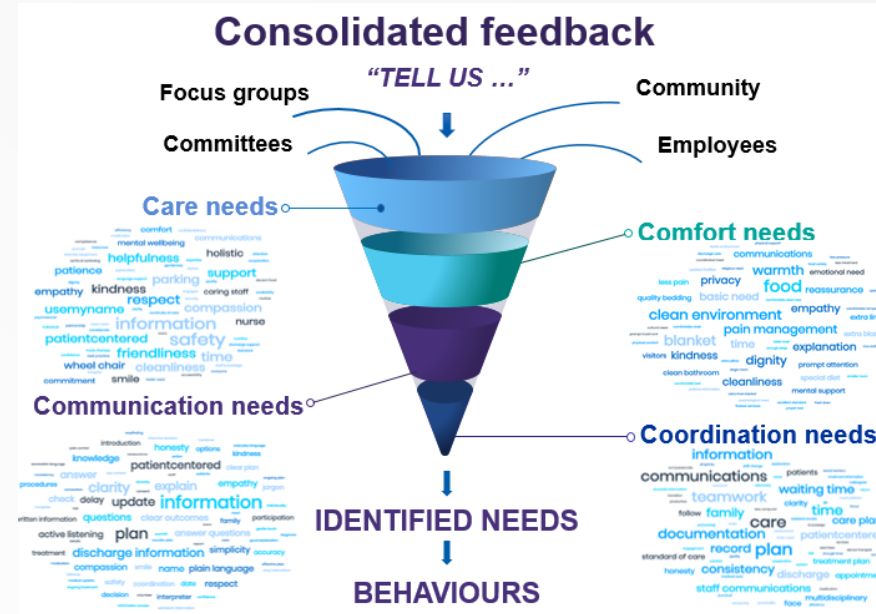
- Maternity App
- Perception of Cleanliness Project
- Review of Code Grey Policy
- Collaborative Projects (Research)
- Signature Events



# Partnering in Practice: Patient Experience Framework



# Partnering in Practice: Service Excellence Standards



I will introduce myself, what I do and what I am here for	I will ask your permission	I will call you by your preferred name	I will explain things in a way you understand	I will respect your values, culture and privacy
I will listen to learn what matters to you	I will respond to your needs	I will be kind in my interactions	I will include you in decisions about your care	I will provide a comfortable and safe space



# Partnering in Practice: Emergency Department

## Monash Medical Centre Emergency Department Redevelopment

## ED Emotional Support Project



FOR OUR CONSUMERS...

### CUSTOMER SERVICE

- Create a welcoming space rather than a 'waiting room'
- Body language, smile, being present for patients and families
- Regular 'checking in' with patients, carers and families
- Treat people as individuals

### SUPPORTIVENESS

- Empathise with patient's felt pain
- Support for carers / families with transport, phone calls etc.
- Care plans for chronic / known conditions / children / vulnerable consumers

### COMMUNICATION

- Easily available and understandable information on the ED patient journey
- Regular updates on waiting times / procedures / results / next steps
- Flow of information from admin staff to clinical staff
- Updates on 'what's happening inside'
- 'what happened today' and 'what needs to happen next' discharge information for patients as well as GPs

### TECHNOLOGY

- Investigate technology / processes for patients to pre-alert the ED they're on the way with a serious condition (e.g. Anaphylaxis)
- Text message or buzzer recall to allow people to leave the waiting area for fresh air / toilet / something to eat

FOR OUR TEAM ...

### CULTURE AND CAPABILITY

- Investigate / research 'best-practice' customer service models for the ED, including for key patient groups
- Training for medical and non-medical staff
- Include persona-based training in induction and development processes

### ONGOING EMPLOYEE SUPPORT

- Regular training updates rather than a 'one-off' experience: Establish 12-24 month refresher process
- Department 'champions' / share experiences
- Adequate staffing levels post-COVID

### VOLUNTEERS

- Increase volunteer presence in the ED, especially during waiting times
- Training for and by volunteers
- Script-based information for volunteers to help cover common scenarios

### SUPPORT SERVICES

- Train staff in availability of Monash Health support services
- Investigate availability of out-of-hours support services
- Implement processes to ensure information gathered by clerical staff reaches clinical staff
- List of all support services available including how to contact them

EMOTIONAL SUPPORT



# Partnering in Practice: Medical Infusion Unit

## Consumer Advisory Group:

- Selected the colour scheme palette for the Unit
- Selected the artwork
- Tried and selected treatment chairs
- Piloted a selection of IV poles resulting in the purchase of a product with 4 wheels
- Voted and selected the new name of the centre, 'Medical Infusion Unit (MIU)'





# Partnering in Practice: Bedside Communication Boards

Before

**My Daily Plan** MonashHealth

My name is: **ELIZABETH BROWN**

I like to be called: **ELIZABETH**

My admission date: **2/2/20** Today's date: **26/2/20**

My planned discharge date:

**Alerts:** crushed meds pls.  
☐ Diet: **FND + PP (NO RICE + FISH)**  
☐ Allergies: **NKA**  
☐ Falls: Low Medium **High**  
☐ Pressure: Low Medium **High**  
☐ Mobility: **X F A**  
☐ Other:

Today's plan: **Broods - 4 am outside vein**  
**MRI**

My nurse today is: **Annabel**  
My doctor in charge is:  
My medical team is: **NEUROLOGY**

Please write your questions here or ask your nurse for assistance  
**Questions for your care team:**  
**Can we please discuss Mum's physio, particularly walking?**

iCare

Paediatric

Please Feel Free to write on this board

my daily plan

Admission date: Baby's date:

My name: I like to be called:

My parents/caregivers are:

I will go home on: I will go home when:

My nurse today is: My doctor today is:

My medical team is:

Questions:

Monash Children's Hospital

Adult

**ABOUT ME**

My preferred name: Today is: My nurse: My doctor: My planned discharge date:

**ABOUT ME**

My preferred name: Today is: My nurse: My doctor:

I need help with: Walking ☐ Bathrooms ☐ Meals ☐ Communication ☐ Interpreter ☐ Preferred language: Visits, please speak to a nurse before offering me food or drink

What matters most to me: Today's plan

Please write questions here or ask your nurse for assistance  
**Questions and requests for my care team:**

Monash Health

Palliative Care

Maternity

**ABOUT ME** Monash Health Women's

My preferred name: Today is: My midwife: My team: Baby's birth date or due date: Gestation: Baby's name: My support person:

I need help with: Interpreter ☐ Preferred language: Moving ☐ Feeding ☐ Baby care ☐

Today's plan: My baby needs: ☐ Baby Check ☐ Hearing Screen ☐ Newborn Bloodspot Screening ☐ Weight

Please write questions here or ask your midwife for assistance  
**Questions for my care team:**

My planned discharge date:

Please write questions here or ask your midwife for assistance  
**Questions for my care team:**

My planned discharge date:



# From the assessors

I can't believe that every piece of patient information is consumer reviewed

Patients and family on the ward gave high praise to the care

The depth and breath of consumers across the organisation is impressive

The diversity of Monash Health consumer advisors is to be commended

The Community Advisory Committee is exceptional

Talking to the consumer advisors it is clear they are engaged and feel supported and valued