



# FEEDBACK FORUMS

## LEARNING AND IMPROVING FROM OUR PATIENT'S EXPERIENCES

Lauren Barker

Manager, Community Rehabilitation and Chronic Diseases

Health Independence Programs

Angliss Hospital

Eastern Health



Members of Eastern Health: Angliss Hospital, Box Hill Hospital, Healesville & District Hospital, Maroondah Hospital,

Peter James Centre, Turning Point Alcohol & Drug Centre, Wantirna Health, Yarra Ranges Health and Yarra Valley Community Health



# Service Background



- Melbourne's Eastern Region
- 2800km<sup>2</sup>
- 800,000 population
- 7 major facilities
- Over 40 community located facilities





# Background

- World Health Organisation
  - Alma – Ata Declaration (1978)
  - Ottawa Charter (1986)
  - Jakarta Convention (1997)

Consumer participation “critical to the development of systems which promote the health and well being of communities”

“Feedback, participation and consumer diversity – a literature review”

Produced by the National Resource Centre for consumer participation in Health, a consumer Focus collaboration publication in 2000



# “Doing it with us, not for us”

(Vic DH, Jan 2006)

## Participation

- Participation occurs when consumers, carers and community members are meaningfully involved in decision making about health policy and planning, care and treatment, and the wellbeing of themselves and the community.
- It is about having you say, thinking about why you believe in your view, and listening to the views and ideas of others.



# “Doing it with us, not for us”

(Vic DH, Jan 2006)

- 23 Priority Actions across:
  - Individual Care level
  - Program and department level
  - Health service organisation level
  - Department of Health level

*In working together, decisions may include a range of perspectives*



# Health Independence Guidelines (June 2008)

- Individual Level:

- Assessment
- Care Planning
- Review
- Exit

- Service Level:

- “Seek input from clients, carers and the community in planning, delivering and evaluating health independence program services”



# Consumer Feedback Forums

## - The Idea -

- Identified in staff planning 2008
- Working Party developed
- Input from the Eastern Health Community Advisory Committee



# Consumer Feedback Forums

## - In Principle -

- Primary Principals
  - Individual service streams
  - Minimum Yearly
  - Run by staff not involved directly in the service delivery
  - All clients should be invited
  - Participation should be following discharge
  - In person or in writing
  - Complete the loop – give the clients feedback on what we learnt!



# Consumer Feedback Forums

## - In Practice -

- Forum run monthly
  - Transport organised, if required
  - Morning tea provided
- Feedback sought in
  - Access
  - Treatment
  - Exit
  - Facilities
  - Staff
  - Other



# Consumer Feedback Forums

## - The Patient Experience -

500 clients

Common Themes:

- Parking
  - Amount (particularly amount of disabled)

*“More disabled parking would be great”*

- Time restrictions

*“Parking [time] limits result in rushed education sessions”*

- Invoicing

*“Confusing..all look the same...difficult to work out if you have paid or not”*

- Facilities

*“fresh and clean” “very organised and practical” “lots of space”*

- Staff

*“all staff are very thoughtful and considerate.. treat patients with dignity and respect”*



# Consumer Feedback Forums

## - The Patient Experience -

- Respiratory services
  - Information gaps in incontinence and sexuality
  - Lack of information in anxiety, depression and social isolation
  - Disparity in information clients received
- Adult Rehabilitation
  - Group program orientation
- Pulmonary and Cardiac Rehabilitation
  - Ongoing motivation



# Consumer Feedback Forums

## - Lessons Learnt -

- Report developed
- Communicated directly to Team Leader
- Communicated to team
- Planning sessions and working groups as required
- Leadership team for common feedback
- Completing the loop
  - Annual Summary Report



# Consumer Feedback Forums

## - Improvements made -

### Common to the whole facility

- Name badges
- Lobbying of local council regarding parking limits
- Explanation letters now sent with invoices



# Consumer Feedback Forums

## - Improvements Made -

### Service specific

- Respiratory services
  - Psychologist for anxiety and depression
  - Greater emphasis on interaction in session on social isolation
  - Incontinence and sexuality included in program
  - All clients have session with respiratory nurse
- Adult Rehab
  - Buddy program set up for new clients in groups
- Pulmonary and Cardiac Rehab
  - Partnerships with local gymnasium and CHC
  - Self management emphasis



# Consumer Feedback Forums

## - Outcomes and Future -

- Performance feedback
- Staff motivation
  - Positive feedback
  - Program development
- Trial to continue indefinitely



# Thankyou

[Lauren.barker@easternhealth.org.au](mailto:Lauren.barker@easternhealth.org.au)

## Resources:

*Doing it with us not for us* Strategic Direction 2010 – 2013, DOH

Getting Started – Involving Consumers on Committees – Health Issues Centre

Websites: [www.healthissuescentre.org.au](http://www.healthissuescentre.org.au) [www.participateinhealth.org.au](http://www.participateinhealth.org.au)