



## **Person-centred care**

Person-centred care is a way of thinking and doing things; an approach which helps Metro North provide accessible, responsive and flexible services that meet the diverse needs and preferences of people in our community.

# Working with our consumers to design and deliver high quality health care

At Metro North we believe safe and accessible care is founded in understanding and responding to the needs and experiences of our consumers, their families and carers, and the broader community.



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## RESPECTING PEOPLE'S VALUES and putting people at the centre of care

Making sure that people are involved in and central to their care is recognised as a key component to delivering high quality health care.

In the past 12 months, Metro North has been committed to working closely with consumers and community members to make sure our services are designed to take into account people's preferences and expressed needs.

Consumer advisors and representatives play a key role in identifying areas for innovation or improvement based on their personal experience, or that of their community, and helping us coordinate and integrate care services.

There are 100 consumer advisory roles currently active within Metro North, which involve more than 60 registered consumer advisors or representatives.

These consumers are engaged in a range of activities, including influencing strategic management committees and being involved in making key decisions about health facilities and services.

Consumers also work on projects at the front line of care, listening to and collating patient experiences, or working alongside clinicians and managers to make sure staff are supportive, well trained in communication and striving to put people at the centre of their care.

## Connecting with the community

Working in partnership in decisions about the design and delivery of services.

The Community Board Advisory Group (CBAG) provides a vital link between Metro North and our community.

Formed three years ago, CBAG was established to guide and support the Board's legislative responsibilities with regards to consumer and community engagement.

CBAG comprises of representatives from peak consumer and community organisations including state-wide and local organisations. Member organisations represent people with chronic conditions, hard to reach populations and those with special needs. There is also representation from Brisbane North PHN and Metro North Hospital and Health Board and Executive.

Members support innovation and ensure patients are at the centre of their care. They ensure everyone has the opportunity for an equal voice and enable equity of access particularly for hard to reach populations and those with special health needs. CBAG partnerships are essential for service integration in Metro North, ensuring people can access the right care, at the right time and in the right place.

CBAG has contributed to initiatives including revising the Metro North Strategic Plan and *Putting People First* Strategy, guided the design and implementation of the LINK (Leading Innovation through Networking and Knowledge sharing) partnership fund and identified emergent community engagement priorities.



## The voice of consumers

Working together to make sure there is good communication, information and education.

Improving access to public health care for everyone is an important cause for consumer advisor Janelle Morrissey (pictured left).

As a member of the Caring Together Consumer Network at Caboolture and Kilcoy Hospitals Janelle, a mother of three, recognises the power of her voice as an advocate for people and is observing how consumers voices are being heard and acted on across the hospital system.

One of Janelle's personal interests is improving access to health care for everyone.

"Most people only go to hospital if they feel there is no other suitable option," Janelle said.

"We are working together to provide more suitable alternatives and make people aware of the services that already exist within their community."

Wendy Callaghan (pictured right) is another one of our consumer advisors who takes pride in her role as a consumer advisor across several Metro North hospitals.

Part of Wendy's role at Redcliffe Hospital includes speaking to patients and visitors about their care experience and seeking opportunities for improvement in service redesign.

She uses the feedback and ideas to advocate for patients, aiming to improve health care for everyone.

"When I speak with other patients I notice they are so guarded until I share that I am a patient too, and then they open up," said Wendy, who has been receiving cancer care for four years.

"I enjoy talking to people to understand their needs and together we are working on ideas to help Metro North deliver better hospital services."

Wendy has also been part of a panel hiring senior staff, questioning applicants' abilities to lead a service that focuses on what matters to most patients and who demonstrate compassion, respect and empathy.

**Partnering with consumers and the community is a Metro North priority. Through our partnerships, we gain a greater understanding of the needs of consumers and the community, allowing us to meet the diverse needs and preferences of people living in our community, and those we serve more broadly.**

To register your interest in getting involved, email: [metronorthengage@health.qld.gov.au](mailto:metronorthengage@health.qld.gov.au)

*Pictured above: Janelle Morrissey. Right: Wendy Callaghan.*



# International praise for consumer and community engagement

*“A strong partnership between RBWH staff and consumers ensures quality patient, clinical and organisational outcomes.”*



A transformative hospital-wide engagement program at Royal Brisbane and Women’s Hospital has earned international praise.

