



Dental Health Services Victoria

## Strategic Framework for Consumer and Community Engagement 2016-2021

Behind this framework are ways to improve the  
experience in public oral health services

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Final approved by DHSV Board 23 Feb

# Message from the DHSV Community Advisory Committee

Into 2016, DHSV developed a new strategic plan. One of the 4 strategic themes of the Plan is: Improve the experience.

Our goals in this strategic theme are to:

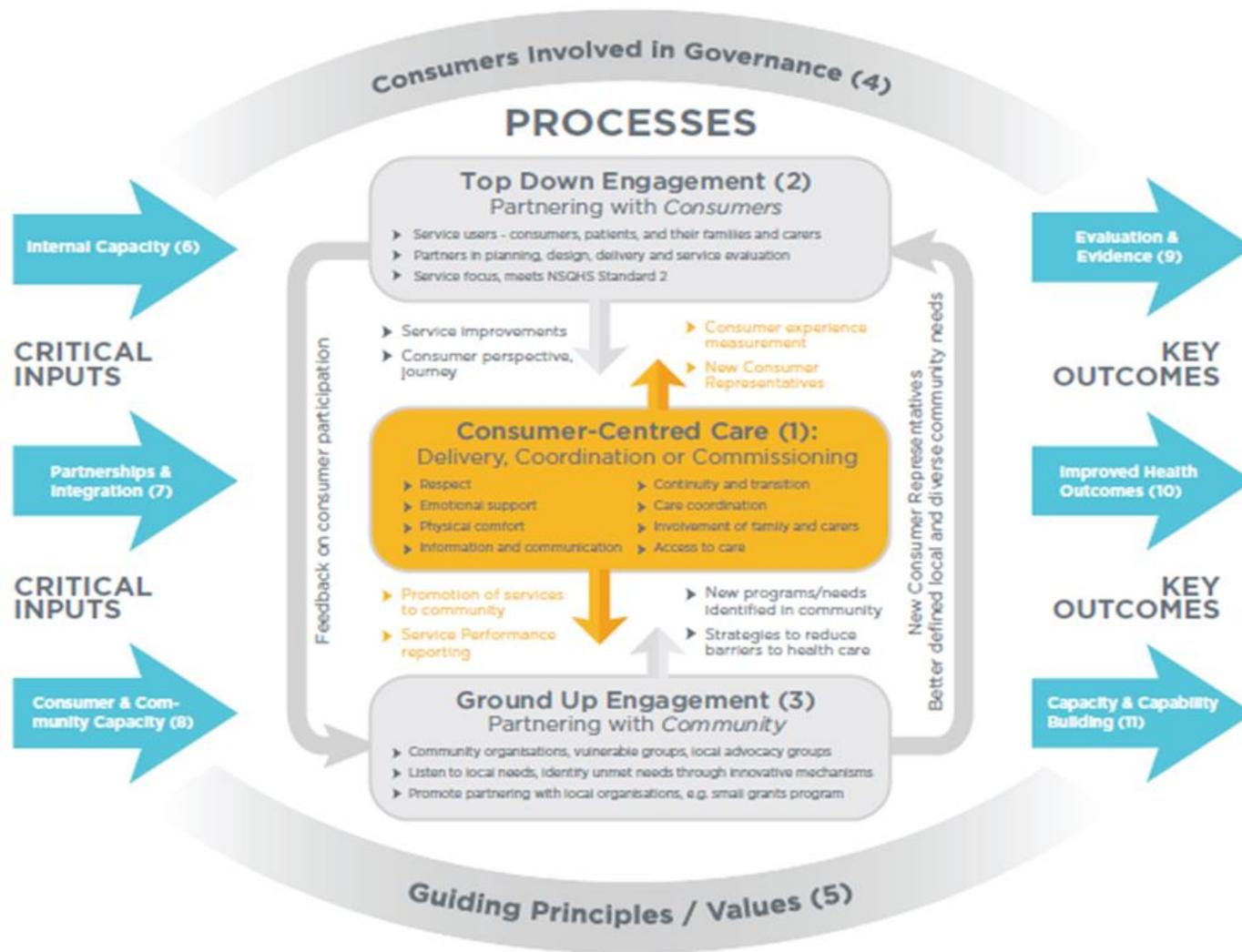
1. Partner with consumers to design an experience that delights.
2. Our patients' health outcomes will come first.

At a consumer and staff workshop held in Oct 2016, seven 5-year strategies for consumer and community engagement to deliver these goals were agreed and initial actions were identified, forming the DHSV Strategic Framework for Consumer and Community Engagement 2016 - 2021.

We are building on a foundation of work in consumer and community engagement over a period of more than 15 years by DHSV and our community. Annual reviews will identify future actions.

We would like to acknowledge Health Consumers NSW, particularly Serena Joyner, and the WentWest Primary Health Network for developing the Consumer and Community Engagement Model that has guided our thinking.

# Our guiding model



The Health Consumers NSW/WentWest Consumer and Community Engagement Model. 2015

# Where are we now?

## **As at November 2016, we have...**

### **Consumer partnerships in service planning**

- a well established Community Advisory Committee with 8 consumer members
- 2 consumer members on our Quality and Safety Committee and 1 on our Population Health Committee
- 1 consumer member on our National Safety & Quality Health Service Standard 2 working group
- 52 consumers engaged online in the development of the DHSV Strategic Plan 2016-21
- adopted a model for Community and Consumer Engagement at DHSV and held a workshop to co-design the 5-year strategic framework.

### **Consumer partnership in designing care**

- 4 consumers were involved in the development of the 2015/16 Quality Account
- co-designed with consumers online education for staff in patient-centred care
- used Patient Experience Trackers (PETS), with an access score of 90.9% (Target 90%)
- received a Victorian Healthcare Experience Survey (external & independent survey) score of 96% (Jan - Mar 2016)

### **Consumer partnership in service measurement and evaluation**

- published an annual Quality Account
- approx. 10 consumers were involved in reviewing patient feedback
- 20 items (e.g. publications, letters) have received our DHSV Consumer Tick of Approval (since October 2014)

# Our guiding principles and values(#5) for consumer and community engagement

willingness listening  
flexibility  
collaboration  
cultural-knowledge  
clear empathy  
measurable  
accountability  
authenticity

# Our 5-year priority actions

## Critical Inputs

Ref: Consumer and Community Engagement Model

## Five-year priority actions for engagement

### Internal capacity (#6)

1. Identify, develop and implement resources, policies and practices dedicated to leading and supporting consumer and community engagement in planning, design, delivery and service evaluation.
2. Measure and strengthen the capacity of, and opportunities for, executive, managers and staff to engage with consumers and community.

### Partnerships and integration (#7)

3. Develop, extend and integrate partnerships for engagement with organisations that represent our consumers and community, based on the priorities of our strategic plan.

### CAC, consumer and community capacity (#8)

4. Ensure that there is a diverse pool of consumers from across Victoria available, and active in engagement.
5. Ensure that our CAC and consumer and community engagement partners are skilled and supported in their engagement roles.

# High Level 5-year work plan actions

Stage		Building the foundations	Firming the foundations	Practising policies & processes	Evaluating & improving policies & processes	Hardwired policies & processes
Critical Inputs	5 year priority actions	16/17	17/18	18/19	19/20	20/21
Internal capacity (#6)	Identify, develop and implement resources, policies and practices dedicated to leading and supporting consumer and community engagement in planning, design, delivery and service evaluation.	<ul style="list-style-type: none"> <li>Identify positions dedicated to leading and supporting consumer and community engagement, including:                             <ul style="list-style-type: none"> <li>a key contact person for the CAC</li> <li>a subject matter expert to facilitate consumer and community engagement across the organisation</li> </ul> </li> <li>Review the policy for the consumer tick of approval to standardise criteria and broaden the use of the 'tick' to training for staff and other appropriate materials</li> </ul>	Monitor and improve: <ul style="list-style-type: none"> <li>Resources</li> <li>Policies</li> <li>Practices</li> <li>Training for internal capacity</li> </ul>	Evaluate internal capacity	Monitor and improve: <ul style="list-style-type: none"> <li>Resources</li> <li>Policies</li> <li>Practices</li> <li>Training for internal capacity</li> </ul>	Evaluate engagement outcomes
	Measure and strengthen the capacity of, and opportunities for, executive, managers and staff to engage with consumers and community	<ul style="list-style-type: none"> <li>Develop and deliver education for executives, managers and staff to increase their skills and capacity to co-design with consumers and community. This will include:                             <ul style="list-style-type: none"> <li>a survey of baseline confidence in, and knowledge of, consumer and community engagement with executive and clinical/oral health advisors</li> <li>training in consumer-centred care for all staff with 100% participation</li> <li>the completion of an improvement project that demonstrates co-design in practice</li> </ul> </li> </ul>				
Partnerships & integration (#7)	Develop, extend and integrate partnerships for engagement with organisations that represent our consumers and community, based on the priorities of our strategic plan	<ul style="list-style-type: none"> <li>Identify the key partner organisations for engagement (ie peak bodies for families with children 0-4, refugees and asylum seekers) and commence or progress engagement conversations.</li> </ul>	Review and measure key partner participation on key committees and working groups			
			Identify priority partners for active recruitment and engagement each year			
CAC, consumer & community capacity (#8)	Ensure there is a diverse pool of consumers from across Victoria available and active in engagement	<ul style="list-style-type: none"> <li>Develop and grow a consumer register as follows:                             <ul style="list-style-type: none"> <li>Develop appropriate policies and procedures to support a register</li> <li>Recruit to the register, including provision of orientation</li> <li>Evaluate a trial of the register</li> </ul> </li> </ul>	Measure and increase diversity of consumers active in engagement	Evaluate consumer register		
	Ensure that our CAC and consumer and community engagement partners are skilled and supported in their engagement roles	<ul style="list-style-type: none"> <li>Identify orientation and other training needs of consumers on register and evaluate these as part of the register trial</li> <li>Complete a training needs analysis for CAC and develop or source the required training</li> </ul>	Monitor and review orientation and other training	CAC self-assessment	CAC self-assessment	

# Definitions

- **Consumers** are people who use, have used, or are potential users, of health services including patients, their family and carers.
- **Community** refers to groups of people or organisations with a common local or regional interest.
- **Cultural knowledge** is knowing about the practices, beliefs, values and norms of specific cultural groups.
- **Engagement** describes a range of activities that involve consumers or communities participating in health service decision making, policy development, service design, delivery and evaluation. Also called **participation**.
- **Health outcomes** are the results people care about most when seeking treatment, including functional improvement and the ability to live normal, productive lives. *(Source: International Consortia for Health Outcome Measurement)*