Consumer and Community Engagement Unit Update

According to the “Queensland Guide to Community Engagement methods and techniques” there are seven key principles to ensure authentic public engagement: trust, mutual respect, clear roles, transparency, active listening, power sharing and resourcing.

When all of these principles are applied, an organisation can start to see a sense of empowerment. This is not something that can be bought or given it is a process developed, shaped and moulded over time.

Consumer engagement is a sought after activity in the Network by members of the public and I believe it is because we have demonstrated through our actions that we live and breathe these values.

Public participation in healthcare is strengthened by principles of engagement and happens when key enablers are enacted.

Enablers differ in health public participation compared with other forms of public engagement, for example in education, local government or the military.

Our key enablers require:

- Executive to lead the way
- consumers must be considered authentic partners
- a Consumer Governance Structure in place for the organisation to host partnerships
- visibility and resourcing
- passion.

Fundamentally, the other key enabler is a commitment made by all and not just one particular role or unit to ensure that invitations for participation occur at every moment of exchange, for example at the bedside, counselling office, or transition points like admission or discharge.

It is a reminder that two questions: “How would you like to be treated?” and “Can you tell me what you or your family have understood by what I just said?” can be the simplest yet most influential exchanges which cultivate a person and family centred care approach.

This month is a very special month in the Network’s calendar, as it celebrates Person and Family Centred Care Week (18–22 September). This year, Lily, Jackie, Awa, Felicity and Rachel from the Person and Family Centred Care Network Steering Group have lined up an eclectic array of activities and launches aimed at celebrating the four pillars of the Person and Family Centred Care Charter. Be sure to check out the hospital website (www.wch.sa.gov.au) to learn more about how you can get involved.

Allan J Ball
Director, Consumer and Community Engagement
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Volunteer Recognition Awards. RSVP to Allan.</td>
<td>WCH Campus</td>
<td>11am–1pm</td>
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<tr>
<td>1</td>
<td>Consumer surveying on experience</td>
<td>WCH Campus</td>
<td>11am–1pm</td>
</tr>
<tr>
<td>6</td>
<td>Roving Consumer Coffee Club (please note that this is Wednesday)</td>
<td>WCH Campus</td>
<td>10am–11:30am</td>
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<tr>
<td>7</td>
<td>Consumer surveying on experience</td>
<td>WCH Campus</td>
<td>11am–1pm</td>
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<tr>
<td>11–15</td>
<td>CAMHS Listening Post Week</td>
<td>Various CAMHS sites</td>
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<tr>
<td>14</td>
<td>Consumer surveying on experience</td>
<td>WCHN Campus</td>
<td>11am–1pm</td>
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<tr>
<td>18–22</td>
<td>Person and Family Centred Care Week</td>
<td>WCH Campus</td>
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<tr>
<td>18</td>
<td>Volunteer Strategy Launch</td>
<td>WCH Campus Play Deck</td>
<td>11am–12pm</td>
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<td>18</td>
<td>Person and Family Centred Care Training with Act Now Theatre.</td>
<td>WCH Campus</td>
<td>2:30pm–4:00pm</td>
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<tr>
<td>19</td>
<td>Children’s Health Australia Teleconference on Person and Family Centred Care</td>
<td>RSVP to Allan to attend from 12:30pm–1:30pm</td>
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<tr>
<td>20</td>
<td>Person and Family Centred Care Showcase</td>
<td>RSVP to Allan to attend from 12 noon–1:30pm</td>
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<tr>
<td>21</td>
<td>Person and Family Centred Care Divisional Report Card Panel</td>
<td>WCH Campus Room 201</td>
<td>11am–1pm</td>
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<tr>
<td>21</td>
<td>Consumer surveying on experience</td>
<td>WCH Campus Surgical Wards</td>
<td>11am–1pm</td>
</tr>
<tr>
<td>21</td>
<td>Person and Family Centred Care Training with Act Now Theatre.</td>
<td>WCH Campus Alan Crompton Boardroom</td>
<td>2:30pm–4pm</td>
</tr>
<tr>
<td>21</td>
<td>Person and Family Centred Care for Clinicians. Clinical Forum</td>
<td>WCH Campus Alan Crompton Boardroom</td>
<td>5:00pm–6:30pm</td>
</tr>
<tr>
<td>22</td>
<td>Drop the Jargon (Health Literacy Campaign) Launch</td>
<td>WCH Campus Executive Boardroom</td>
<td>11:30am–2pm</td>
</tr>
<tr>
<td>25</td>
<td>Youth Advisory Group – Media and Communications Subgroup</td>
<td>WCH Campus Allan’s Office</td>
<td>3:30pm–4:30pm</td>
</tr>
<tr>
<td>26</td>
<td>CaFHS Consumer Committee</td>
<td>WCH Campus Executive Boardroom</td>
<td>11:30am–2pm</td>
</tr>
<tr>
<td>28</td>
<td>Consumer Coffee Club</td>
<td>WCH Campus Café Level 2</td>
<td>10am–11:30am</td>
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</tbody>
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Legend:
- a date for your calendar
- an open event or invitation, requiring an RSVP
- Consumer Governance Committee
EDUCATION & CAPACITY DEVELOPMENT

