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DEVICE**



MEMBERS' GUIDELINES

**CABRINI
HEALTH
PATIENT
& FAMILY
REGISTER**

CABRINI HEALTH PATIENT & FAMILY REGISTER

FOLLOWING ARE GUIDELINES FOR MEMBERS OF THE CABRINI HEALTH PATIENT AND FAMILY REGISTER

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INTRODUCTION

Congratulations and welcome to Cabrini Health. We are delighted you have decided to help us improve the services we provide for patients and their families and we look forward to your contributions to Cabrini Health.

There is evidence that active consumer participation in health service planning improves the quality of health care. Your role as a member of the Patient and Family Register is important to us and will support Cabrini Health in better meeting the needs of the communities we serve.

We will do our best to assist you in your role and to help you in any way we can.

These guidelines are designed to help you in your role, particularly if you participate as a member of a Cabrini Health committee.

Please note, staff and doctors doctors accredited by Cabrini Health are not eligible to join.

FEEDBACK

We welcome your comments about how useful you find these guidelines and any suggestions from you about how the document could be improved.

Please email feedback@cabrini.com.au or contact ph (03) 9508 1216 or (03) 9508 1410

ABOUT CABRINI HEALTH

Cabrini Health is the largest Catholic private health service in Victoria provided from seven sites in the south-eastern suburbs of Melbourne. Founded in 1948, it is owned by the Missionary Sisters of the Sacred Heart of Jesus (Cabrini Sisters). We do not receive any government funding and as a not-for-profit health service, any surplus funds are reinvested in our facilities and services. We invest in charitable social outreach programs in partnership with other agencies locally, interstate and overseas. Also, these activities are actively supported by our staff.

Currently Cabrini Health has approximately 3800 staff, 160 volunteers, 1350 specialist doctors and 832 inpatient beds. Our services span cancer care, cardiac services, emergency medicine, maternity services, paediatric services, palliative care, rehabilitation, residential aged care, research and education.

Our clinical services are provided from Cabrini Hospital Malvern, Cabrini Brighton Hospital, Cabrini Palliative Care Prahran, Cabrini Residential Aged Care Ashwood and Cabrini Rehabilitation Service Elsternwick. Further information is available at www.cabrini.com.au

The essential features that define the Catholic nature of Cabrini Health, with respect to our mission and identity, are encapsulated in our heritage story and in the organisation's mission, values and vision. For more information on our mission, values and vision, please read the booklet called 'Our Mission, Values and Vision'.

You can learn a little about our history by reading the diagram on pages 4 and 5 of the *Cabrini Health Annual Review 2010*.



ABOUT OUR COMMUNITY

Cabrini Health touches approximately 60,000 patients each year. Our patients come mainly from seven local government areas: the cities of Bayside, Boroondara, Glen Eira, Kingston, Monash, Port Phillip and Stonnington. The communities that we serve are diverse including people of different ages, cultural heritage, religious faith, socio-economic status, gender, sexual orientation, disability and people who have specific health interests/conditions. We would like to ensure that we can identify and capture the views of all these different groups.

While working directly with our communities via the Patient and Family Register is new to Cabrini Health, we are committed to promoting and strengthening patient and family participation across the organisation. We plan to invite members to provide feedback and advice about services and to contribute to service planning.

HOW WE ARE ORGANISED

Cabrini Health provides clinical care from the following sites:

Cabrini Hospital Malvern – 508-bed acute care hospital offering a wide range of services including coronary care, day procedures, day oncology, emergency care, hospital-in-the-home, intensive care, maternity, paediatric (children’s) care, medical imaging and pathology.

Cabrini Brighton Hospital – comprising 141 beds across three wards and features a day oncology unit, high dependency unit, endoscopy, sleep centre, onsite medical imaging and pathology, specialist consulting suites and 24-hr medical coverage.

Cabrini Residential Aged Care Ashwood – a 90-bed residential aged care home, which celebrated its ten-year anniversary in 2011. Residents’ wellbeing and quality of life are enhanced by a range of social, recreational, spiritual and emotional support and activities.

Cabrini Rehabilitation Service Elsternwick – comprising two sites (Hopetoun Street and Glenhuntly Road) and a total of 74 beds. Specialist inpatient and outpatient rehabilitation care is designed to restore patients to the best possible level of function.

Cabrini Palliative Care Prahran – 22-bed specialist palliative care hospital offering a wide range of services including medical support, nursing, pastoral care, counselling and physiotherapy.



HOW THE PATIENT AND FAMILY REGISTER WORKS

Once you have been appointed as a member of the Cabrini Health Patient and Family Register, we will place your name, contact details and desired level/method of participation on a database maintained by our Marketing and Community Relations department.

