



CanEngage

Using research evidence to drive safer care for CALD communities

Ms Anna Flynn, Director, Partnering with Consumers Team, Australian Commission on Safety and Quality in Health Care

Dr Rashin Namivandi-Zangeneh, Senior Project Officer, Australian Commission on Safety and Quality in Health Care

**AUSTRALIAN INSTITUTE
OF HEALTH INNOVATION**



MACQUARIE
University
SYDNEY • AUSTRALIA



Partnering with consumers

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

September 2023

Partnering with Consumers



**Partnering with
Consumers
Standard criteria**

1

Clinical governance and quality improvement systems to support partnering with consumers

2

Partnering with patients in their own care

3

Health literacy

4

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 person-centred healthcare organisations



Evaluating person-centred care in healthcare organisations



Case studies



Diversity and equity



Webinar series

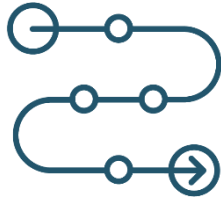
Shared decision making

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/partnering-consumers/shared-decision-making>



Communication to
support shared decision
making



Setting goals of care



Resources for clinicians



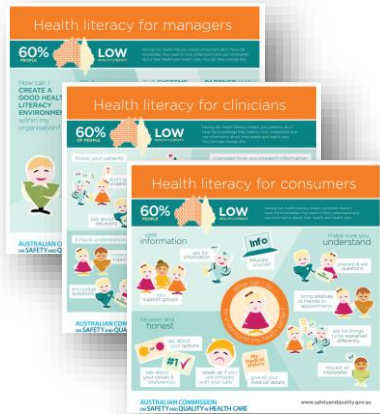
Resources for consumers



Decision support tools for
specific conditions

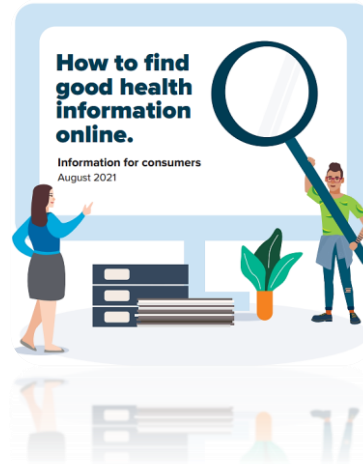
Health Literacy

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

My Healthcare Rights by Northern Sydney LHD



Australian Charter of Healthcare 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.

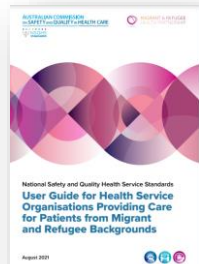


The **NSQHS** and **Primary & Community Healthcare Standards** include requirements for health service organisations to:

- 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



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 [CanEngage](#) 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](https://safetyandquality.gov.au)



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