Person and Family Centred Care Showcase
A summation of the past 12 months attending to actions from the Consumer and Community Engagement Strategy and Responsiveness Plan 2015-2018. Learn outcomes from the 2017 Person and Family Cantered Care Passion Projects and celebrate the crowning of the inaugural WCHN Person and Family Centred Care staff member.

When: 12pm-1:30pm, Wednesday 20 September 2017
Where: Queen Victoria Lecture Theatre, WCH Campus
RSVP: 10 September to Allan.

You will not be reimbursed for your time attending this event.

Consumer Training Calendar 2017
Full 2017 training calendar is available on the web. Check it out.

Grand Rounds (Lecture series on innovation, health and research)
All consumer representatives signed up to the database have access to the weekly Grand Rounds.

A Grand Round is a lecture series that provides WCHN staff with education on a range of health topics relating to our core business.

They are held every Wednesday in the WCH Queen Victoria Lecture Theatre from 12pm–1:30pm.

This is a voluntary task that consumer representatives can opt in to attending. Family and friends are welcome to join you.

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<tr>
<th>DATE</th>
<th>TOPIC</th>
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<tbody>
<tr>
<td>6</td>
<td>Translational Research. Professor Gillian Harvey</td>
</tr>
<tr>
<td>13</td>
<td>Professor Stephen Tong</td>
</tr>
<tr>
<td>20</td>
<td>Person and Family Centred Care Showcase. Various Speakers.</td>
</tr>
<tr>
<td>27</td>
<td>MS McLeod Research Seminar: Autism. Professor Robyn Young.</td>
</tr>
</tbody>
</table>

Library open for consumer representatives
The Library is open 8:30am to 6:00pm Monday to Thursday and 8:30am to 5:00pm on Friday and can be contacted on 8161 7263 or by email.

The SA Health Library Service website is www.salus.sa.gov.au. Once registered, you can borrow hardcopy books, access e-books and e-journals, and search for literature on relevant online databases.
The library can provide training on how to access library materials and carry out literature searches. Books which may be of interest include:

- Patient engagement: catalysing improvement and innovation in healthcare
- Community engagement, organisation and development for public health practice
- The knowledgeable patient: communication and participation in health
- Consumer participation in sharing health care initiative projects: a case study report.

Any books you may require that the library does not hold may be able to be obtained from external libraries.

**BASECAMP NEWS**

**E-Book Club September 2017**

Family-centred care for children in hospital (Cochrane - Review)

**September 2017 Direct Consultation**

**Child and Family Health Service (CaFHS) Proposed Model of Care**

Help understand what CaFHS should look like in the future by completing a survey. Open until mid-September. [Survey Link on Basecamp](#).

**Drop the Jargon**

Drop the Jargon is a campaign to learn about the phrases, words and sentences that need to be silenced in healthcare. On 22 September, you will be asked to participate in a consultation that can be shared in social networks.

**Not a member of Basecamp?**

Visit our [website](#) to learn how to get involved. Invitations are open to WCHN staff, consumers, caregivers, family members and community members. To provide feedback to the survey without signing up to Basecamp click [here](#).

**NEVER MISS OUT!**

Join Basecamp for real-time access and updates from the Women’s and Children’s Health Network 24/7.

**We want to hear about your hospital experience**

CONSUMER GOVERNANCE UPDATES

Citizen Jury (Consumer Feedback and Improvement Group)

On 4 August, the Jury focused on family support, with Sarah re-joining the group alongside Vicki, Judith, CeCe and Tanya. This question explored: “What does person and family centred care family support look like for the Women’s and Children’s Health Network (WCHN) to ensure that caregivers, carers and support people are provided with excellent support?”

