

TITLE: CONSUMER PARTICIPATION POLICY

Statement:

Beleura and Peninsula Private Hospitals are committed to maintaining mechanisms that involve consumers in the planning, provision, monitoring and evaluation of hospital services. Consumer participation is built on a framework of informing, listening to, responding to and involving consumers.

Beleura and Peninsula Private Hospitals support consumer participation in healthcare as an ethical and democratic right. Through consumer participation we aim to:

1. Increase the amount of control and influence consumers have over their own care and how their health conditions are managed.
2. Increase understanding of the options and services available to consumers
3. Improve health outcomes
4. Make the services more responsive to the needs of consumers.

Definitions:

Beleura and Peninsula Private Hospital define its consumers as

- Patients
- Carers
- Families
- VMO's who are credentialed to work at Beleura and / or Peninsula Private Hospital.

Scope of Policy:

This policy applies to all Beleura and Peninsula Private Hospital staff and consumers

Procedure:

Mechanisms for involving patients in treatment and care:

- Consent policies and procedure
- Privacy policy
- Australian Charter of Healthcare Rights Brochure
- Ten Tips for Better Health brochure
- Information on the BPH/ PPH web site
- Compliment and Complaints management system
- Referral and community services
- Info channel information
- Encouraging patients to participate in their treatment and care
- Pre admission clinic

2. Participation in service evaluation and prioritisation of quality activities

- Discussion through Consumer Participation Committee
- Press Ganey – inpatient and day surgery satisfaction surveys. Results are benchmarked against all hospitals within the peer group. Action plans developed as a result of survey information in conjunction with Executive and Department Managers
- Patient feedback questionnaires . Trend and analyse results of consumer feedback to identify opportunities for improvement.

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3. VMO Participation:

- Medical Advisory Committee
- Other hospital committees as outlined in terms of reference.
- Review of policies and procedures relevant to area of practice
- As requested by Executive Management in relation to review of services.

4. Consent and Confidentiality and Indemnity for Patients and Carers

The consent of patients to be contacted prior to participation is established.
 Patients or carers recruited to participate in any groups/ committees are sought voluntarily

Outcomes:

Improved health outcomes for patients
 Improved service quality and safety
 Services are responsive to the needs of consumers

References:

Australian Commission on Safety and and Quality in Health care – patient centred care: improving quality and safety through partnerships with patients and consumers

Department of Human Services 2006, Doing it with us not for us: participation policy

Australian Charter of Health Care Rights : Australian Commission on Safety and Quality in Health Care,

Author	Quality/ Clinical Risk Manager and DCS
Approved by:	Consumer Participation Committee and Executive Management Committee March 2012
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Review Dates:	
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Version 1 – Release of policy at BPH 2006, PPH 2004
 Version 2 – Policy expanded by committees 2008, 2009
 Version 3 – Combination of BPH and PPH policies 2012

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