

USEFUL DEFINITIONS FOR THE CABRINI HEALTH PATIENT AND FAMILY REGISTER

Communities – Group of people who have interest in the development of an accessible, effective and efficient health and aged care service that best meets their needs. A characteristic of the term community is interactions between people.

Community participation plan –

A community participation plan shows how consumer, carer and community views will be integrated into the health service's operations, planning and policy development. The plan is a partnership between the health service and the community. This is a Victorian government requirement for public health services.

Consumer participation – Consumer participation is an important means of improving care and ensuring that it is appropriate to the needs of the individual and, where relevant, families and carers.

Consumer – Refers to people who either directly or indirectly make use of health services i.e. incorporating women, men, people from diverse cultural experiences, socioeconomic circumstances, sexual orientations, health and illness conditions.

Consumer advocate – A person who has an interest in the development of an accessible, effective and efficient health and aged care service that best meets their needs.

Consumer Advisory

Committee (CAC) – This refers to committees made up of consumers and community members, whose role is to advise the boards of public health services on consumer participation and to advocate on behalf of consumers to the board.

Consumer feedback – Processes whereby consumers can supply comments or make assessments on all aspects of their care. It may include consumers providing feedback to individual caregivers, involvement in surveys, participation in focus groups, use of complaint processes and involvement in healthcare planning committees.

Consumer representative –

A person who is appointed as a representative of a membership organisation and acts as a consumer advocate for the organisation. This person voices the consumer perspective and takes part in the decision-making process on behalf of consumers. They are accountable to the organisation they represent and report back to their constituency.

Consumer Register – A Consumer

Register identifies past or present patients and/or relatives or carers who are interested in sharing their experiences, opinions and ideas for improvement in health services.

Consultation – To gauge reaction to a proposal/care plan/treatment plan and invite feedback.

Cultural Diversity Committee –

Also known as a Transcultural Advisory Committee. This refers to committees made up of consumers and community members, whose role is to advise of public health services on issues of cultural diversity and to advocate on behalf of culturally and linguistically diverse consumers.

Health literacy – The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions (US Department of Health).

Participation – Participation occurs when consumers, carers and community members are meaningfully involved in decision-making. It involves having a say, thinking about why you believe in your views, and listening to the views and ideas of others. In working together, decisions may include a range of perspectives.

Partnership – To involve consumers, carers and representatives in aspects of health service organisational decision-making. To involve consumers, carers and representatives in health care or treatment decision-making.

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

