

## **Partnering with Consumers – Policy and Procedure-42**

### **Policy Risk Assessed = (10)**

#### **POLICY STATEMENT**

Specialist Surgicentre Management (SSM) is committed to supporting partnering with consumers and aims to create a health service organisation in which there are mutually beneficial outcomes by having:

- Relationships that are respectful.
  - have clear and interactive communication to enable shared understandings
  - adhere to cultural protocols
  - adhere to gender equality (for example, considerations of pronouns)
  - respect Aboriginal and Torres Strait Islander knowledge
  - Consumers as partners in planning, design, delivery, measurement and evaluation of systems and services
  - Patients as partners in their own care

SSM recognises the importance of involving patients in their own care and providing clear communication to patients. Good clinical governance and consumer partnerships encompass all patient care.

#### **Objective**

To provide a high-quality, responsive healthcare service which is equitable, accessible and responsive to the socially, culturally, multi faith and linguistically diverse community it serves as far as is practical to the particular circumstances of individuals.

We welcome all persons from all cultures and ethnicity. Aboriginal and Torres Strait patients are welcome to access this facility. We do not discriminate on race, religion, gender or personality traits. All patients are identified through their patient registration form, prior to admission, to include cultural diversity, Aboriginal and Torres Strait Islander. We build relationships and partnerships that are mutually beneficial and we treat everyone with respect and adhere to cultural protocols, have clear and interactive communication to enable shared understandings. We provide everyone with excellent patient care and where necessary, include community partnerships to enhance outcomes.

#### **Scope**

This policy applies to all staff employed by SSM.

#### **Definitions**

Partnering with consumers occurs when the health system, health service organisations and clinicians work in collaboration with consumers, with the aim of improving patient experience and outcomes.

#### **Procedure**

It is the responsibility of SSM management to make available to the consumers, and potential consumers, relevant clinical outcome data to ensure the hospital performance is transparent. Consumers and potential consumers have the opportunity to use outcome data to make informed decisions prior to choosing a healthcare facility to undergo elective procedures.

1. Our website is available for all information required for safe and quality health services

Safety and Quality Data to be included on the website:

- Hand hygiene audit results
- Infection rates
- Cleaning audits summary

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- Patient satisfaction survey results
2. Preadmission documentation includes information regarding day surgery
  3. Engaged staff to encourage mutual sharing of information
  4. Preadmission phone call to formulate a plan for a safe surgical episode of care
  5. Admission process with competent clinical staff, discuss any issues and assist with the completion of education for a safe episode of care
  6. Discharge process including the carer for complete handover of all relevant information to ensure a continuum of care
  7. Feedback is offered through the discharge summary.

### **Patient Liaison and Advocate:**

- SSM has appointed a patient liaison advocate, who is the official responsible person to act in the interest of consumers of our hospital.
- The patient liaison advocate was chosen as an independent consumer of the service
- The patient liaison advocate reviews all documentation for and on behalf of the patient to ensure the information is easy to read and understand. Their role consists of reviewing all patient feedback and assist with education to staff regarding consumer expectations.
- Patients are encouraged to give feedback on all aspects of the SSM encounter.
- The Complaints Officer is separate to the consumer liaison advocate to ensure there is a non-biased management of all feedback.
- The patient liaison advocate is a member of the Medical Advisory Committee (MAC) committee and presents a report quarterly. This includes clinical outcomes, audit reports and action plans for and on behalf of the consumers.

The success of our hospital and ongoing business depends on effective partnering with consumers. The partnership must be to ensure service provision is of the highest standard

### **Monitoring and compliance**

The Partnering with Consumers policy and procedure is regularly assessed and audited in order to maintain, compliance with relevant regulatory authorities and best practice standards.

Risk assessment of patient admission policy and procedure was undertaken initially to establish facility standards. Compliance with the policy standard is monitored through the internal audit schedule and any issues raised are addressed in accordance with IIR procedure.

### **Documents and records needed for this procedure.**

Document Title/Form Number	Paper or Electronic	Where are they kept	How long form (years)	Access restrictions	Comments
Interpreter Services Form	P/E	Dropbox/DON GOV/Forms File Admission Policy	7 years	Staff involved in care of patient	
Patient Registration Form	P/E	Dropbox/DON GOV/Forms File	Life of Doc	Staff involved in care of patient	
Patient Feedback Form	P/E	Dropbox/DON GOV/Forms File	Life of Doc	Staff and Patient Liaison	

### **References**

Babacan, H, (2008), Multicultural Affairs in Victoria: A Discussion Paper for a New Policy, Victorian Multicultural Commission, Melbourne

National Safety and Quality Health Service Standards Version 2 2021

Aboriginal and Torres Strait Islander User Guide 2017

Health Services (Private Hospitals and Day Procedure Centres”) Regulations 2018