Consumers considered multiple data sources to formulate their verdicts including:

- Results from 24 consumers from the 23 June to 1 August 2017 digital engagement board;
- Literature including from the University of Ostrava titled Coping strategies of family with a chronically ill child, literature review on the effectiveness of Starlight Room and Ronald McDonald House Family Rooms;
- South Australian procedures including the Australian Association of Social Work guide for hospital based social work; and
- Hearing from three expert WCHN witnesses, including Acting Manager of Social Work (WCH), Executive Director, Nursing and Midwifery and Regional Director, Allied Health.

Verdicts resulting from the discussion fell into two areas:

- Looking at the strategic role of social work within the Women’s and Children’s Hospital (WCH) Campus; and
- Supporting the need for a family-focused space within the WCH to provide ancillary supports to carers and caregivers by coordinating a feasibility plan of what is possible in the short, medium and long term.

We learnt about outcomes from the previous verdicts, including tangible outcomes relating to visiting hours, choosing wisely campaign and smoking around the WCH campus.

Visiting Hours

Directors from the hospital met to look at the barriers to person and family centred care relating to visiting hours. From this meeting the WCH website now features visiting hours on the homepage and wards have decluttered poster boards to make clear local visiting times. Hotspots within the hospital are looking at more detailed and matured visiting hours processes.

Choosing Wisely

After supporting and endorsing the approach, the campaign will be rolling out from September 2017 in the WCH; which is one of the first hospitals in the Australia to do so in a child and youth environment. Consumers will form part of the roll out as members on committees.

Smoking around WCH site

Thorough consultation has occurred with Adelaide City Council and Drug and Alcohol Support Services of South Australia to get an understanding of the issue. From these meetings, the following will be completed by October 2017:

- Peace Park adjacent to the WCH campus will be considered for additional amenities installed to make it a more appropriate space for people who choose to smoke.
- Butt Bins will be removed from Kermode Street on the WCH side.
- Communication signage will be created with quotes from children and young people.
- A sign reminding carers and consumers leaving the hospital about smoke free zones will be installed inside the hospital near the exits.

On 9 December, the citizen jury will look at a clinical audit study and recommendation report with the view of lining up jury topics for 2018.
Health Literacy Group

It was a full house for our August meeting, with Debbie, Lana, Darlene and Heidi joining WCH staff to discuss several new items. The focus of the meeting was to discuss a new corporate procedure for the development of consumer health information development and review using health literacy principles.

Lesley from the Safety and Quality Unit spoke to the group about a current ‘risk’ relating to the development, storage, dissemination and intent of clinical information produced by the organisation. The group was able to review the draft procedure to strengthen the new processes, which are to be established in the organisation to create health information for consumers and carers. The procedure is almost complete and will provide an effective blueprint for all staff to attend to principles of health literacy when producing information.

Other business included reviewing four new health literacy fact sheets, targeted at staff, to ensure that the group has presence at the upcoming person and family centred care group. Members of the committee strongly supported the fact sheets and endorsed a consultation process to support "dropping the jargon". On Friday, 11 August Darlene and Debbie joined the Consumer Feedback Coordinator to review the process for providing consumer complaints; looking at the process with a health literacy lens.

If you are interested in health literacy and would like to support reviewing documents for the health organisation you are strongly encouraged to join the consumer database.

CaFHS Consumer Advisory Group

The second meeting for the consumer-advisory group for the Child and Family Health Service (CaFHS) gathered on Monday 31 July. The committee, which is co-chaired by the Director, CaFHS and a consumer, enables the perspectives of the community to influence divisional decisions.

We were reminded of the list of reasons consumers wanted to be involved in this committee. This list will be used in marketing and promotion internally.

The feature of the meeting was a detailed discussion and recommendation-based conversation on the enhanced service delivery framework for the division. Consumer voice aided in driving the next steps of the consultation process for the enhanced framework. A good portion of the conversation focused on shifting towards shared decision making rather than a unilateral decision-making framework (aka "books smart") that is child-focused. We learnt the framework intends to:

- meet the changing expectations of children and families
- address changes in environments and expectations
- promote optimal practice supported by research evidence and practice wisdom
- incorporate new partner agencies.

The committee will be positioned to ensure that it supports the testing of the proposed framework against what has been shared throughout the consultation process.

The group commented on the approach to consultation, which is shaping up to be a targeted set of conversations with key stakeholders (split into five groups) that focuses on three open-ended questions gathered online through Survey Monkey and also through face-to-face interactions.