Safety and quality Clinical Nurse Consultant Catherine Ryan’s work was recognised at the 2015 International Hospital Federation (IHF) Awards in Chicago, being named runner up for the IHF Dr Kwang Tae Kim Grand Award for ‘The Power to drive change’.

RBWH Executive Director Dr Amanda Dines said it was fantastic that Catherine’s work at the RBWH was given such high praise. “Patients and their carers are at the centre of everything we do,” she said.

Ms Ryan said hearing from those who use the hospital’s services was vital to ensuring continued improvement to the safety and quality of care provided.

“Feedback gives an understanding of the needs and expectations of patients, families and carers, and patient experience is a key measure of the hospital’s performance in delivering safe, patient-centred care. Our framework gives consumers a voice at all levels of the hospital system and a robust avenue for providing feedback about their care, treatment and experience,” Ms Ryan said.



*Catherine Ryan – partnering with our consumers to develop and improve person-centred services.*

Key features include a central committee with staff from each hospital service working alongside consumers to develop a sustainable framework. A dedicated Consumer Advisory Group has also been established, reporting directly to the hospital leadership team, to strengthen the consumer voice in key priority areas for the hospital.

Working in partnership to better connect care across the health system is a priority for Metro North Hospital and Health Service and Brisbane North PHN.

The General Practitioner Liaison Officers (GPLOs) work in a range of specialty areas across hospital outpatient departments. They draw on their knowledge of general practice, referral systems and clinical handover processes to make recommendations for improvement.

Coordinated by Metro North and the PHN, GPLOs work in selected specialty outpatient departments, such as rheumatology, cardiology, orthopaedics, neurology, maternity, and ear, nose and throat. Over time, the program will expand into other specialist outpatient areas.

GPLO Dr James Martin said GPs can have a positive influence on communication between hospitals and primary care.

GPLOs also work with the Brisbane North PHN’s Pathways Program to develop care pathways for a range of clinical conditions to support management in primary care. There are currently more than 90 pathways pages covering around 50 clinical conditions.



*Dr James Martin is a GPLO working with Brisbane North PHN and the Metro North Hospital and Health Service in the area of rheumatology.*



## Online consultation hub

The Metro North Consultation Hub is an online platform for consumer, community and staff consultation.

Since commencement in September 2015, 657 consumers have participated in 27 online surveys on a diverse range of topics including cancer services, outpatients, genetics and pressure injury prevention.

The hottest topic, from a consumer point of view, has been a survey on “pre-implementation of WiFi access” with 170 people participating.

## Involving our community in decisions about health care service planning

Residents, patients and staff at Brighton Health Campus took part in a large community consultation process in 2015–16 to develop a vision for the future of the site.

More than 200 people gave their feedback on how services could be improved and expanded, to cater for the growing local population.

The consultation was under the guidance of a community-led steering committee, with former Deagon Ward Councillor Denise Herbert as Chair.

Through the consultation, a draft *Vision for Brighton* was created, with a focus on expanding health services, creating a centre for excellence in ageing, research and education, and enhancing community connections within the campus. The vision will inform future planning for the site to ensure it is both an important health facility and an asset for the local community.

This includes a commitment to return residential aged care at Gannet House to 40 beds and an emphasis on expanding social health and wellbeing activities to the broader community.

The community and aged care system is an important and growing element of aged care services that makes a tangible difference to the quality of life for many older people.

A Community and Strategic Relationships Manager will work with the Brighton Program Committee, chaired by Mark Tucker-Evans from the Council on the Ageing, to create partnerships in the local community.

The community engagement model at Brighton is one of the many examples of how Metro North has valued working in partnership with the community in making choices about the type of care and services they access and how and when they are delivered.



# Making sure our services are accessible, flexible and easy to navigate

Accessing health services for someone who does not speak English as their first language can be a daunting experience. However our confidential, free, around-the-clock accredited interpreter and hearing impaired service assists in facilitating communication between culturally and linguistically diverse (CALD) consumers and health care providers to ease this burden.

