

Consumer and Community Engagement Strategy

2022-2025

Our vision

Great care for Central Queenslanders

Our purpose

Great people, delivering quality care and improving health

Our values

Care

We are attentive to individual needs and circumstances

Respect

We will behave with courtesy, dignity and fairness in all we do

Integrity

We are consistently true, act diligently and lead by example

Commitment

We will always do the best we can all of the time

We will respect, protect and promote human rights in our decision-making and actions

Our Destination 2030: Great care for Central Queenslanders strategy will shape the future of healthcare across our region and support our aim for Central Queenslanders to be amongst the healthiest in the world.

Consumer and community engagement is essential to achieve our 2025 milestones including the key ambition of delivering a consumer experience that is amongst the best in Australia by 2030.

Effective consumer engagement at all levels is vital, from the frontline contact with the treating clinician, to involvement in strategy development, service delivery planning, recruitment and the review of information and resources.

We will measure our success through community and patient surveys including real-time patient experience.

We will place our consumers at the heart of everything we do and every decision we make.



Our contribution to government objectives

Central Queensland Hospital and Health Service supports the Government's objectives for the community:



Good jobs

Good, secure jobs in our traditional and emerging industries



Supporting jobs



Backing small business



Making it for Queensland



Investing in skills



Better services

Deliver even better services right across Queensland



Backing our frontline services



Keeping Queenslanders safe



Connecting Queensland



Educating for the future



Great lifestyle

Protect and enhance our Queensland lifestyle as we grow



Protecting the environment



Growing our regions



Building Queensland



Honouring and embracing our rich and ancient cultural history

In addition to the Government's objectives for the community, our strategic objectives support My health, Queensland's future: Advancing health 2026

Our intent

Empower through knowledge

- Involve you in your care (person centred care)
- Empower our diverse community voice
- Heighten community awareness and understanding
- Develop engagement skills
- Identify improvement opportunities.

Collaborate - plan together

- Strategic vision and service planning
- Community health needs and expectations
- Pride and trust
- Reduce burden of lifestyle-related disease
- Continuous improvement of services and patient experience
- Improved health literacy and health system literacy.

Involve - deliver together

- Shaping of great care and great patient experience
- Service delivery and process
- Health equity for improved Aboriginal and Torres Strait Islander health outcomes.

- Whole of community approach: Culturally and linguistically diverse, people with disabilities and lower literacy, regionally and remotely distanced, and isolated.

Consult - seek advice

- Infrastructure design and delivery - early involvement
- Governance, standards, policies, and procedures
- Patient and carer information and publications are co-designed.

Inform - provide information

- Clarity and transparency of services, availability and limitations, performance and successes, changes, and improvements
- Health and lifestyle improvement and health information
- Provide continuous feedback.

Health Equity

- We will work in partnership with Aboriginal and Torres Strait Islander communities, and our prescribed stakeholders to co-design, deliver and improve access to health services for Aboriginal and Torres Strait Islander people.

Objective	Strategies	Our measures of success
Great Care, Great Experience Safe, compassionate care, delivered to the highest standards, close to home, with consumers at the heart of all we do	We will work with our communities to ensure services are co-designed, delivered and improved in consultation and equal partnership.	Patients, consumers, and carers' input is integrated into planning for projects through: <ul style="list-style-type: none"> • Real time patient experience feedback • Patient story sharing • Health Consumer Representatives Network (including key committee representation)
	Patients and consumers have opportunities to be involved in service design and planning at all levels of the organisation and represent the diversity of our communities.	Consumer representatives are involved in the development of, or are participating in: <ul style="list-style-type: none"> • Strategic committees, working groups and projects • Key recruitment activities • Health literature reviews • Internet usability testing • Relevant policies and procedures such as the Consumer and Carer Information and Publication Policy
Great People, Great Place to Work Great staff working in great teams with a culture of supporting and investing in our people's future	Promote an organisational wide culture that prioritises consumer engagement to enhance patient knowledge.	Encourage staff and consumers to connect with, and complete training - Health Consumers Queensland.
	Support the workforce to shift the balance from the clinician as the expert in the room, to the consumer.	Person Centred Care training – whole of workforce approach.
Great Partnerships Working collaboratively with our partners to deliver great care and improve the health of Central Queenslanders	The Central Queensland community is engaged in the process of continuous improvement.	The Central Queensland community opinions are integrated into: <ul style="list-style-type: none"> • Strategic milestones • Consumer and Community Engagement, Health Equity and Patient Experience Strategy documents • Infrastructure and planning
	Targeted engagement will be used to reach communities with specific health needs and deliver key initiatives.	<ul style="list-style-type: none"> • Health Equity Strategy and key priority outcome areas • Mental Health Strategy • Maternity Care Network • Culturally and Linguistically Diverse consideration • Delivery of services closer to home: <ul style="list-style-type: none"> • expansion of Telehealth services • self-care options • technology-led care

Key opportunities

- Ensure community engagement reaches across the broad geographical footprint of Central Queensland and is a true representation of the diverse cultures, health needs and priorities for Central Queensland.
- Ensure staff have access to Health Equity and Cultural Capability expertise to support positive health outcomes.
- Create and maintain a health literacy ecosystem to support positive health outcomes.
- Educate and empower the workforce to understand that engagement and participation are not merely ideals for interactions between consumers and carers. They are essential approaches that honour human rights and represent genuine partnerships to deliver the best outcomes at individual, service, organisation and system level.