

Consumer and Community Engagement Strategy

2020-2022

Our Vision

Excellence in health care, wellbeing, research and education in Far North Queensland.

Our Purpose

We work together, with our community, providing health care services to improve health and wellbeing in Far North Queensland.

Why do we engage?

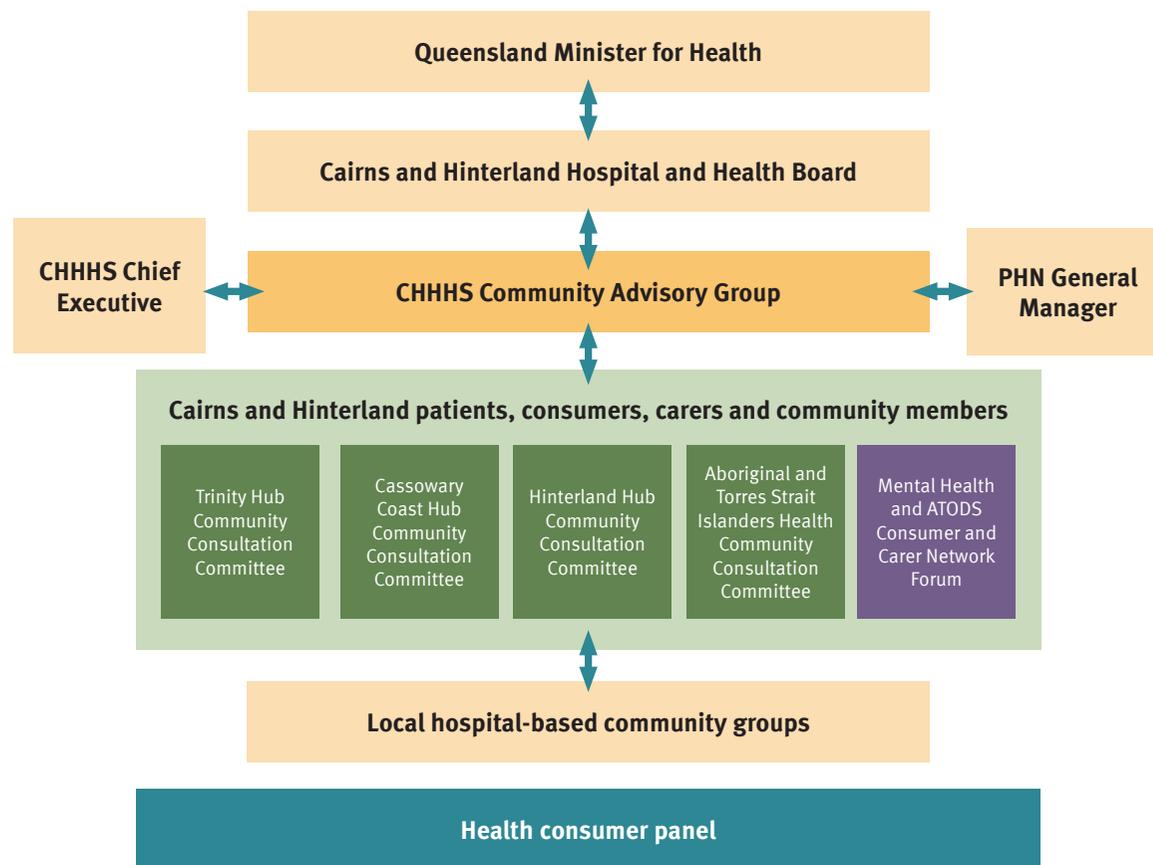
Health care belongs to the people and communities that it serves. An important part of delivering this care is understanding, listening and responding to the people who use our services. This forms the foundation of good-quality, person-centred health care. The Cairns and Hinterland Hospital and Health Service strives to partner with consumers at all levels of the health service and is focused on demonstrating partnerships in service planning, designing care and in service measurement and evaluation.

Who are our Consumers and Community?

- Located across a geographical area of 142,900 square kilometers
- Our 9 Hospitals, 11 Primary Health Care Centres and 9 Community Health Centres serve a population of 253,000 and also service the wider Tropical North Queensland population
- 20 percent of the population is aged over 60
- 14 percent of our population is Aboriginal and Torres Strait Islander Australians, compared with 4 percent of Queensland as a whole.

How to engage with Cairns and Hinterland Hospital and Health Service

- Join our Health Consumer Panel and be advised when vacancies occur
- Participate in community surveys
- Provide feedback direct to our staff about your care
- Submit feedback forms
- Connect with us on social media
- Keep up to date with the latest news on our website



For more information visit www.health.qld.gov.au/cairns_hinterland

Contact the Communications and Engagement Team

E chhhs_engagement@health.qld.gov.au

T 4226 3345



Queensland
Government

Objectives

CONSUMERS ARE INVOLVED IN HEALTH DECISIONS AND CARE

What we will do

- Partner with patients about their own health care
- Provide information consumers and the community can understand and use effectively
- Respond to the individual values, preferences and cultural needs of our consumers, including our Aboriginal and Torres Strait Islander people
- Include consumers, families or significant others at the patient's request

How we will do it

- Train and support our staff in the delivery of person-centred care
- Ensure the information we design for patients and carers meets health literacy standards and considers cultural diversity and differences

How we will measure it

- Number of staff completing and accessing training resources
- Level of improvement made to the delivery of health information
- Number of culturally specific resources produced, including material specific to Aboriginal and Torres Strait Islander people

CONSUMERS HAVE THE ABILITY TO HAVE A SAY ON CURRENT HEALTH SERVICE IMPROVEMENTS

- Ask for consumer and community feedback
- Listen to ideas and suggestions
- Evaluate consumer experiences of our health care delivery
- Understand the consumer journey as a patient/carer

- Implement mechanisms that enable consumer participation in providing and evaluating the patient experience
- Actively seek out ideas, thoughts and suggestions from our diverse consumers
- Provide an opportunity for consumer stories to be heard and understood by our staff

- Ongoing improvements in patient experience
- Incorporation of patient experience into education and training
- Number of quality improvement activities with consumer involvement
- Number of committees with consumer representation
- Increased membership on the Health Consumer Panel

CONSUMERS HAVE THE OPPORTUNITY TO HELP PLAN AND DESIGN FUTURE HEALTH SERVICES

- Invite consumers and the community to partner in the design, measurement and evaluation of health care
- Seek out consumer opinion to inform decisions
- Inform consumers about changes and innovations in health care
- Provide opportunities for Aboriginal and Torres Strait Islander people to participate in, and contribute to, service planning and design

- The continued involvement of the Community Consultation Committees in engagement activities
- Partner with consumers in health care design and governance
- Maintain and build a range of consumer engagement mechanisms including those that foster Aboriginal and Torres Strait Islander engagement
- Provide support for consumers to effectively partner with us
- Provide up-to-date and accurate information to the community

- Number of consumers engaged in CHHS activities
- Continued success of the Community Consultation Committees, measured through feedback surveys
- Number of consumers participating in orientation/training
- Growth in social media followers and engagement