



Mercy Health

Care first

COMMUNITY ENGAGEMENT PLAN

2023-2028



Acknowledgement of Country

Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the First Australians. We acknowledge the diversity of Indigenous Australia. We respectively recognise Elders past and present. This document was produced on Wurundjeri Country.



Title: *wahbung-ngetel*
Call of Country
Gunnai Language

Artist
Dixon Patten
Bayila Creative
Gunnai and Yorta Yorta

FOREWORD

Person centred care is at the heart of all services provided by Mercy Health. Central to this is the promotion of an authentic partnership between Mercy Health and the large and diverse community we serve.

Mercy Health is made up of more than 9,000 people who provide acute and sub-acute hospital care, aged care, home care, mental health, maternity and specialist women's health, and early parenting services. This includes communities in Victoria, southern New South Wales, northern Queensland, Western Australia and the Australian Capital Territory. Mercy Health employs people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need. We are guided by the values of compassion, hospitality, respect, innovation, stewardship and teamwork.

The 2023-2028 Community Engagement Plan has been prepared by Consumer Advisors to reflect Mercy Health mission and values by listening to those we serve and by continuously evaluating our services. It is designed to best meet the current and future needs and expectations of people under our care by engaging consumers in decision-making relating to their care. In conjunction with the Strategic

Framework and other Plans set out for Mercy Health that are designed to promote respect and inclusivity, the Community Engagement Plan involves providing consumers with greater control over their care by creating more opportunities to engage and actively contribute. Core to the Community Engagement Plan is educating staff in meeting this need and providing advice to Mercy Health at governance level on how best to achieve this outcome.

The Consumer Advisory Committee encourages consumers and their carers to become engaged in decision making at Mercy Health by becoming involved as Consumer Advisors.

Consumer Members

**Community Advisory Committee
Mercy Health**

INTRODUCTION

Mercy Health's Community Advisory Committee (CAC) led the development of the Community Engagement Plan 2023-2028.

To help inform the actions and priority areas in the plan, the CAC considered:

- Diversity and demographic data of those we care for
- Consumer feedback from health services and healthy ageing
- Strategic framework for Mercy Health
- Known gaps and opportunities for improvement at Mercy Health

The plan is a living document, enabling new opportunities and priorities to be added in the future, ensuring we remain responsive and open to change.

Our Community Engagement Plan sits alongside other plans and documents that include a focus on person centred care, consumer experience and community engagement, these include:

- Reconciliation Action Plan
- Whole Self Plan
- Equity and Inclusion Plan
- Accessibility Action Plan
- Division, site and service operational, quality and business plans

Mercy Health has strategies in place to support community engagement at a

- System level e.g. at a governance and strategic level
- Service level e.g. at a site or service level like a hospital, or residential aged care home
- Direct care level e.g. engagement of consumers in their own care and decision making

These are explored further in the Mercy Health Community Engagement Framework and associated policies, procedures and guidelines that support community engagement and person centred care.





OUR PRIORITIES

INFORM, CONSULT, INVOLVE, COLLABORATE, EMPOWER*

- 1 Enhance co-design and co-production at Mercy Health
- 2 Build staff capability in: Communication with consumers & Consumer engagement
- 3 Increase shared decision making in care
- 4 Engagement with diverse and seldom heard from groups
- 5 Strengthen consumer involvement in service and capital planning
- 6 Enable processes for Community Advisory Groups to be embedded in site decision making and priority setting
- 7 Enhance consumer engagement in digital/technology planning and decision making
- 8 Enhance consumer engagement in Healthy Ageing priorities
- 9 Develop new and enhanced roles for Consumer Advisors at Mercy Health
- 10 Establish sitting fees for Consumer Advisors
- 11 Enhance consumer engagement in governance
- 12 Support the Group Volunteer Program recovery
- 13 Consumer Advisor professional development

* IAP2's Public Participation Spectrum

Priority 1

ENHANCE CO-DESIGN AND CO-PRODUCTION AT MERCY HEALTH

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">Establish a co-design/co-production approach in the project management office with resources and processes to enable effective engagement in Mental Health	<ul style="list-style-type: none">Mental Health – Health Services	<ul style="list-style-type: none">Co-design/co-production approach established, register of projects with consumer engagement co-production and co-production
<ul style="list-style-type: none">Adapt resources and processes from co-production/co-design project office to enable them to be used across the organisation	<ul style="list-style-type: none">Community Experience	<ul style="list-style-type: none">Resources availableCo-design/co-production processes established

