

Annual Plan 2022

Area of Focus	Improving patient, whanau, and family experience	Informing decision making about equity, safety and quality and redesign of health services	Ensuring the patient/community voice is heard by the DHB
FUNCTION Terms of Reference: <ul style="list-style-type: none"> ➤ Ensure, coordinate, and enable appropriate consumer engagement across the Tairāwhiti Region, urban, rural districts, and national health sectors. ➤ Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the elimination of inequities, and the enhancement of safety and quality of services to patients and whanau. ➤ Participate, review, and advise on reports, developments and initiatives relating to Hauora Tairāwhiti health services and the availability and/or dissemination of health-related information. ➤ Ensure regular communication and networking with the community and relevant consumer groups. 	<ul style="list-style-type: none"> ➤ Overview and monitoring of patient experience ➤ Understand and critically review feedback themes from patients and whanau through surveys and improvement activities ➤ Report, identify, highlight patient experience/ community feedback, and identify priority areas for improvement ➤ Seek to ensure that services are organised around the needs of all consumers and whanau 	<ul style="list-style-type: none"> ➤ Understand and critically review complaint and adverse event themes and recommendations that impact on patient and whanau ➤ Advice and on-going input into the direction and implementation of the Quality Improvement Strategy ➤ General advice to teams/services who present their work to the Council, seeking advice about direction and/or engagement ➤ Promote equity of access/treatment. ➤ Seek to enhance the communication of the DHB with the community and make health easy to understand. ➤ Recruitment and management of consumer council members ensuring far-reaching community representation 	<ul style="list-style-type: none"> ➤ Advice and support through regular reports to the Board to ensure Tairāwhiti DHB is engaging with consumers at all levels of governance ➤ General advice to teams/services who present their work to the Council, seeking advice about direction and/or engagement ➤ Oversee the self-assessment process for the Consumer Engagement Quality Safety Marker ➤ Ensure, coordinate, and enable appropriate consumer engagement within the DHB. ➤ Ensure regular communication and networking with the community and relevant community groups. ➤ Link with specific interest project work to support problem solving and provide advice
STRATEGIES Overview of Hauora Tairāwhiti Focus Areas <ol style="list-style-type: none"> 1. Equity First 2. Sustainability 3. Workforce 	<ul style="list-style-type: none"> ➤ Monitoring of recommendations and advice provided to services that impact on patient and whanau experience 	<ul style="list-style-type: none"> ➤ Identifying and ensuring that the Council's focus is aligned with the Community's Health needs 	<ul style="list-style-type: none"> ➤ Twice-yearly reporting to the DHB Board on Consumer Council activity

<p>4. Collaboration</p>	<ul style="list-style-type: none"> ➤ Identify, prioritise and pro-actively raise consumer issues to the organisation ➤ Ensure overarching principle of equity of access to treatment and services is upheld and considered on all discussions and recommendations 	<ul style="list-style-type: none"> ➤ Aligning the Council's focus with the DHB's annual plan and strategies ➤ Monitoring of recommendations and advice that impact on equity and access to services ➤ Ensuring good attendance, robust, open, and diverse discussion during the Council's Meetings ➤ Work with the DHB to develop, improve, review programmes to promote patient safety, equity, and health literacy 	<ul style="list-style-type: none"> ➤ Engaging with the community and increasing awareness of the council to enhance consumer engagement in planning and decision-making. ➤ Support conduct of annual community forums held in community settings. ➤ Develop and maintain connections with youth within the community. ➤ Ensuring strong linkage with the DHB through regular updates and communication with the CEO and the Board
<p>OBJECTIVES</p> <p>Te Tiriti o Waitangi is New Zealand's founding constitutional document and is often referred to in overarching strategies and plans throughout all sectors. Hauora Tairāwhiti values the importance of te Tiriti. Central to the Tiriti relationship and implementation of Tiriti principles is a shared understanding that health is a 'taonga' (treasure).</p> <p><u>He Korowai Oranga</u></p> <p>As New Zealand's Māori Health Strategy, He Korowai Oranga sets the overarching framework that guides the Government and the health and disability sector to achieve the best health outcomes for Māori. The 4 pathways of the original He Korowai Oranga framework continue to tell us how to implement the strategy. These pathways are:</p> <ul style="list-style-type: none"> • supporting whānau, hapū, iwi and community development • supporting Māori participation at all levels of the health and disability sector • ensuring effective health service delivery • working across sectors. 	<ul style="list-style-type: none"> ➤ Ensure that the Council's focus is aligned with organisational annual plans and strategies ➤ Engagement in the prioritisation of agenda items and key issues ➤ Support finalisation of the Consumer Engagement Health Quality and Safety Marker for Tairāwhiti DHB. 	<ul style="list-style-type: none"> ➤ Early engagement with the DHB's services and project teams to ensure consumer perspective is captured on plans and programmes ➤ Regular review of the 'Actions and Follow-up List' to monitor recommendations and advice provided by the Council to services that impact on patient experience ➤ Facilitate a focus on the following issues: <ul style="list-style-type: none"> - Disability and access (including languages) - Mental Health Services - Telehealth Services - Specific services for Māori and Pacific and how these meet current needs - Transgender Health/Rainbow tick - Timely medical interventions - Challenges in aged residential care facilities - Consumer health preferences - Communication (engagement with youth and community) 	<ul style="list-style-type: none"> ➤ Continue promoting the Consumer Council's 'elevator pitch' as a tool to engage members of the community with the functions and activities of the Council. ➤ Support the development of a consumer-friendly website for the DHB to enable better engagement and community interaction and, make health easy to understand (promote health literacy). ➤ Finalise details of the appointment and re-appointment process for Consumer Council members. ➤ Review and provide recommendations on (thematically analysed) complaints and feedback received by the DHB. ➤ Recruitment of representation from youth and Tairāwhiti communities.

References for reading:

