Peninsula Health’s Community Advisory Committee

11 community members
Strategic Planning.....
An effective process for \textit{aligning short-term decisions with long-term goals}.

Strategic planning answers the three big questions:

- Where are we today?
- Where do we want to be in the future?
- What should we be focused on today, in order to make it more likely we will be where we want to be in the future?
Our strategy.....

• Work together (staff/ consumers/ community)
• Common goal..... *better consumer experience*
• Community Advisory Committee involvement in the development of the Health Service Strategic Plan and the Community Participation Plan
• Aligning with organisational goals/priorities
Peninsula Health Community Advisory Committee has three annual strategic priorities that are set by the committee and guide the direction for the year....

• today’s focus Priority 1 & 2...
Priority 1

• ‘To further advance links between the community and Peninsula Health and also to raise the profile of the Community Advisory Committee in the wider community’
Peninsula Health Values Partnership

Peninsula Health Board

Chief Executive Dr Sherene Devanesen

Executive Director Jan Child

Peninsula Health Community Advisory Committee

Southern CAG
- Southern Hepatitis Aids Resource Prevention Service (SHARPS) CAG
- Gay, lesbian, bisexual, transgender & intersex CAG
- Cultural and Linguistic Diversity (CALD) CAG

Western Port CAG
- Youth CAG
- Aboriginal and Torres Strait Islanders (ATSI) CAG

MEPACS CAG
- Disability CAG
- Mental Health CAG

Frankston/Northern Peninsula CAG
- Older Persons/Carers CAG
- Community Health CAG

Womens Childrens & Adolescents CAG
Priority 2

• To contribute to the Peninsula Health’s Community Participation Plan
The Peninsula Health Values Partnership Program (PHVPP) (our CP Plan) has been evolving since its inception at last years Community Participation Plan workshop.

The Community Advisory Committee role is to contribute to the plan and monitor progress.
Peninsula Health Values Partnership

PENINSULA HEALTH VALUES
(Service, Integrity, Respect, Compassion, Excellence)

P  Participation
A  Advocacy
R  Relationships
T  Training and Development
N  Navigation
E  Experience
R  Rights
S  Special Needs
H  Hospitality
I  Information
P  Performance Monitoring

An Enhanced Model of Community Participation (MAR 2010)
PENINSULA HEALTH VALUES

(service, integrity, compassion, respect, excellence)

P
Participation
- Community Advisory Committee/Groups (Elaine Hillis)
- Patients and Families in Care & Care Decisions (Julie Grant & Kate Varty)
- Consumers in Staff Recruitment & Appraisals (Kelly Gillies)
- PH Community Participation Steering Committee (Elaine Hillis)
- Consumers in Root Cause Analysis (Sue Goonan)
- Consumer Register (Helen Wilson)
- Consumer Consultants (Karen Edis)
- Our Volunteers (Karen Edis)

A
Advocacy
- Peninsula Health Community Participation & Advocacy Policy (Elaine Hillis)
- Consumer access to External Volunteer Advocacy (Iain Edwards)
- Volunteer Consumer Advocates (Elaine Hillis/Gloria Callery)
- Welcoming Environment And Open Visiting (Kelly Burns)

R
Relationships
- Peninsula Goals And Biographies (Noni Bourke & Jane Roberts)
- Community Service Competencies (Rob Macinade & Campbell Rule)
- Who are We? - Peninsula Health Staff (Public Relations)

T
Training and Development
- Peninsula Health Values Partnership Roadshow (Elaine Hillis)
- Customer Service Competencies (Walk the Talk - Sue Goonan & Jenni Dickson)
- Consumer Experience DVD (Sue Goonan)

E
Experience
- Key Contact Person (Jane Roberts & Acute)
- Residential Care Surveys (Alison Watts)
- Concierge at Frankston Hospital (Sharyn Hayles)

V
Navigation
- Motel Slips (Jenni Dickson)
- Access to Service (Karen Ridgway)

N
Rights
- Rights & Responsibilities Information (Sue Goonan & Jenni Dickson)
- Consumer Consent (Janet Pugh)

S
Special Needs
- CALD Plan (Paul Colosimo)
- Disability Action Plan (Jodi Jones)

E
Excellence
- Our Care Contracts (Paul Colosimo & Tracey Tobias)
- Open Disclosure (Sue Goonan)

H
Hospitality
- Our Waiting Rooms (Stephen Ratcliffe)
- Easy English Strategic Plan (Elaine Hills & Di Collins)

I
Information
- Assisted Mealtimes (Karen Edis)
- Visiting Volunteers (Elaine Hills & Helen Wilson)

P
Performance Monitoring
- Consumer Friendly Clinical Information (Sue Goonan)
- Community Participation Report (Elaine Hillis)
- Community Participation Indicators (Helen Wilson)
- Health Promotion DVD (Christine Burrows/Emma Harris)

An Enhanced Model of Community Participation (July 2010)

Legend:
- In Progress
- New Initiatives
- Developed
How do we monitor and evaluate the Community Participation Plan?

