



# Partnering in healthcare statement of intent 2023-24

Please submit by 31 October 2023.

At a minimum, health services should identify **two** Partnering in healthcare domains to focus on over the next 12 months. Please let us know which two you are working on, by filling out this statement of intent and seeking endorsement from your health service board.

The Partnering in healthcare framework can be found here:

<https://www.bettersafecare.vic.gov.au/resources/tools/partnering-in-healthcare>

The statement of intent can help to monitor implementation, progress and achievements in partnering in healthcare.

Need help filling out this form? Email us at [partnering@safecare.vic.gov.au](mailto:partnering@safecare.vic.gov.au)

## Section 1

1. Key contact:
2. Your position/title:
3. Key contact email:
4. Health service name:

## Section 2

### Identifying DOMAINS for 2023-2024

5. Please choose the TWO Partnering in Health care domains your organisation will focus on in 2023-2024 (Multiple choice)
  - Personalised and holistic
  - Working together
  - Shared decision-making
  - Equity and inclusion
  - Effective communication
6. Are these domains the same as you submitted for 2022-2023? (Single choice)
  - Yes
  - No
  - Some priorities are the same
  - No Statement of Intent was submitted for 2022-2023
7. Please describe up to 2 key reasons why have you chosen to change or keep your 2022-2023 domains?

1.

2.

## Section 3

### Identifying PRIORITIES for 2023-2024

The partnering in healthcare framework lists a set of priorities for each domain. All of these are listed below. Please provide a response of what your PRIORITIES are for the two domains you will focus on in 2023-2024.

Please only provide responses for the two domains you identified as your focus for 2023-2024 in Question 5.

8. If you have chosen the Personalised and Holistic domain, please indicate which priorities in the Personalised and Holistic domain you will focus on: (Choose all that apply)
- Treat consumers as a whole person and provide more individualised care.
  - Provide hospital staff training on person-centred care.
  - Optimise the time with consumers to understand their needs.
  - Include family and carers in care planning.
  - Improve access to care coordinators, pastoral care, counsellors and social workers to support people.
  - Build a support network of consumers.
  - Foster, promote and implement compassionate care strategies.
  - Investigate the use of the Patient Activation Measure (PAM) to support consumers to engage in their healthcare.
  - Provide education for consumers and healthcare professionals about the implementation of the Australian Charter of Healthcare Rights in Victoria.
  - Support the unique characteristics and needs of the individual in the co-construction of the care process, from diagnosis to discharge.
  - Other:
9. If you have chosen the Working Together domain, please indicate which priorities in the Working Together domain you will focus on: (Choose all that apply)
- Implement the Delivering high-quality healthcare: Victorian clinical governance framework.
  - Ensure better coordination, integration and continuity of care through clear mechanisms.
  - Support practical tools and strategies to improve collaboration and engagement among consumers, families and health professionals.
  - Integrate medical records and improve transparency.
  - Improve discharge communication and processes for consumers.
  - Promote clinical and multi-disciplinary teamwork.
  - Include consumers in staff training.
  - Build cultures of inclusion, trust and support.
  - Support clinician, consumer and family team meetings.
  - Co-design care and services with consumers and families.
  - Use feedback from consumers for quality improvement.
  - Measure and report on quality, safety, consumer experience and outcomes data.
  - Other:
10. If you have chosen the Shared Decision-making domain, please indicate which priorities in the Shared Decision-making domain you will focus on: (Choose all that apply)
- Develop shared decision-making as a priority goal for consumers and health professionals.
  - Provide reliable, balanced, evidence-based information outlining treatment options, outcomes and uncertainties.
  - Increase the routine use of decision aids and decision coaching in clinical practice to clarify options and preferences.
  - Record, communicate and implement consumers' preferences.
  - Involve consumers at the service design, policy and governance levels.
  - Utilise consumers' expertise in care.
  - Include shared decision-making in position descriptions and performance appraisals.
  - Ensure that shared decision-making interventions are customised to meet the needs of specific groups and populations.
  - Other:

11. If you have chosen the Equity and Inclusion domain, please indicate which priorities in the Equity and Inclusion domain you will focus on: (Choose all that apply)

- Ensure accredited interpreters are provided when needed.
- Monitor consumer-reported accredited interpreter provision through the Victorian Healthcare Experience Survey (VHES).
- Provide cultural safety and cultural responsiveness training for staff.
- Provide advocates for those with limited or no personal supports.
- Ensure diversity, culture and inclusion are organisational priorities.
- Build diverse consumer representation at all levels.
- Value consumers, including through remuneration.
- Develop more inclusive community consultation strategies.
- Ensure information is translated into various languages.
- Promote consumer awareness of healthcare rights.
- Ensure regional and rural consumers have access to VPTAS.
- Other:

12. If you have chosen the Effective Communication domain, please indicate which priorities in the Effective Communication domain you will focus on: (Choose all that apply)

- Listen to consumers to ensure mutual understanding.
- Promote friendly, supportive interactions.
- Facilitate open and timely communication with consumers.
- Develop clear written communication.
- Provide training for staff on respectful communication.
- Improve hospital environments to facilitate effective communication.
- Support strategies to improve health literacy.
- Provide training for staff on health literacy (for example Teach-back, Ask Me 3 and Asking the Right Questions Matter).
- Enable consumers to provide feedback.
- Use technology to communicate with consumers when that method is right for them.
- Provide information for consumers (in multiple formats) before, during and after consultations.
- Improve communication, so it is responsive to cultural, linguistic, cognitive and other needs.
- Other:

13. Are these priorities (within the chosen domain) the same as 2022-2023?

- Yes
- No
- Some priorities are the same
- No Statement of intent was submitted for 2022-2023

14. Please describe up to 2 key reasons why have you chosen to change or keep your 2022-2023 priorities? (If you did not submit a Statement of intent for 2022-2023 simply write N/A)

1.

2.

## Section 4

### Progress of your implementation

15. This is the fifth year of submitting a statement of intent for the Partnering in healthcare domains and priorities. Please briefly describe (in dot points) the three most significant lessons your service has learned in putting the domains and priorities into practice so far.

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16. The framework identifies 3 levels for implementation at the direct care, service and system levels. What levels have you focused on for your domains/priorities to date? (Choose all that apply)

- Direct care
- Service
- System

17. Do you have further comments on these levels of implementation for your partnering in healthcare domains/priorities? (optional)

18. How are your selected domains and priorities reflected in your service's operating plans? (e.g. strategic plan, safety and quality improvement plan, or other organisational policies and monitoring frameworks)

19. If your service is implementing more than the two domains and identified priorities, please provide details here (optional)

20. Have your chosen priorities been discussed at board level, and endorsed by your Executive Board?

- Yes
- Pending

21. Date of endorsement by executive board:

22. Expected date of endorsement by executive board:

23. Executive sponsor name:

24. How was your Partnering in health statement of intent discussed at board level?

25. How have consumers been involved in the planning and identification of your domain priorities?

26. Do you consent to the sharing of your statement of intent information?

Only non-identifying information will be shared outside of Safer Care Victoria. Information will be used for trend and thematic analysis and to promote shared learnings.

- Yes
- No

## Section 5

Thank you for submitting your Statement of Intent for 2023-2024.

Please return the completed form to: [partnering@safercare.vic.gov.au](mailto:partnering@safercare.vic.gov.au)