

Policy Applies to:

All staff employed by Mercy Hospital. Compliance by Credentialed Specialists will be facilitated by Mercy Hospital Staff.

Related Standards:

- HDC Code of Health and Disability Services Consumers' Rights 1996, specifically Right 5 'Right to effective communication'
- Ngā paerewa Health and disability services standard: Section 1.6; 1.7; 1.8.

Cultural Considerations:

Where possible engagement with Māori and Pacific consumers is best done face to face. Monthly "Kānohi ki te Kānohi" visits are conducted by the Mission Coordinator and feedback shared in the annual Cultural Global Audit.

Cemplicity provides an opportunity for the consumer to feedback any cultural needs either met or unmet.

The Māori and Pacific Leadership team are also available for consultation when needed.

Rationale:

Patients are the most critical stakeholders in their health care and Mercy Hospital is committed to working collaboratively with our patients and their whānau as consumers of healthcare.

By seeking, receiving, discussing and disseminating information in a manner which is understandable to consumers, Mercy Hospital believes more robust and considered decision making processes occur.

Definitions:

- **Consumer:**
Persons, including their whānau/ and care givers who have used or are potential users of health services provided by Mercy Hospital
- **Consumer experience:**
The sum of all interactions, shaped by an organisation's culture, that impacts on a consumer. Patient experience will also impact on whānau perceptions and occur across the continuum of care (adapted from the Beryl Institute as quoted by HQSC 2012)
- **Consumer Engagement:**
Enables health consumers to be involved in:
 - their own healthcare and treatment
 - activities to generate consumer input into or discussion about policy, service planning, implementation and evaluation.

- **Consumer representative:**

A health consumer, including their whānau and carers, who is nominated by, and accountable to, Mercy Hospital to represent the voices of health consumers. It is important that people representing consumers have diverse backgrounds, contacts, knowledge and skills in supporting consumers to receive the best possible service from Mercy Hospital. Although invited to reflect the consumer voice in a particular area of interest, they will not be regarded as representatives of any specific organisation or community (Health Quality Safety Commission 2012) HQSC.

- **Koha:**

in Māori, Koha is a word which holds a meaning of gift or donation or perhaps more “giving your speciality to the collective event” has a sense of reciprocity. The giving of koha is an integral part of Māori culture, as an expression of manaakitanga and aroha, goodwill and gratitude. Tuku koha is the act of giving a gift where the recipient is acknowledged for a particular contribution or service. For guidelines on koha see Appendix attached to this policy.

Objectives:

- To understand and highlight consumer experiences to improve patient care.
- To ensure that patient care and information meet the needs of both the patient and their whānau.
- To ensure the health care provided is responsive to the needs of consumers.
- To promote confidence in the transparency and integration of consumer views in relation to improvement processes at Mercy Hospital.

Implementation:

Mercy Hospital will

- Clearly identify the framework, responsibility and process by which consumer input is obtained (this could include Cemplicity patient feedback survey, Compliments & Concerns Pamphlet or the Complaints process) – refer Appendix I
- Provide specific opportunities for patients and their whānau to engage in feedback as identified
- Provide staff with educational opportunities that support improved understanding of methods of consumer engagement. Staff will have opportunities through Tautoko and Health Learn to upskill in cultural awareness.
- Ensure staff understand and integrate health literacy principles into all consumer interactions using the Tikaka Best Practice Guidelines

Consumers will be included to:

- Advise on issues requiring consumer and community participation.
- Participate and advise on initiatives relating to health services provided at Mercy Hospital.

Consumers will not be invited to:

- Discuss or review issues that are processed as formal complaints (formal process includes the complainant) for which a robust process exists.
- Be involved in any Mercy hospital contracting services where conflict of interests could exist.

Evaluation:

Evaluation of this policy will occur through:

- the number of actions because of opportunities arising from consumer engagement
- Trends resulting from reviewing Patient Feedback via Cemplicity

Associated Documents

Internal

- Cultural Policy
- Privacy Policy
- Mercy Tactical Plan 2020 - 2026
- Quality Plan – current
- Infection Control Plan – current
- Credentialing Policy
- Koha Guidelines
- Research Policy
- Māori Plan
- Pacific Plan

External

- Engaging with consumers: a guide for district health boards – additional reading and useful links ref: <http://www.hqsc.govt.nz/our-programmes/consumer-engagement>
- Website relating to consumer engagement Health Quality and Safety Commission <https://www.hqsc.govt.nz/our-programmes/health-quality-evaluation/projects/patient-experience/>

Acknowledgement:

To the Canterbury DHB, Hawkes Bay DHB and Ko Awatea (Auckland) for sharing their Consumer Council Guidelines.