With 10 per cent\* of people in the Metro North catchment speaking a language other than English at home, having someone to speak to and who can advocate on the patient and medical staff's behalf is a crucial part of the interpreter service provided for all our patients from CALD backgrounds.

\* Population Health Report 2013–14

*Interpreters can help reduce inequalities in health care access and quality of care between English-speaking patients and those with limited or no English, improving clinical outcomes.*

Coming to hospital can be a stressful time for patients and their families, especially if English is not their first language.

Having access to interpreter services to ensure clear communication between caregivers and patients is essential to good health care.

Ethnic Communities Council of Queensland Program Manager Hong Do has provided interpreter services for residents in Brisbane's north on a number of occasions and knows how important the service is.

"The interpreter service helps convey the message, and assists communication and understanding between the patient and clinician," she said.

"I strongly encourage and recommend the use of the interpreter service; it can make a big difference."

Ms Do said the service provided comfort for the patient.

"It provides comfort and reassurance for the patient knowing someone cares, listens and understands," she said.

All consumers have the right to access an interpreter. Metro North Interpreter Service Coordinator, Kari Stewart, said the service always strives to provide a positive experience for every patient, no matter the type of interpreter request.

"We receive more than 1,100 requests a month for interpreter services across Metro North, for languages including Mandarin, Farsi, Auslan (Deaf Services), Cantonese and Italian," she said.



## Frequent languages interpreted across Metro North facilities

RBWH	Mandarin (1029)	Farsi (946)
TPCH	Farsi (310)	Italian (230)
Redcliffe	Auslan (92)	Mandarin (61)
Caboolture	Dinka (73)	Mandarin (57)
Kilcoy	Korean (2)	Mandarin (2)



## Taking a holistic approach to assessing people's needs and providing care

Metro North Aboriginal and Torres Strait Islander Health Unit (ATSIHU) is here to help make the health care experience for Aboriginal and Torres Strait Islander people as comfortable as possible.

The ATSIHU team provides culturally appropriate advocacy and support to the Indigenous community before, during and after visits to RBWH or TPCH. They assist with keeping appointments, providing cultural support, transport from the bus, airport or train to the hospital and helping you to get excellent health care in either of the hospitals

*“We start community engagement at the community level, all the way to the hospital and all the way back to the communities to help close the gap.”*

Tamat Rattler left his Torres Strait home of Horn Island to travel to Brisbane for the first time in May to undergo specialist cancer care at RBWH.

It was a daunting journey for the 54-year-old to make, but the Indigenous Health team has been with him all along the way to help him feel safe, confident and supported during his treatment.

“Living away from home is very sad and staying on your own is very difficult but the team helps and is there for you.

“The team helps a lot with anything and everything. I feel safe and confident to travel around now,” he said.

All ATSIHU staff are from Aboriginal and/or Torres Strait Islander descent. This helps a lot when communicating verbally and non-verbally in a culturally appropriate way with patients, who speak English as their second, third or fourth language.

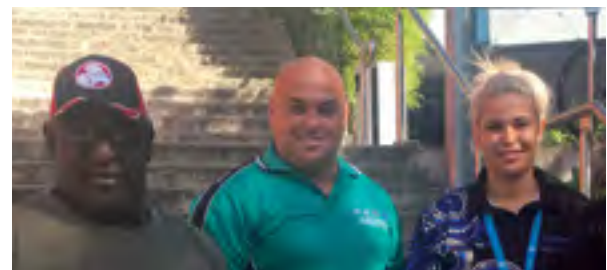
“English is complicated to understand, especially in hospital, but with the help of ATSIHU staff it’s easier to understand and communicate,” Mr Rattler said.

Acting Director Paul Drahm said all ATSIHU staff have immediate and extended family in the same communities as patients and understood their connections, traditions, language and concerns about coming to a big city for treatments.

“Patients aren’t just patients; they are an extension of our communities and families,” Mr Drahm said.

“We help them as if they were our own family member and that reassures them that we will care for them and have their best interests at heart, to get the best possible health care and service.

“We start community engagement at the community level, all the way to the hospitals, and all the way back to their communities of origin to help ‘Close the Gap’ between Indigenous and non-Indigenous health inequalities,” he said.



*Tamat Rattler with staff members of the team who have assisted him throughout his stay in Brisbane.*