Your membership of the Patient and Family Register will last two years with a possible extension as agreed between yourself and Cabrini Health.

You will receive regular communications from us, such as the quarterly Cabrini Health community newsletter called 'Connections' and invitations to special events such as open days.

At any time, you can ask to be removed from the Patient and Family Register by contacting Marketing and Community Relations on ph (03) 9508 1216 or (03) 9508 1410 or email feedback@cabrini.com.au

Generally speaking, the following process will occur:

1. When a Cabrini Health department or service makes a request for consumer input, the Marketing and Community Relations department will match up the request with a member of the Patient and Family Register according to the member's interests and desired level/method of participation.
2. If the opportunity is appropriate for your interests and nominated level/method of participation, you would then be contacted, provided with information about the particular initiative or project and invited to participate.

3. You could then consider if you wish to be involved. If so, your contact details would be passed on to the appropriate person within Cabrini Health requiring your input/participation and they would liaise with you directly.

At Cabrini Health, we have a saying "an agreement is an agreement". Therefore, if you do elect to participate in a given activity (such as a survey or review of draft materials), we would appreciate you providing your feedback by the due date.

HOW YOU CAN PARTICIPATE

Depending on your interests and the time you have available, you may choose to participate in the following ways:

Minimal participation (occasional or infrequent)

– this would involve responding to a survey (telephone, online or mail) from time to time or reviewing and commenting on written materials (such as brochures aimed at patients and families).

Moderate participation (regular but not necessarily frequent)

– this would include participating in focus groups or community consultations with Cabrini Health on an ad hoc basis.

High participation (frequent) – this would involve being a community representative on a committee or working group and attending meetings or forums on a regular basis and providing comments on our plans and services.

TRAINING AND SUPPORT

Depending on your preferred level of participation, appropriate training and support will be provided. For example:

- **Orientation to Cabrini Health**, such as the welcome kit in which these guidelines are contained or a physical tour of the hospital/facility where you are participating
- **Orientation to your designated role** – for example, as a new community member of a Cabrini Health committee, you would receive information on meeting procedures, support mechanisms and any entitlements (such as reimbursement for travel and carparking) and links to a mentor or support person
- **Written materials and training opportunities** with consumer organisations such as the Health Issues Centre and the Consumers Health Forum of Australia

USEFUL DEFINITIONS

For useful definitions, see the Health Issues Centre's 'Jargon Busters' document enclosed with this kit.

Consumers – For the purpose of this document, a 'consumer' is defined as someone who has actually used or may potentially use Cabrini Health's services. This includes not only patients, but also their families, carers and friends.

Consumer participation – As a consumer, you can participate by being involved in decision-making about your own healthcare. You can also be involved by participating in a range of activities such as providing feedback about services, identifying community needs, contributing to service planning and policy development and providing a patient or family member perspective in many aspects of Cabrini Health's activities.

Partnerships – Consumer participation involves consumers and staff working in a partnership and recognising the knowledge and experience each brings.

An effective partnership in healthcare is made possible by:

- Listening and respecting each other's views
- Understanding each other's roles and responsibilities
- Treating each other with respect and dignity
- Sharing information and contributing to decision-making

MORE DEFINITIONS

For more useful definitions, see the Health Issues Centre's 'Jargon Busters' document enclosed with this kit.

FOR MEMBERS WORKING ON CABRINI HEALTH COMMITTEES

As a consumer participant on a committee, you bring your own set of important experiences of health services whether your own experiences or those of a family member, a carer or friend. These may have been positive experiences or an experience where a system has failed. In the case of the latter, people want to make sure that the health service recognises its mistakes so that other people do not have the same negative experiences.

Your experience of using our health service, either directly or indirectly, means that we can all learn from each other and work in partnership to improve our services. People's stories provide a valuable insight about the services we provide and how the healthcare system can be improved.

You do not need to be an expert in healthcare to participate on a committee. You need only to draw on your own life experiences as a user of health services, or as a family member/carer, and be able to provide advice about what is important from the consumer's perspective.

You won't be able to represent the interests or views of all sectors in our broad community and you may not have all the answers – that doesn't matter. However, you bring an important perspective which the health service needs. Furthermore, your involvement may prompt staff seek a wider range of community views.

To remind yourself of your role, you might find it useful to think about:

- What is important to the people who use the service?
- What do people like me need and want from this kind of service?
- What does my experience as a consumer contribute to my understanding and identification of issues?
- How will others (in particular, patients and families) be affected by this committee's decisions?



SUPPORT FOR YOU AS A COMMITTEE MEMBER

It is important that we at Cabrini Health support you in your role on a committee. A support person from Cabrini Health will be appointed to help you, by providing information, advice and support to you during your participation on the committee. Another consumer on a committee may be available as a mentor to support you in your role.