Other updates included:

- 2017/18 Person and Family Centred Care Passion Projects
- Aboriginal consumer representation and engagement
- supporting consumer voice in country CaFHS sites.
Some of the future discussions for the committee will be:

- A discussion on divisional values; ensuring that the visibility of how our values are described to others is maximised.
- CaFHS approach to volunteering.
- Passion Projects prioritisation session. Mel will work with CaFHS leadership teams to establish a list potential projects that CaFHS working will promote.

CaFHS is currently looking for a male parent to join its advisory body. If you are or know of someone suitable who can attend a quarterly advisory group during business hours, please contact Cathy Isam on Catherine.Isam@sa.gov.au. WCHN is currently looking to grow “fathers” or “male carers” on the WCHN database.

**Person and Family Centred Care Network Steering Group**

Lily chaired another successful network steering group, with Rachel, Jackie and Felicity joining WCHN staff from across many divisions to pause and reflect on the impact of the Person and Family Centred Care approach within the organisation.

Depth of the meeting discussions is detailed below:

- 34 responses from shared decision making gap analysis; there are emerging themes.
- Lily provided an updated on the Professional Certificate for Consumer and Community Engagement. This literature review will be translated into a framework in which a Masters of Social Work student will work with the Mental Health Commission. This will assist in 2.8 of the Standard 2: Partnering with Consumers as it will give the organisation the scope.
- The Welcome Posters were endorsed by the committee for roll out across the organisation.
- The BPSO training workshops in Person and Family Centred Care have been reviewed by a consumer representative and will look at partnering with consumers for ongoing roll-out of the training to WCHN staff.
- Passion Projects 2017 are coming to a close, with three completed and one near completion. The Passion Projects showcase will occur on 20 September, at this event a big announcement will occur about the 2018 Passion Projects. Consumers from the group will be asked to participate in a selection panel.
- Family Huddle model has been successfully rolled out in Antenatal/Gynaecology Ward with a view in the next three months to roll it out in Adolescent Ward and Kate Hill Ward. In the latter part of 2017, Helen Mayo House will be one of the first community teams to roll out this method.
- The stigma associated with being a young parent in South Australia was raised, with feedback received from the Youth Advisory Group detailing the impact that judgemental non-verbals and verbals have on young parents not accessing healthcare services. The National Child Commissioner has flagged the plight of young parents and access to healthcare as a national concern, and so the group has supported the establishment of a young parent roundtable to understand the issue within the organisation.
- Person and Family Centred Care Week schedule of activities was endorsed by the group, with Lily taking a leading role in the showcase and awards Grand Round.
- The group delved deeper into the initial themes that have emerged from the shared decision making gap analysis, by looking at language in healthcare and what the required next steps are to progress effective shared decision-making.
Welcome to
Name of ward
/service

Hi, I am

<Firstname Lastname>

<Role name>

<Firstname Lastname> (last name optional for both)

You can find <staff title> at <where they are located> or phone <phone number>

We are here to work in partnership with you and your family.

Visit and download your healthcare rights documents at www.wch.sa.gov.au/consumerandcommunity

We want to hear about your experience at the Women’s and Children’s Health Network

Please provide your feedback by answering 3 questions.

or www.wch.sa.gov.au

www.wch.sa.gov.au
CONSUMER ENGAGEMENT UPDATES

Person and Family Centred Care Week

Twelve months ago the organisation celebrated the launch of the inaugural Person and Family Centred Care Week. On 18 September, our second annual celebration of person and family centred care launches with a full week of events and activities. There will be workshops for staff, an evaluation of the organisation’s approach to person and family centred care and launches of health literacy documents and our Volunteer Strategy. Throughout the week, Rainbows and Vic’s Coffee Shop and the Volunteer Guides will also be surprising consumers and staff with random acts of kindness.

What is on offer?

