# CanEngage

## Using research evidence to drive safer care for CALD communities

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> AUSTRALIAN INSTITUTE OF HEALTH INNOVATION





## **Partnering with consumers**

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

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## **Partnering with Consumers**





Partnering with Consumers Standard criteria



Clinical governance and quality improvement systems to support partnering with consumers

Partnering with patients in their own care

Health literacy

Partnering with consumers in organisational design and governance

National Safety and Quality
Primary and Community
Healthcare Standards

### **Person-centred care**

Person-centred care is respectful of, and responsive to, the preferences, needs and values of patients, their families and the community.

Person-centred care is the foundation for achieving safe, high-quality health care.

Studies have shown that person-centred care can contribute to:



Better patient & community experience



Better workforce experience & improved wellbeing



Better clinical outcomes, safety & quality



Better value care through lower costs of care

## **Person-centred care resource hub**

A wide range of resources and information are available to help healthcare organisations, clinicians and consumers understand and implement best-practice person-centred care.

#### https://www.safetyandquality.gov.au/person-centred-care



Network



Attributes of personcentred healthcare organisations



Evaluating person-centred care in healthcare organisations



Case studies

Diversity and equity

Webinar series

## **Shared decision making**

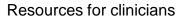
Bringing together the consumer's values, goals and preferences with the best available evidence about benefits, risks and uncertainties of treatment, in order to reach the most appropriate healthcare decisions for that person.

https://www.safetyandquality.gov.au/our-work/partneringconsumers/shared-decision-making



Setting goals of care







Resources for consumers



Decision support tools for specific conditions

Communication to support shared decision making

## **Health Literacy**

Health literacy plays an important role in enabling effective partnerships.



#### Infographics for:

- Clinicians
- Executives & Managers
- Consumers



#### Finding good health information online

- Booklet
- Poster
- Animation
- Easy English booklet & translations



#### Health Literacy summaries for:

- Clinicians
- Executives & Managers
- Consumers

### **Healthcare Rights**



My Healthcare Rights by Northern Sydney LHD

**Australian Charter of Healthcare Rights** 

I have a right to:

. Receive safe and high quality health care that meets nat

Access

Safety

Respect

Partnership

Information

Access my health information

**Give feedback** 

care safe

Privacy

that I am treated

· Ask questions and be in

This is the

edition of the Australian

Charter of Healthcare

These rights appl to all people in all places where here

care is provided in Australia.

describes what yo

receiving health can

AUSTRALIAN COMMISSION

ON SAFETY AND OUALITY IN HEALTH CARE

The Charter

second

**Rights.** 



#### My healthcare rights I have a right to: Access · Healthcare to These rights apply to all people Safety in all places where health care . Receive safe and high quality health care that meets nat The Charter describes what you, o Be cared for in an emvironment that is safe and makes me feel safe someone you care for, can expect Respect · Be treated as an individual, and with dignity and respec Have my culture, identity, beliefs and choices recognised and respected Partnership · Ask questions and be involved in open and honest co. Make decisions with my healthcare provider, to the extent that I choose and am able to Include the people that I want in planning and decision-making Information · Clear information about my condition the possible benefity and risks of different tests and treatments, so I can give my informed consent ceive information about services, waiting times and cost · Be given assistance, when I need it, to help me to understand and Request access to my health information Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe Privacy Have my personal privacy respected Have information about me and my health kept secure and confidential Give feedback Provide feedback or make a co Have my concerns addressed in a transparent and timely way Share my experience and participate to improve the quality of care and health services For more information, ask a member of staff or visit AUSTRALIAN COMMISSION ON SAFETY AND OUALITY IN HEALTH CARE safetyandquality.gov.au/your-rights

**Australian Charter of Health Care Rights - LGBTQI+** 

## Partnering with culturally and linguistically diverse consumers

**Resources for clinicians and health services** 

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## Background

Australia is one of the nations with the widest range of cultures and languages in the world.

Consumers from CALD backgrounds often experience increased difficulty engaging with healthcare services and understanding health information.

This leads to variations in healthcare access and experience, a greater risk of **adverse patient safety incidents** and **poor health outcomes**.



Image by rawpixel.com on Freepik

## Poor engagement with health system

These barriers are often associated with a lack of:

- Organisational commitment to improve cultural responsiveness and address the complex sociocultural disparities that CALD groups experience
- Education and training for members of the workforce
- Access to language services and culturally appropriate resources
- Engagement with people from CALD communities to support organisations to identify and address health inequities



## The Commission's view

The Australian Charter of Healthcare Rights describes the right to:

- Access care that meets a person's needs (delivered with respect to their culture)
- Have information shared in a way that is clear and understandable.

The NSQHS and Primary & Community Healthcare Standards include requirements for health service organisations to:

- Identify the diversity of the consumers using their services ensure equity of access & experience
- Consider consumers' communication needs
- Involves consumers in partnerships in the governance of, and to design, measure and evaluate, health care

NSQHS Standards User guide for health service organisations providing care for patients from migrant and refugee backgrounds





National Safety and Quality

## **Collaboration with AIHI**

- The Australian Institute of Health Innovation team shared a draft resource (informed by the outcome of the CanEngage project) outlining strategies for engaging CALD consumers in planning and making decisions about their own care with the Commission in 2022.
- The Commission proposed to develop dedicated resources for health service organisations and clinicians to:

Strengthen their engagement with consumers from CALD backgrounds and improve the quality and safety of health care for this population.

## This project

#### **Purpose**

To develop guidance that supports health service organisations and clinicians to strengthen their engagement with CALD consumers and enable them to be partners in their own care. The resources will be aligned with the NSQHS standards and the Charter.

#### Scope

To develop resources outlining recommended strategies for improved partnership with consumers from CALD backgrounds, taking into account the co-designed patient engagement practices/strategies developed as part of the <u>CanEngage</u> project.

#### Consultation

We have been consulting with key stakeholders, including the Commission's various committees, acute and primary care services and multicultural health organisations, to check their potential use and applicability.

#### **Promotion**

The resources will be housed on the Commission website and will be promoted through the Commission's usual communication channels.

#### **Draft resources for Health services and Clinicians**

The resources describe recommended strategies that can strengthen partnerships with people from CALD backgrounds to ensure the care they receive is safe, of high quality and culturally responsive:

- 1. Evaluating and improving the:
  - Organisation's cultural responsiveness
  - Staff's cultural competence capabilities
- 2. Considering and responding to individual needs, preferences and health goals
- 3. Assisting people to be more involved in their care
- 4. Supporting people to access and understand health information
- 5. Overcoming the communication barriers
- 6. Considering cultural aspects of patient privacy
- 7. Assisting people in providing feedback and making health complaints
- 8. Promoting peer support and self-help groups



#### Safetyandquality.gov.au



#### Twitter.com/ACSQHC



#### Youtube.com/user/ACSQHC

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