Priority 2

BUILD STAFF CAPABILITY IN: COMMUNICATION WITH CONSUMERS & CONSUMER ENGAGEMENT

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">Appoint a Manager Patient Experience in Health Services – includes a Health Literacy portfolio	<ul style="list-style-type: none">Community Experience	<ul style="list-style-type: none">Role recruited to
<ul style="list-style-type: none">Development of a health literacy strategy inclusive of staff training offerings	<ul style="list-style-type: none">Community Experience	<ul style="list-style-type: none">Health Literacy Strategy developed
<ul style="list-style-type: none">Implementation of Health Literacy priorities relevant to the business portfolio	<ul style="list-style-type: none">Health Services and Healthy Ageing	<ul style="list-style-type: none">Achievement of implementation plan priorities
<ul style="list-style-type: none">Develop, deliver and evaluate Foundations in consumer engagement education module	<ul style="list-style-type: none">Community Experience	<ul style="list-style-type: none">Consumer engagement education module available
<ul style="list-style-type: none">Support staff attendance and participation in training offerings to enhance consumer engagement and communication skills locally	<ul style="list-style-type: none">Health Services and Healthy Ageing	<ul style="list-style-type: none">Staff attendance rate and feedback on module

Priority 3

INCREASE SHARED DECISION MAKING IN CARE

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Develop comprehensive care planning approach inclusive of goal setting and shared decision making principles	<ul style="list-style-type: none">• Comprehensive Care Committee	<ul style="list-style-type: none">• Comprehensive care plan implemented and evaluated
<ul style="list-style-type: none">• Strengthen consumer involvement and communication of goals in communication processes e.g. handover and team meetings	<ul style="list-style-type: none">• Communicating for Safety Committee	<ul style="list-style-type: none">• Communication processes implemented and evaluated
<ul style="list-style-type: none">• Research and implement consumer tools to enhance shared decision making and goal setting	<ul style="list-style-type: none">• Community Experience	<ul style="list-style-type: none">• Consumer tools identified and made available to staff and consumers

Priority 4

ENGAGEMENT WITH DIVERSE AND SELDOM HEARD FROM GROUPS

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Consumer and community input in the development and implementation of key Mercy Health plans including:<ul style="list-style-type: none">– Whole Self– Equity and Inclusion– Accessibility	<ul style="list-style-type: none">• People Learning and Culture• Community Experience	<ul style="list-style-type: none">• Evidence of consumer engagement in plan development, implementation and evaluation

Priority 5

STRENGTHEN CONSUMER INVOLVEMENT IN SERVICE AND CAPITAL PLANNING

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Consumer engagement strategies developed and implemented for:<ul style="list-style-type: none">– Emergency Department Redevelopment (Werribee)– Home Birth Project (Heidelberg)– Whittlesea Day Stay (Early Parenting Centre)	<ul style="list-style-type: none">• Health Services• Project leads and Sponsors	<ul style="list-style-type: none">• Evidence of consumer engagement strategies in project plans and materials including record of changes made as a result of feedback
<ul style="list-style-type: none">• All capital projects (relating to consumer areas) have consumer input	<ul style="list-style-type: none">• Capital and Planning• Healthy Ageing and Health Services	<ul style="list-style-type: none">• Evidence of consumer engagement in capital planning projects and records of changes made as a result of feedback

Priority 6

ENABLE PROCESSES FOR COMMUNITY ADVISORY GROUPS TO BE EMBEDDED IN SITE DECISION MAKING AND PRIORITY SETTING

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Collect feedback on Community Advisory Group experiences and opportunities for engagement from consumer members and staff	<ul style="list-style-type: none">• Community Experience	<ul style="list-style-type: none">• Feedback collected and used to inform improvements for Community Advisory Groups
<ul style="list-style-type: none">• Development of local priorities together with site leadership with shared accountability	<ul style="list-style-type: none">• Community Advisory Group members and Community Advisory Group Sponsors	<ul style="list-style-type: none">• Evidence of collaboration with Community Advisory Groups on site operational, quality and business plans

