

# Annual Review Highlights Summary

Metro North Hospital and Health Service *Putting people first*

## Connecting for Health: Strategy for inclusive engagement, involvement and partnerships 2016–18

Consumers are actively involved in leadership roles with the following achievements:

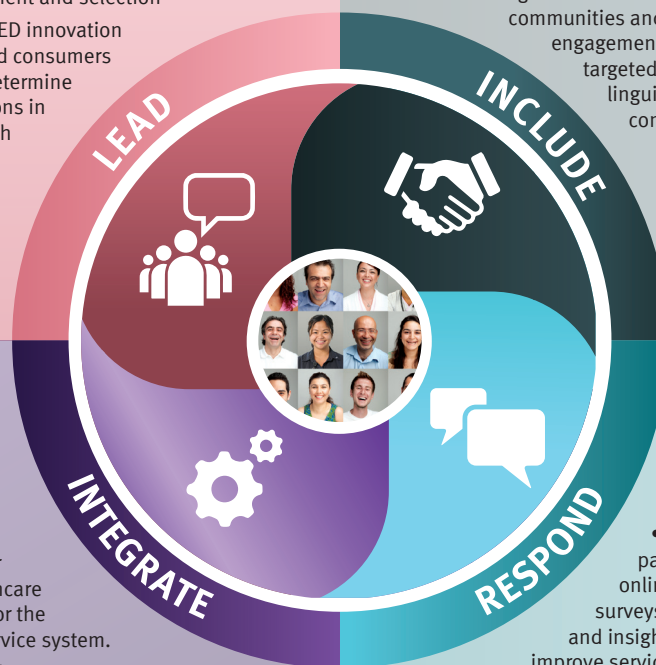
- recruitment and appointment of consumers on Executive Committees in RBWH, Mental Health Services, Oral Health Services and Caboolture/Kilcoy/Woodford
- two new Board members joined CBAG in 2016, demonstrating leadership and commitment to the portfolio of consumer and community engagement
- appointment of a community partner member as Chair of the CBAG
- 81 consumers are advising and involved in more than 200 initiatives across Metro North
- 5 out of 8 directorates have included consumers in staff recruitment and selection
- all LINK and SEED innovation panels included consumers on panels to determine funding decisions in partnership with clinicians.

The focus has been on building the range and diversity of consumer and carer voices and perspectives to allow more involvement:

- Across Metro North, seven per cent of all engagement activities were devoted to Aboriginal and Torres Strait Islander communities and eight per cent of engagement activities were targeted to culturally and linguistically diverse communities.
- An Inclusive Engagement Resource was developed with examples of methodologies, targeted strategies and tools to help guide and further strengthen the diversity of people and voices.
- Contribution to joint action under the Queensland Government Multicultural Plan 2017-20 and continued involvement in the Queensland Government Working Group and the Refugee Health network, dedicated to improving engagement with refugee and culturally and linguistically diverse communities and consumers.

- \$1 million for eight new LINK partnership projects involving partners from research, community and mental health, social services sectors and NGOs, public and private aged care and primary health providers focused on improving the integration of care and the journey of consumers.
- For the first time, Metro North partnered with Brisbane North PHN to enable access to comprehensive data about population health and health care usage through the collaborative joint health needs assessment. This initiative provides richer data and understanding of population health needs and where services can be better integrated.

- Metro North is partnering with Brisbane North PHN to develop the inaugural Older People's Healthcare Services Plan for the local health service system.
- Community and consumer consultation and involvement in health service strategy and planning.



Metro North has focussed on improving the patient experience, and building a responsive patient-centred care culture:

- 2241 consumers participated in 62 online Consultation Hub surveys to provide feedback and insights, evaluate and improve services
- The Picker Patient Experience Survey was conducted at the RBWH and for the first time at the TPCH involving thousands of patients. Immediate safety and quality improvements as well as longer-term plans of action have been put in place in response
- Mental Health Services Your Experience Survey was recently completed by 776 consumers
- The Metro North Connection and Respectful Experience (CaRE) survey trial was conducted reaching:
  - 154 Oral Health Service consumers
  - 140 Community, Indigenous and Subacute Services consumers
  - 176 Caboolture/Kilcoy/Woodford consumers



Queensland Government