- Each project has a project leader
- Project leaders provide updates
- Communicate progress to Community Advisory Committee
- Community Participation Steering Committee central driver
- Progress report to Department of Health (DoH) annually in November (Doing it with us not for us)
Some good Community Participation Plan Outcomes to date include...
2009 - 2013
Strategic Plan Snapshot

GOAL 1: Create a better consumer experience
Peninsula Health will provide a better consumer experience:
• Facilities will be welcoming, easy to get around and designed to provide the best care.
• Patients, their families and carers will be helped to access the care that they need.
• Patients and their families will be involved in their own care.
• Patients and their families will be helped with making decisions.

GOAL 2: Provide timely and appropriate healthcare
Peninsula Health will increase its services and facilities to meet the needs of the growing Frankston and Mornington Peninsula population:
• New facilities will be built where they are needed. For example a new surgery wing at Frankston Hospital and a new Rosebud Community Health Centre.
• The number of specialist and outpatient services will be increased.
• Patient care will be coordinated with other services as needed.

GOAL 3: Care for and develop our workforce
Peninsula Health will work towards becoming an employer of choice:
• The workplace will be a positive environment with good communication and support.
• Staff will be provided with excellent training and education.
• Our volunteers will be supported and developed.

GOAL 4: Promote health and well being of our community and staff
Peninsula Health will develop programs that educate, train and support people to be fit and well:
• Strong partnerships will be built with Frankston and Mornington Peninsula communities.
• Programs encouraging a healthy lifestyle will be conducted.
• Programs will be run to assist people with long term illnesses, such as diabetes and arthritis, to maintain their wellbeing.

GOAL 5: Enhance quality
Peninsula Health will continue to improve the quality of its care:
• Peninsula Health will make improvements by monitoring and reviewing its care.
• Areas of risk will be identified and managed.
• Care will be improved through education and training.

GOAL 6: Provide innovative and efficient services
Peninsula Health will continue to improve its services:
• Good team work will provide coordinated care for each patient.
• Each patient’s hospital stay will be well managed.
• Information technology systems will be updated.
• Peninsula Health will stay within its budget while always looking at ways to improve its income.

The full Strategic Plan is available from www.peninsulahealth.org.au

Strategic Plan

Aim
• To develop consumer friendly Strategic Plan information

Outcome
• Strategic Plan ‘Snapshot’ developed with consumer (CAC ) input
• Posters now displayed across all sites
Peninsula Health Values Partnership

Volunteer Help Office

Aim
• To develop a Volunteer Concierge Service at Frankston Hospital

Outcome
• Volunteer Help Office launched at Frankston Hospital May 10th 2010
• Open most days and some evenings
• > 1,000 enquiries June
• Friendly welcoming face
Disability Action Plan

Aim

• Peninsula Health will develop and implement a Disability Action Plan (CAG operating at strategic level)

Outcome

• Final draft developed through the Disability Community Advisory Group
• Actively involved in disability issues eg Scooter Recharge Points
Increased consumer voice

Aim
- Ensure consumer/community membership on key Peninsula Health Committees

Outcome
- Consumer perspective brought to Peninsula Health through consumers on many key Peninsula Health Committees

Some being...
Peninsula Health Values Partnership

- Quality and Clinical Governance
- Respecting Patient Choices
- Communication and Customer Relations
- Ethics
- Medication Safety
- Volunteer Steering Committee
- Surgical Steering Committee
- Community Participation Steering Committee
- Primary Care and Population Health
- Taste Panel
- Resource Smart
- Falls Steering Committee
- Consumer Information Steering Committee
- Rights and Responsibilities Working Party
- .....and many others.
Peninsula Health Values Partnership

Moving forward....

- Smooth Sailing
- Minimal challenges