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>Monday 18 Sept</td>
<td>Volunteer Strategy Launch. WCH Play Deck. 11am–12pm.</td>
<td>Person and Family Centred Care Training. Act Now. 2:30pm–4pm.</td>
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<tr>
<td>Tuesday 19 Sept</td>
<td>Launch of Health Literacy fact sheets and ‘Drop the Jargon’ consultation.</td>
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<tr>
<td>Wednesday 20 Sept</td>
<td>Person and Family Centred Care Showcase. 12 noon – 1:30pm. Queen Victoria Lecture Theatre, WCH.</td>
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<tr>
<td>Thursday 21 Sept</td>
<td>Person and Family Centred Care Divisional Panel. 9am–1pm.</td>
<td>Person and Family Centred Care Training. Act Now. 2:30pm–4pm.</td>
</tr>
<tr>
<td>Friday 22 Sept</td>
<td>Welcome to the Women’s and Children’s Health Network – Information for consumers and families publication released.</td>
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Person and Family Centred Care Showcase

On Wednesday, 20 September the Grand Round will be transformed into a Person and Family Centred Care showcase and award presentation. You will hear from consumers about the progress made achieving the recommendations from the Consumer and Community Engagement Strategy and Responsiveness’ Strategy 2015-2018. You will also hear outcomes from the four Friends of WCH Inc. Passion Projects, with teams from Riverland CaFHS, Northern Child and Adolescent Mental Health Services (CAMHS), Women's and Babies Division and Surgical Services giving presentations. You will also help celebrate the monthly recipients of the WCHN Person and Family Centred Care staff member, and witness the crowning of the WCHN Person and Family Centred Care staff member of the year for 2017.

20 September 2017
Person and Family Centred Care Showcase
12 – 1:30pm Queen Victoria Lecture Theatre

Drop the Jargon consultation

We want your thoughts on which words and phrases should be dropped in 2018, as the Consumer and Community Engagement Unit embarks on a consultation with staff, consumers, carers and family members titled “drop the jargon”.

Six out of 10 people in Australia have low health literacy. This means that the majority of consumers, carers and family members who access our health services have difficulty accessing, understanding and using health information.

Our consumers have told us that they would like to see a better health care system, in which jargon, technical terms and acronyms that contribute to low health literacy levels are eliminated. We need your help.

Over the next 60 days, I encourage you to tell us what words, phrases or jargon you would like to see dropped in 2018. You are asked to complete a short survey:

https://www.surveymonkey.com/r/DropTheJargonWCHN2018

The feedback will be commissioned into a report and considered by the Consumer and Community Partnering Council and Clinical Safety and Quality Committee to be translated into actions from 1 January 2018.
School Ambassador Program

On Thursday 10 August, Sam, Jackie and Rebecca from the trauma team and Kendell and Fiona from CAMHS met with 108 year 6 and 7 students from Lake Windemere School for Term 3’s School Ambassador Program.

The students were highly curious to learn from our staff about their roles and what they do. They had over 50 questions prepared about helmet safety, access to the hospital, types of occupations in a hospital and how much it costs to go into hospital. When our staff asked: “Who has been to the hospital?” almost every hand shot up with kids identifying that they have been there as consumers or siblings of consumers.

Some of the most interesting questions included:

- How many ambulances come to the hospital and who is riding in the ambulances?
- How many children and young people come to hospital per day?
- What is the most disgusting surgery?
- What do you do if you have a hot water burn?
- What would happen if something goes wrong in surgery?
- Why does it take so long to be seen in emergency?
- Have you ever felt sick or sad after you have operated on someone?
- What does plastic surgery look like in the hospital?
- How much does medicine cost?

After breaking up into smaller groups, the students were able to ask more detailed questions and get into deeper levels of discussion. They were able to ask more individualised questions to their trauma, surgical, mental health or emergency staff members.

Jackie (Trauma Nurse) talking about assessment in the Children’s Emergency Department.
Allan and Mel (Deputy Principle from the Hospital School) then worked with the 108 consumers (including consumers who identified as Aboriginal or coming from migrant or refugee background) to understand their perspectives on how to best communicate to adults to let them know that cigarette smoke is not nice for them to breathe in. The students drew images and wrote phrases that will be used in an upcoming communication campaign around the WCH. It was heartwarming to hear very strong attitudes from our young consumers about the negative impacts smoking has on individuals’ and families’ health.

Building and strengthening partnerships
We are pleased to welcome three student placements to the Consumer and Community Engagement Unit over the next three months; two students in their final year of a social science degree from the University of Adelaide and a Masters in Social Work student from Flinders University. The Consumer and Community Engagement Unit values the importance of student placements and feels honoured and lucky to have the high calibre thinkers join us, as part of a two-way learning experience.

Moegi and Amy join us from University of Adelaide and will be working with the Network to understand communication techniques for 0-18 year olds. There placement is once a week for 12 weeks. As a result, the Network will have a report on the best forms of communicating with children and young people in healthcare.

