

Reimagining the Future of Healthcare

Consumer Driven Experience and Future Expectations - Workshop Summary

25 people attended the Consumer Driven Experience and Future Expectations Online Workshops between the 21 - 25 August 2023. Mentimeter, an online tool, was used to capture participant responses.

A thematic analysis of responses was completed, and a summary of responses is provided below.

1. What do you see as the biggest challenges for Consumer Driven Experience and Future Expectations?



2. How will the challenges/opportunities of Consumer Driven Experience and Future Expectations change your service delivery?

| Theme | Participant Responses |
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| Technology | <ul style="list-style-type: none"> Leveraging technology to improve access and timeliness of services |
| Person-centred practice | <ul style="list-style-type: none"> Models of best practice Person-centred models and practices that empower consumers Consistent and timely delivery of care and standards Equity of access across regions Valued-based care Integration across the continuum of care, e.g. primary health care, community-based care, hospital, NGO's and the private sector Increased home visiting Improve consumer experiences and increase recovery Prevention - more cost effective than cure Grass root driven services Improved interactions and relationships with patients, families and carers Hours of operation for services meets the needs of consumers Strategies and programs for ED diversion that lead to less traumatising and safer responses Increased options for crisis responses |

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| Collaboration, co-design and consultation | <ul style="list-style-type: none"> • Co-design in healthcare as a priority • Empowering consumers through the use of co-design principles and practices that are in place from the beginning • Tailoring services to meet the needs of patients and consumers rather than what the service decides • Increased consultation with a wide range of consumers and not limited to tokenism (single representative) • A well-informed community • Improved collaboration with internal and external services in order to meet consumer needs • Use of think tank strategies • Listening to patients and family's needs • Acknowledgement of the community as assets in developing health care |
| Reducing stigma and increasing support | <ul style="list-style-type: none"> • Culturally sensitive and safe service provision • Reduction of stigma, prejudice and discrimination relating to people with mental health conditions and people with disabilities • Disability affirming services • Services and staff are respectful of gender identity and gender affirming • Increased understanding of the impact of trauma and trauma informed practice |
| Needs of diverse populations | <ul style="list-style-type: none"> • Services will better meet the needs of priority groups across the lifespan • Health literacy strategies are prioritised • LGBTQI services and strategies to address the needs of the population • Safe Havens are open longer to meet client needs • Aboriginal health workers and peer support workers are needed • CALD peer workers needed to response to people from CALD backgrounds • A separate response and support is needed for carers of people with mental health conditions – a carer driven team • Models for change are in place in mental health - Strengths training, PACER, trauma informed practice, Safe Havens |
| Growth and investment | <ul style="list-style-type: none"> • More service provision for growing LGA's • SWSLHD are leaders in the area of health care • Ongoing and increased investment is needed • Reduced financial impact • Budget constraints will change the models of care • Changing the attitude, less imposing projects and services and more of developing services to meet needs and priorities |
| Flexibility | <ul style="list-style-type: none"> • Flexible working and service delivery will be essential |
| Communication, wayfinding and navigation | <ul style="list-style-type: none"> • Broad and diverse communication strategies are in place • Increased understanding of processes and how to access services |