Priority 7

ENHANCE CONSUMER ENGAGEMENT IN DIGITAL/ TECHNOLOGY PLANNING AND DECISION MAKING

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Consumer engagement strategy for Checked-In Care	<ul style="list-style-type: none">• Healthy Ageing Strategy and Transformation	<ul style="list-style-type: none">• Consumer engagement strategy developed, implemented and evaluated
<ul style="list-style-type: none">• Consumer engagement in the new Mercy Health Digital Strategy	<ul style="list-style-type: none">• Information Systems and Services/Chief Information and Digital Transformation Officer	<ul style="list-style-type: none">• Consumer engagement strategy developed, implemented and evaluated
<ul style="list-style-type: none">• Consumer Advisor appointment to the Digital Committee Health Services	<ul style="list-style-type: none">• Community Experience and Committee Chair	<ul style="list-style-type: none">• Consumer Advisors on committee

Priority 8

ENHANCE CONSUMER ENGAGEMENT IN HEALTHY AGEING PRIORITIES

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Review communication processes:<ul style="list-style-type: none">– Workforce shortage– Mandatory care requirements– Resident and client priorities	<ul style="list-style-type: none">• Health Ageing leadership• Community Experience• Marketing and Communications	<ul style="list-style-type: none">• Review of current processes, development and implementation of consumer informed approaches
<ul style="list-style-type: none">• Investigate and pilot new resident facing roles for volunteers	<ul style="list-style-type: none">• Healthy Ageing Volunteer Coordinator	<ul style="list-style-type: none">• New roles identified, piloted and rolled out
<ul style="list-style-type: none">• Identify consumer preferences for frequency and format of providing feedback and input at a home level	<ul style="list-style-type: none">• Community Experience• Quality team	<ul style="list-style-type: none">• Preferences identified and used to inform approach of collecting feedback at a home level

Priority 9

DEVELOP NEW AND ENHANCED ROLES FOR CONSUMER ADVISORS AT MERCY HEALTH

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Evaluation and expansion of consumer engagement in sentinel event reviews	<ul style="list-style-type: none">• Community Experience and Patient Safety and Feedback	<ul style="list-style-type: none">• Role evaluated, further Consumer Advisors trained, evidence of engagement on reviews
<ul style="list-style-type: none">• Consumer engagement strategy developed and implemented for research office	<ul style="list-style-type: none">• Research Office	<ul style="list-style-type: none">• Strategy developed and implemented

Priority 10

ESTABLISH SITTING FEES FOR CONSUMER ADVISORS

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Revision of procedure, process approval and communication of change to staff and consumers	<ul style="list-style-type: none">• Community Experience• Finance	<ul style="list-style-type: none">• New process in place, rolling inclusion in budgets, communication to staff and consumers

Priority 11

ENHANCE CONSUMER ENGAGEMENT IN GOVERNANCE

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Establish new role for consumer engagement in quality assessments e.g. Care First Rounds or Quality Health Checks	<ul style="list-style-type: none">• Quality and Innovation team	<ul style="list-style-type: none">• New roles piloted and established
<ul style="list-style-type: none">• Consumer informed patient/resident/client/carer questions for Board site visits	<ul style="list-style-type: none">• Community Experience	<ul style="list-style-type: none">• Questions created in collaboration with consumers and provided to Board members at site visits

Priority 12

SUPPORT THE GROUP VOLUNTEER PROGRAM RECOVERY

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Develop a Volunteer Strategy together with key stakeholders	<ul style="list-style-type: none">• Community Experience• Volunteer Coordinators (Health Services and Healthy Ageing)	<ul style="list-style-type: none">• Strategy and implementation plan developed in consultation with volunteers and consumers, milestones reached• New roles in place, increased volunteer numbers

Priority 13

CONSUMER ADVISOR PROFESSIONAL DEVELOPMENT

Actions	Leads	Evaluation/Outcome
<ul style="list-style-type: none">• Adapt and implement Consumer Advisor self-assessment tool to identify opportunities for (1) better support and (2) opportunities for progression	<ul style="list-style-type: none">• Community Experience	<ul style="list-style-type: none">• Self-assessment provided to each Consumer Advisor, targeted support and progression plans in place where relevant
<ul style="list-style-type: none">• Host annual Consumer Gathering – network and professional development event for Consumer Advisors with Mercy Health leadership invited	<ul style="list-style-type: none">• Community Experience	<ul style="list-style-type: none">• Annual event held



For more information:

Please contact the Community Experience team
at getinvolved@mercy.com.au or 03 8416 7777

Interested in becoming a Consumer Advisor?

Find out more by visiting our website:
www.mercyhealth.com.au/our-structure/consumer-engagement
or by contacting the Community Experience team