Julie is a Masters student from Flinders University and will work three days a week within the Health Network. Julie writes: “While on my final placement here at the Women’s and Children’s Hospital, I hope to learn the skills and acquire the knowledge I need to be an effective social worker. For me, this means learning to challenge social inequalities and injustices that currently work to disempower members of the community and marginalise those belonging to minority groups, such as Aboriginal and Torres Strait Islander people, people from non-English speaking backgrounds and people with disabilities. I am also passionate about empowering young people to have a voice and contribute to solving social issues that impact their lives. I feel very fortunate to be able to learn from Allan’s experience and expertise and also from other staff and volunteers at the Women’s and Children’s. I look forward to doing my part to make the world a slightly better place, after I graduate.” Welcome Julie.
Consumer Orientation

Orientation provides an amazing opportunity to lay a foundation for consumer representatives and volunteers who are beginning their journey as part of our growing community workforce. On 14 August, our biggest group to date gathered at the Hospital to learn about their role and participate in other mandatory training, including Aboriginal Cultural Respect Training, Fire Safety, Role of the Consumer Representative, Infection Control and navigating the first 100 days as a rep. I am proud to introduce Emily and Hayley to our consumer team. Emily will join the ELECT group and Hayley will participate in a redevelopment management committee. Welcome!

WCHN Service Excellence Awards

On 11 August, over 300 WCHN staff, consumer representatives and volunteers attended the 2017 Service Excellence Awards at Adelaide Oval. The awards recognise excellence in the provision of person and family centred care practice across eleven categories:

1. Excellence in healthcare
2. Enhancing hospital care
3. Building and strengthening partnerships
4. Excellence in non-clinical services
5. Excellence in safety and quality
6. Partnering with consumers, carers and our community
7. Translation research
8. Living our values
9. Excellence in teaching and learning
10. Taikurendi – together in partnership
11. Young professional

Our Chief Executive Officer, Naomi Dwyer, wrote on 14 August: “I am very proud to acknowledge the achievements of this year’s winners, whose dedication and commitment to improvement, innovation and customer service has been outstanding, resulting in tangible benefits.” On the night 13 winners were announced. In some categories, joint winners were named, and among these were staff and volunteers from the Community Engagement Division.
WCHN Consumer Coffee Club
Category Six: Partnering with Consumers, Carers and our Community

The Consumer Coffee Club is a fortnightly exchange which goes beyond the traditional approach of gathering feedback from consumers and carers via self-managed surveying. Trained consumer representatives meet with consumers and carers of the Health Network to provide: an empathic ear, help to navigate the complexities of services and assist with access to hospital information. More than 500 consumers have participated in the Coffee Club during the past 20 months.

WCHN Volunteer Guide Team
Category Four: Excellence in Non-clinical Services

Twelve months ago the Volunteer Guide Team was launched in the WCH Kermode Street foyer. Since then, some 34,000 consumers have benefited from the service, which helps guide hospital visitors to their destination. The team has provided a high-quality customer experience.
The School Ambassador Program was a finalist in the Building and Strengthening Partnerships category and the entire team were there to celebrate on the night.

It was great to see the Consumer and Community Engagement category have a dual winner, demonstrating the maturity and strength towards public engagement in the Network.

The Nursery Developmental Care Group was also recognised for their work introducing the Twilight of Stories initiative to encourage parents with babies in the WCH nurseries to read regularly to their infants. Developing these quality early relationships is extremely important in determining long-term developmental outcomes in this at-risk group.

It was great to have a large team of consumers and volunteers cheerleading on the night and thank you to Melissa, Lily and Penny who came along to join our finalists at Adelaide Oval.

Margaret Wallace (Presiding Member for WCHN Governing Council), Penny, Tara, Lily, Sharon and Melissa
Excellence in Care Consultation

In August, hundreds of consumers and their families contributed to the Excellence in Care Matters consultation, either in person at the WCH cafe or online via Survey Monkey.

Early collating reveals a terrific response to the consultation with more than 800 individual responses. These responses are currently being themed and the top themes from each question will be used to assist us to identify the critical elements that make up the concept ‘excellent care’, the priorities for improvement and what learning and development needs are critical to achieving success.

Common themes to emerge from the responses include:

- listening
- caring with compassion
- respect
- being happy/friendly
- involving consumers in their care and decision making
- support for our carers
- look and feel of the clinical environments.

Work on analysing the top themes will continue over the next few weeks and an update will be provided once this is complete.

