Engaging with our staff and clinicians

The Central West Health Strategic Plan 2015-19 recognises the important role our staff and clinical workforce play in providing quality hospital and primary care services and helping our patients realise their health goals.

Central West Health is a major employer in the region with almost 400 doctors, nurses, health professionals, operational and administrative support staff contributing to the care of our communities. A large proportion of our staff are local whilst others are attracted to make a difference through a rewarding rural/remote placement.

The Hospital and Health Boards Act 2011 recognises the importance of involving our staff to improve local health services and mandates that each health service establish and implement a clinician engagement strategy. Central West Health has opted to extend the strategy to ensure all employees have the opportunity to contribute to the way in which we provide services.

The health board is committed to engaging with our staff and clinicians, including those who visit the region to provide specialist and surgical services, to ensure we keep our communities healthy and allow us to deliver more services closer to home. This places a responsibility on the health service to ensure our workplaces are welcoming and interactive places that are properly equipped to provide care; that staff receive important information and communications; and that opportunities are available for staff and clinicians to contribute to health care planning, design and delivery.

This strategy is intended to explain how we will continue to involve our staff and clinicians in decisions that affect local services. The strategy outlines ways in which we will inform staff about the health system, the directions we are planning for our services and how we are performing, and describes ways in which staff can become involved in shaping our services.

Your feedback is essential for us to achieve our objective and to build a healthy, vibrant workplace in every facility throughout the central west.

What does engagement look like?

Informing our staff
Provide all employed and visiting staff with balanced and objective information to assist with understanding problems, alternatives, solutions and opportunities.
Facility meetings, ‘Town Hall’ meetings, regular communications

Consulting our staff
Obtain regular staff feedback for planning, design and development of systems and services.
Service reviews, local meetings, staff surveys and ongoing feedback

Involving our staff
Work directly with staff and clinicians throughout the process to ensure that concerns and aspirations are consistently understood and considered.
2-way communication, respecting staff, consistent communication, fair decision making

Collaborating with our staff
Partner with employed and visiting clinicians in each aspect of decision making; encourage discussion of alternative and preferred solutions.
Planning forums, facility meetings, problem solving sessions, quality circles

Empowering our staff
Empower our staff and clinicians to participate in developing and sustaining modern, integrated, responsive and safe health care services and create ownership in the outcomes we achieve.
Delegation, collective decision making, positive management, succession planning
Principles for Staff Engagement

- Engage all staff with openness and integrity
- Involve staff in service planning, redesign and community consultation
- Be collaborative with staff from other providers and agencies
- Be aware of the geographical spread of our facilities and design engagement processes to be inclusive
- Be flexible in our engagement techniques to suit part-time and staff who travel frequently
- Ensure all information is timely, accurate, concise and easy to read
- Recognise the contributions of both clinical and support staff in providing patient centred care
- Be clear when providing performance feedback, and do so in an appropriate, professional, timely and constructive manner.

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<tr>
<th>Strategy</th>
<th>Measures</th>
<th>Explanation</th>
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<tr>
<td>Ensure clinicians are well informed about local health services and have an understanding of the health care system.</td>
<td>Clinicians receive regular invitation for input and ongoing communications on care models and standards</td>
<td>This part of the strategy focuses on keeping all clinicians working in the Central West informed with accurate and up to date information at all times.</td>
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<td>Ensure all staff are able to participate in the design, development and change of health care services in the central west.</td>
<td>Staff understand the importance of their role in the patient journey</td>
<td>This part of the strategy focuses on making sure all employed and visiting staff understand they have an integral part in the delivery of services.</td>
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<td>Ensure the attitudes and behaviours modelled by every staff member are aligned to the values of Central West Health as an employer of choice.</td>
<td>Staffing decisions are made with consistency, fairness, transparency and appropriate confidentiality</td>
<td>This part of the strategy focuses the long term benefits of building succession plans, developing our own people, and managing performance appropriately and in a timely manner.</td>
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