Before you commence on the committee, your support person will provide you with any information about Cabrini Health, your designated role, the committee you are joining and answer any questions. Much of this information will be provided in your role description. This covers your term of appointment, when and where meetings take place and information on reimbursement of reasonable expenses such as carparking and travel/transport to meetings. If you need any further information, your support person can provide it.

As well as your support person, other people on the committee will play a significant role in your participation – in particular the Chair of committee, who is responsible for helping all members of the committee to participate in decision-making. The Chair plays a significant role in the business of the committee including keeping track of decisions made, action taken and ensuring that all members are treated fairly and respectfully. The Chair will introduce you to other members of the committee when you start. The Secretary of the committee is in charge of sending out the papers and making sure items are put on to the agenda. The Secretary will usually send out the agenda prior to the meeting.

COMMITTEE MEETINGS – BEFORE, DURING AND AFTER MEETINGS

Before the meeting

- To make the most out of your involvement and participate fully at the meeting, read the agenda and minutes of the last meeting. It might be worth meeting with your contact person on the committee prior to the meeting, to go over the agenda and ask any questions about anything that is new to you or that you don't understand.
- If there is any jargon or medical terminology that you do not understand, ask for an explanation.
- Make some notes about any points or questions you would like to raise at the meeting.

At the meeting

- Feel free to ask questions about anything you don't understand. You can also join in the discussion and make comments, like all other members. The Chair may ask for your opinion, but you don't have to wait to be asked.
- Clarify if you can add items to the agenda, whether at the beginning or end of the meeting. If items get dropped, use 'other business' to have them put on the agenda for the next meeting.

After the meeting

- If you had any difficulties with the meeting, make a time to discuss them with your support person on the committee or the Chair.
- Let the Secretary know if you are available to answer questions or provide advice between meetings. This will give you a chance to get involved in any informal processes that may occur between meetings.

HELPFUL TIPS FOR CONSUMER MEMBERS OF CABRINI HEALTH COMMITTEES

1. Be patient

Consumer participation is about change, and therefore it can take time. Sometimes progress may not be obvious for a while. Each small change you make will contribute to the value and culture of consumer participation at Cabrini Health, which will benefit other patients and their families in the long run. We believe that your role is important.

2. Be confident

There are no right or wrong answers. Be confident to speak up. Your opinion is needed and appreciated. It may take several meetings before you feel comfortable and familiar with meeting procedures and issues. Give yourself time to adjust to the new environment. As you become more experienced, you will feel more comfortable.

3. Recognise your own expertise

Consumers often comment on the differences in power between committee members. For example, senior medical staff or professors have high positions in the hospital hierarchy. Some staff, and consumers themselves, may think they have very little power in comparison, however you are the ones with the expertise when it comes understanding the patient's perspective. You cannot have the same level of medical expertise or management experience but you are definitely experts in the consumer view. It is important that you recognise that you have a unique and important perspective, equal to that of other members on the committee.



FREQUENTLY ASKED QUESTIONS

1. How do I make sure I am clear about my role and expectations?

A position description will be provided to you prior to your participation so that you are clear about your role. If you have any questions about your role, your support person will be available to discuss this with you.

2. What training and support will I receive as a consumer to support me in my role?

Your support person on the committee will discuss what support you might need in your role including:

- Orientation to the committee, its role and subject matter
- Meeting with you prior to the meeting and discuss the agenda
- Anything else you might need to support you in your role

3. What are my entitlements as a consumer?

You are entitled to reimbursement of reasonable expenses, as specified in your letter of appointment to the committee. This includes travel costs and carparking. This will be agreed at the time of your appointment to the committee and stated in your position description.

4. Who do I talk to if I am having difficulties in my role?

If you are having any difficulties, please talk to someone who you feel comfortable discussing it with. This could be your support person on the committee or the Chair. Do not be afraid to voice your concerns. We want to ensure that you have every opportunity to express your views and that your views are heard.

OTHER RESOURCES AND LINKS

Websites that you may find useful in your role as a member of the Cabrini Health Patient and Family Register and/or consumer member of a Cabrini Health committee include the following:

Cabrini Health

www.cabrini.com.au

Health Issues Centre

www.healthissuescentre.org.au

Australian Council on Healthcare Standards

www.achs.org.au

Australian Commission on Safety and Quality in Healthcare

www.safetyandquality.gov.au

Consumers Health Forum of Australia

www.chf.org.au

International Alliance of Patients' Organizations

www.patientsorganizations.org

Catholic Health Australia

www.cha.org.au

→ For more information, please
contact Marketing and Community
Relations **ph (03) 9508 1216**
or email **feedback@cabrini.com.au**

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