

West Moreton Health Engagement Framework 2020-21

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1. West Moreton Health Engagement Overview

1.1 Engagement Approach

West Moreton Health works to deliver the best possible health and wellbeing outcomes for residents of the West Moreton region. We use our values - *connect, respect, excel* - to sustain our promise to the community that we are *caring better together*.

West Moreton Health plans and provides health services by engaging with stakeholders. We see engagement as involving our stakeholders in the decision-making process, drawing on the International Association of Public Participation (IAP2) model (<https://iap2.org.au/about-us/about-iap2-australasia/core-values/>). West Moreton stakeholders include consumers such as patients and their families and carers, the broader community, clinical and non-clinical staff and partner organisations.

Engagement strengthens our relationships with stakeholders. We recognise the great diversity within our region and use different approaches to reach different groups of stakeholders. We use feedback to help us understand varied points of view, gather comprehensive information, consider a range of opinions and identify common ground for future partnerships.

Engagement fosters a sense of belonging and ownership of outcomes. Input from stakeholders improves the quality of policy and clinical service design at the time it is being developed, ensuring the end result is relevant to the needs of consumers. Well-planned engagement provides opportunities for a diverse range of voices to be heard on any issue, generates ideas, helps us provide the right service to the right person at the right time and place, promotes a higher standard of person-centred care, a better understanding of the 'decisions to be made,' and more opportunities for meaningful feedback.

Engagement enables good governance and informed decision-making. It promotes shared responsibilities for decisions, builds trust about the decision-making process and supports an open approach to managing risk by providing a strong foundation for understanding decisions.

Engagement is critical to protecting and enhancing West Moreton Health's reputation as a provider of safe, excellent and local health care.

1.2 Engagement Framework Objectives

Our Engagement Framework is based on the IAP2 model to ensure best practice engagement and to ensure we exceed the National Safety and Quality Health Service Standards for consumer and clinician engagement.

The Framework's objectives are to:

- Engage with stakeholders in meaningful ways about issues that affect them
- Engage with consumers and the broader community to engender trust in the services we provide
- Engage with staff to improve patient outcomes
- Strengthen partnerships to transform and improve the care we provide
- Enhance our reputation as a hospital and health service that works in partnership to provide the best possible care to local communities

The Framework gives direction for the West Moreton Health Engagement Strategy which encompasses engagement for consumers, community, staff and partners. More detailed, stand-alone versions of:

- the Consumer Engagement Strategy (Available here: <https://www.westmoreton.health.qld.gov.au/sites/default/files/inline-files/consumer-engagement-strategy.pdf>)
- and the Clinicians Engagement Strategy (Available here: <https://www.westmoreton.health.qld.gov.au/sites/default/files/inline-files/clinician-engagement-strategy-2019-2021.pdf>) have been developed to meet the requirements of the *Hospital and Health Boards Act 2011 (Qld)*.

Together, the Engagement Framework and the Engagement Strategy help us deliver the West Moreton Health Strategic Plan 2017-2021 which is committed to:

- Person-centred care
- Caring for our teams
- Interconnected care
- Better care

1.3 Engagement Principles

West Moreton Health commits to:

- Seeking out and encouraging contributions from people who may be affected by or interested in a decision
- Providing relevant, timely and balanced information so people can contribute in a meaningful way
- Providing a variety of appropriate and accessible ways for people to have their say and to speak honestly
- Actively listening so that people's ideas and input assist in making the final decision
- Considering the needs and interests of all people in the decision-making process
- Telling the community about the final decision and how their input was considered
- Collaborating with government, peak bodies, non-government organisations and charities to influence the social determinants of health

2. Engagement In Action

Engagement is part of what we do every day at West Moreton Health in delivering health services for our local communities. Drawing on the IAP2 model, we recognise that engagement occurs across five dynamic phases: inform, consult, involve, collaborate and empower.

	Inform	Consult	Involve	Collaborate	Empower
West Moreton Health Approach	We will share Information about a decision or direction.	We will explore options, gain feedback and an understanding of stakeholder concerns and preferences.	We will involve stakeholders in the process so their ideas, concerns and aspirations are reflected in alternatives or in the final decision.	We will collaborate with Stakeholders so their advice, innovation and recommendations are included in the final decision that we make together.	We will use the information provided by stakeholders to strongly inform our decision making.
Goal	One way communication to provide balanced and objective information to assist understanding about something that is going to happen or has already happened.	Two way communication designed to obtain feedback on ideas, alternatives and proposals to inform our decision making.	Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to our decision making.	Working together to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions for joint decision making.	To strongly inform final decision-making.

3. Stakeholders

3.1 Internal stakeholders

- West Moreton Health Board
- Clinical staff
- Non-clinical staff
- Visiting Medical Officers (VMOs)
- Contractors and suppliers
- Volunteers

3.2 External stakeholders

- Consumers including patients and their families and carers, and visitors
- Consumer and carer representatives from the Consumer Representative Network
- Community Reference Groups
- Broader community
- First Nations Elders
- First Nations advocacy groups
- Culturally and linguistically diverse community
- Socially diverse community
- Premier Deputy Premier and Minister for Health
- Department of Health
- Federal Government Departments
- Unions
- General Practitioners
- Australian Medical Association Queensland
- Darling Downs and West Moreton Primary Health Network
- Queensland Ambulance Service
- Queensland Police Service
- Residential and Aged Care Facilities
- Ipswich Hospice
- Ramsay, Mater and other private partners
- Health equity partners who have an influence on and/or interest in the social determinants of health including non-government organisations
- Local Level Alliances including the National Disability Insurance Scheme
- Relevant Federal Government agencies
- Federal Members of Parliament
- Relevant State Government agencies
- State Members of Parliament
- Relevant local government work units
- Mayors and other local government elected representatives
- Peak bodies and industry associations
- Ipswich Hospital Foundation
- Foundations, clubs, charities
- Universities
- TAFE
- Schools
- RAAF Amberley
- Media

4. Evaluation

The effectiveness of our Engagement Framework will be evaluated by:

- Use of the Framework in staff induction material
- Use of the Framework in leadership material
- Use of the Framework for periodic review of stakeholder engagement strategies
- Use of the Framework in planning and undertaking engagement with internal and external stakeholders
- Feedback from regular staff meetings
- Feedback from regular consumer and community group meetings
- Feedback from regular partner meetings

5. West Moreton Health Engagement Summary