3. How should SWSLHD respond to the challenges/opportunities of Consumer Driven Experience and Future Expectations?

| Theme | Participant Response |
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| Collaboration, and consultation | <ul style="list-style-type: none"> • The use of think tanks • Increase partnerships with community organisations • Genuine engagement of stakeholders and the community • Leadership and modeling from the top of the organisation for consumer consultation and engagement - the example needs to be set from the top • Better communication about service improvements that result from consumer engagement • Building collaboration into standard practice • More collaboration with other LHDs • Create more opportunities for internal staff consultation • Deeper and broader connections with the communities • Consulting and working together • Communities need to be involved in the planning and designing of services • Invest in project teams dedicated to quality improvement for consumers • Welcome consultation with proactive engagement with community • Consumer participation- inviting more consumers and carers to participate in programs, specific areas and feedback |
| Consumer and carer experiences | <ul style="list-style-type: none"> • Viewing complaints or criticisms as opportunities to improve services and responding to feedback in a positive manner. • Leadership ensuring staff collect feedback on experiences of services • Carers survey and YES survey completed, people given opportunity • People are scared of seeking feedback • Feedback is usually positive • Carer experience survey needed • Provide adequate resources at the frontline to respond to feedback |
| Lived experience co-design | <ul style="list-style-type: none"> • Realise consumers have some really innovative ideas from lived experience • Use lived experiences • Invite consumers into the clinical space to observe so they can develop an understanding of what limitations may be • Make staff more aware of consumer engagement, and its benefits • Co-designed services and programs • Promote and include non-medical models such as social and human rights models of disability • Embed consumers and their feedback in strategic management • Work together, not with • Participation is important • Importance of lived experience • Equal balance of clinician and lived experience • Co-production principles |
| Investment | <ul style="list-style-type: none"> • Funding and resource allocation according to priority and need • Invest in people • Internal resources to build capacity to match the expectations of population serviced • Invest financially • Recognise the increased resourcing that being consumer driven needs • Pooling resources as a District |

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| Leadership | <ul style="list-style-type: none"> • District leadership • Innovative thinking and delivery |
| Communication, wayfinding and navigation | <ul style="list-style-type: none"> • Implement health literacy strategies • Better access to facilities for those with limited mobility including parking access • Pathways to services are clear and accessible including phone contacts and referral criteria and exclusions • Plain English language is prioritised • Staff training is essential to soften our language and engage consumers, so they can respond to it • “No wrong door” - assistance and support with navigating to the right service |
| Staff well-being | <ul style="list-style-type: none"> • Improve staff wellbeing • Create resilience • Create working environment to retain qualitative staff, provide career growth opportunities via TYE |
| Right time, right place | <ul style="list-style-type: none"> • Timely service provision • Organisation needs to be flexible and creative in providing care to patients |

4. What is an innovative approach you or your team could take to respond to the challenge/opportunity of Consumer Driven Experience and Future Expectations?

| Theme | Participant Response |
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| Technology | <ul style="list-style-type: none"> • Keep abreast with changes and use of technology |
| Collaboration: informing service and project planning | <ul style="list-style-type: none"> • Research looking into people’s experience and utilise this information in development of service models • Inclusion of consumer feedback throughout project planning, implementation and evaluation stages • Invite consumers to participate in - a day in the life of a health employee (corporate or clinical) • Increase communication on service improvements involving consumer engagement • Look to build better networks and connections with the community to improve the diversity of feedback • Open conversations with individuals and communities • Provide opportunities to skilled people from the communities to participate in taking on roles • Patient and families involved all the way through a process • Partnerships and co-locating with community managed organisations - to improve relationships and service response for consumers and carers |
| Planning | <ul style="list-style-type: none"> • Review data from My Experience Matters, Bureau of Health Information or other surveys to inform operational plans within your own team • Ne open to new ideas and be creative |
| Community diversity focus | <ul style="list-style-type: none"> • Focus groups in multiple languages with a wide range of our community • More training to address the needs of priority groups such as disabled, including those who communicate differently |
| Care closer to home | <ul style="list-style-type: none"> • Get out of the office and go to where people are. |

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| Lived experience | <ul style="list-style-type: none"> • Executive are supportive of lived experience voice and peers workers – we just need more resources |
| Improving consumer and carer experiences | <ul style="list-style-type: none"> • Reduce experiences of stigma, discrimination and negative assumptions from staff and the system concerning people with mental health conditions or disabilities • Incorporate lived experience into staff training • Focusing on all feedback, both positive and negative from consumers • Toolkit for staff to help them write for consumers and carers • Good signage/messaging that includes acknowledging the importance of carers in consumer journeys • Not sidelining carers • Working better with carer peer workforce |
| Employment | <ul style="list-style-type: none"> • Being an inclusive employer - not just in admin positions, but clinical and management positions |