Thank you for your participation and providing valuable feedback.
Trauma Informed Care Training

On 18 August, nine consumer representatives and 12 volunteers joined the team from Yarrow Place, to attend a masterclass in the framework known as “Trauma-Informed Care”. A trauma informed approach recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery. Trauma informed care organisations and services recognise the broad impacts of traumatic experiences and are based on an understanding of the vulnerabilities or triggers for trauma survivors that traditional healthcare approaches may exacerbate, to help make services and programs more supportive and to avoid re-traumatisation. This two-hour presentation provided an overview of the key principles of trauma informed care enabling participants to become trauma aware in their practice as consumer representatives and volunteers.
Person and Family Centred Care Awards

June Monthly Winner:
Dr Kieran Shanahan –
Trainee Medical Officer,
WCH

A key pillar of person and family centred care is operating with positivity and kindness. Assisting co-workers during difficult dealings with consumers is a great way to create a better outcome for consumers.

Kieran received high praise from staff who wanted to thank him for the amount of support, kindness and professionalism he showed and for making himself available when needed.

Staff wrote “Dr Kieran Shanahan provided exceptional support and help during a series of code blacks that occurred on the ward. The level of support received was outstanding especially when we had not had that level of help before. His professionalism and help was much appreciated”.

Positive staff engagement is about ensuring that we continuously work in partnership with each other; promoting empowerment and shaping excellence in care.

Congratulations Kieran! A very well deserved Monthly Winner.
June Person and Family Centred Care Award Recipients

- Holly Spain - Postnatal
- All WCH Staff - WCH
- Joanna Pugliese – Paediatric Outpatients
- Sue Lamphee – Paediatric Outpatients
- Antenatal and Gynaecology Ward – WCH
- Anne Wood – CaFHS Walkerie
- Margaret Buckell – CaFHS Country Mount Gambier
- Emily Votino – Volunteer Guide Team, WCH
- Kim Hadley – CaFHS Home Visiting Cowandilla
- Vanessa Edwards – Paediatric Intensive Care Unit
- Emily Williamson – Paediatric Intensive Care Unit
- Tracee Ralph – Paediatric Intensive Care Unit
- Amy Mann – Paediatric Intensive Care Unit
- Rob Myers – Paediatric Intensive Care Unit
- Gayle Gray – Paediatric Intensive Care Unit
- Ester Bidstrup – Paediatric Intensive Care Unit
- Jasmine Jobling – Paediatric Intensive Care Unit
- Kaz Maki – Paediatric Intensive Care Unit
- Paul Knudsen – Paediatric Intensive Care Unit
- Amy Morgan – Paediatric Emergency Department
- Amy-Kate Pagett – Paediatric Emergency Department
- Dr Bethany Kloden – Paediatric Emergency Department
- Dr Evelyn Doyle – Paediatric Emergency Department
- Corey Borg – Pharmacy
- Pharmacy Staff – WCH
- Dr Michael Osborn - Michael Rice Centre
- Amanda Sanders – CaFHS Renmark
- Torrens House Staff – Torrens House
- Barb Smithies – Torrens House
- Deb Martschink – Torrens House
- Tracey Wilkins – Torrens House
- Wendy Turner – Torrens House
- Dr Kieran Shanahan – Paediatric Night Duties, WCH
- Neil Dickinson – Undergraduate Student/PICU
- CAMHS Enfield Staff – CAMHS Enfield
- Lachy Knight – Ophthalmology Outpatients

For more information about the Person and Family Centred Care Awards and a nomination form visit www.wch.sa.gov.au/consumerandcommunity
July Monthly Winner:
Karen Tucker – Clinical Nurse, Child and Family Health Service Norwood

A key pillar of person and family centred care is to treat consumers and their family with dignity and respect. Encouraging and complimenting consumers on their improvement is a great way to build confidence and gain trust.

Karen received high praise from a consumer who wanted to thank her for her support and encouragement.

The consumer wrote “Karen has been great as an extra support. Each time I saw Karen she has always given compliments about my son and that I was doing a great job. It was reassuring and made me feel really happy”.

Positive engagement is about ensuring that we continuously work in partnership with consumers; promoting empowerment and shaping excellence in care.

Congratulations Karen! A very well deserved Monthly Winner.

July Person and Family Centred Care Award Recipients
> Joanna Pugliese - Paediatric Outpatients
> James Lynch - Fracture Clinic
> Marie Capelle - Enfield CAMHS
> Heather Purcell - Women's Outpatients
> Anita Minkus - Child Protection Unit
> PICU Nursing Staff - Paediatric Intensive Care Unit
> Sam Islip - Paediatric Emergency Department
> Nina Di Santo - Paediatric Emergency Department
> Emma Baker - Paediatric Emergency Department
> Lyn McIntyre - Paediatric Emergency Department
> Julia Haydon - Fracture Clinic
> Marnie McConnell - Fracture Clinic
> Karen Tucker - CaFHS Norwood
> Michael Rice Centre Staff - Michael Rice Centre
> Bethany Kloden - Paediatric Emergency Department
> Evelyn Doyle - Paediatric Emergency Department
> Amy Morgan - Paediatric Emergency Department
> Amy-Kate Pagett - Paediatric Emergency Department
> Medical Short Stay Staff - Medical Short Stay Ward
> Paediatric Outpatients Staff - Paediatric Outpatients Department
Consumer rewind: A spotlight over the past 31 days

Consumer and Community Engagement

➤ Thursday, 24 August our newest Consumer Representative Hayley began her journey on the Dialysis and Medical Day Unit Redevelopment committee. As a consumer on this committee, Hayley will act as a researcher and broker for the community voice in the redevelopment process.

➤ Person and Family Centred Care Network met on Tuesday 1 August, welcoming Felicity to the consumer team.

➤ Birthing Stories, a Person and Family Centred Care Passion Project, was launched to the community on 9 August.

➤ Robinson Research Institute held a meeting to continue to develop ways of enhancing consumer and community engagement in research. Allan provided support and advice as a member of the taskforce.

➤ Family Support Citizen Jury was held on 4 August.

➤ Health Literacy Group met, with Debbie introduced to the team.

➤ A Person and Family Centred Care Week taskforce was established with consumers, WCHN staff and stakeholders including Friends of WCH Inc. and Women’s and Children’s Hospital Foundation. They met four times throughout August to plan activities for the week.

➤ 108 students from Lake Windemere School participate in the School Ambassador Program.

➤ Consumer and Volunteer orientation occurred on 14 August.

➤ Cultural Roundtable was held on Wednesday 16 August, where members were encouraged to comment on a clinical procedure into discharge and corporate procedure for consumer and community engagement.

➤ Mental Health Commission and Consumer and Community Engagement Unit entered into a partnership to design a child and youth engagement framework underpinned by developmental, trauma-informed and bio-psycho-social theories.

➤ 25 August, the Consumer and Community Partnering Council met.

➤ Facilities met four times during August to consider consumer and community factors as part of its continued review, implementation and evaluation of minor works and upgrades across the Network.

➤ Youth Media and Communications sub-group met on 28 August and designed a visual campaign for T.U.N.E (shared decision-making principles).

➤ Tara, Penny and Allan attended a clinical sustainment workshop as representatives from the Consumer and Community Partnering Council. The workshop on 30 August brought consumers, executive and senior staff together to consider the strategy, selection matrix and governance for infrastructure development within the Hospital.

Education, Training and Development

➤ Tanya worked with the Paediatric Emergency Department and the Child and Adolescent Mental Health Service to plan for child and adolescent mental health training.

➤ Members from the Kids Klub wrote stories to help shape scripts for the September Person and Family Centred Care Training.

➤ 9 consumer representatives and 12 volunteers participated in a masterclass in trauma-informed care training.
Safety and Quality

> **Excellence in Care Matters** consultation concluded on 11 August.
> Tanya and Lil participated in the August **Clinical Safety and Quality Committee**, recommending that there be increased positive safety and quality stories promoted on a monthly basis.
> **Patient Demographics SA Health Pilot project** took its next steps, with WCHN providing background information for a forecasted project in 2018.
> **Roving Coffee Club** focused on children’s wards such as Cassia and Michael Rice Centre.
> **Consumer Coffee Club** was held, with 13 parents attending.
> **Volunteer Consumer Surveyors** participated in 12 hours of gathering consumer feedback data across three divisions.
> 88 children submitted slogans and artwork to support the development of a **smoke-free WCH campus campaign**.
> Tanya and Allan co-designed the quarterly **consumer feedback on experience report**.
> **Youth and Women’s Safety and Wellbeing Services (YWSWS)** hosted a week of **listening posts** focusing on staff communication. Sharon and Tiffany went across the community to meet with parents to understand their experience of staff communication using Fabio the Frog software.

For more information

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