

**A NEW  
LISTENING  
DEVICE**



**INTRODUCING THE  
NEW CABRINI HEALTH  
PATIENT AND FAMILY REGISTER**

**CABRINI  
HEALTH  
PATIENT  
& FAMILY  
REGISTER**

# REGISTER YOUR INTEREST

**We are improving our listening skills with the introduction of a Patient and Family Register and we are looking for volunteers to assist us.**

The new Cabrini Health Patient and Family Register is a first for the organisation and a new way of obtaining formal feedback about Cabrini Health's plans and services.

If you are a past patient, carer or family member, who has had direct experience of Cabrini Health's care and would like to make a difference to our health service, we are keen to hear from you.

Note: Staff and doctors accredited by Cabrini Health are not eligible to join.



## YOU CAN CHOOSE HOW YOU PARTICIPATE

Members of the Cabrini Health Patient and Family Register can provide feedback/input in a range of ways, such as:

- providing feedback about patient information such as brochures
- participating in surveys, focus groups or community consultations
- joining special interest working groups or committees

Members participate on a voluntary basis for a period of up to two years.

We will send you invitations to participate as opportunities arise and you can choose to accept or decline any offers to participate. Your details will not be given to anyone other than the Cabrini Health staff involved with this initiative.

# WHY THE REGISTER IS IMPORTANT

**At Cabrini Health, we want to work with our patients, residents, carers and community members, to help us improve our services to achieve our vision of being 'the first choice for care'.**

There is significant evidence that consumer participation leads to improvements in the quality, safety and accessibility of healthcare services.

Cabrini Health is a diverse health service, providing cancer care, cardiac services, emergency medicine, health promotion, home- and community-based care, intensive care, maternity services, paediatric services, palliative care, rehabilitation, residential aged care, research and education.

We are committed to promoting and strengthening patient and family participation across the organisation, in order to improve patient care and services, increase satisfaction among patients and families and improve our responsiveness to patients, families/carers and community members.

We believe our new Patient and Family Register will help us to improve the experience that patients and their families have with us. It will help us to grow by learning: by understanding and addressing the needs of the communities we serve.



## WHO CAN JOIN THE REGISTER

To join the Cabrini Health Patient and Family Register, you must be:

- Aged 18 years or older
- Have personal direct/indirect experience of using Cabrini Health's services
- Have a particular interest in healthcare
- Able to contribute constructively towards improving the quality and accessibility of Cabrini Health's services
- Not directly/professionally involved in healthcare services
- Willing to contribute on a voluntary basis
- Willing to sign a confidentiality agreement

Employees of Cabrini Health, registered health care providers and people who are currently or have recently been employed or engaged in the provision of health services are not eligible for appointment to the Patient and Family Register. This is because the idea of the Cabrini Health Patient and Family Register is to provide the perspective held by the people on the receiving end of our services. We have other methods for obtaining the views of our health practitioners and other staff.

# BENEFITS OF BEING A MEMBER

Membership has its benefits. You will receive regular updates about news and events at Cabrini Health, including our quarterly *Connections* community magazine. You will have the opportunity of being involved with a diverse healthcare service, gain valuable experience of community participation and learn more about healthcare than you ever wanted to know.

## THE CASE FOR PARTICIPATION

- Participation improves service quality and patient safety
- Participation makes services more responsive to the needs of the people they serve
- Participation works – there is evidence that consumer participation leads to better health outcomes



## HOW TO APPLY

Applying to join the Cabrini Health Patient and Family Register is easy.

Simply visit the Cabrini Health website [www.cabrini.com.au](http://www.cabrini.com.au) where you will find an application form and more information or telephone Cabrini Health on **ph (03) 9508 1216** or **(03) 9508 1410**.

If your preferred method of participation includes face-to-face meetings (for example, if you are interested in becoming a member of a committee), you may be invited to attend a face-to-face interview.

## MORE INFORMATION

For more information about the Cabrini Health Patient and Family Register, you can:

1. Visit the Cabrini Health website [www.cabrini.com.au](http://www.cabrini.com.au)
2. Call us on ph (03) 9508 1216 /1410
3. Write to the Director of Community Relations,  
Cabrini Health, 183 Wattletree Rd, Malvern Victoria 3144
4. Email us at [feedback@cabrini.com.au](mailto:feedback@cabrini.com.au)
5. Fax us on (03) 9508 1041

## CABRINI HEALTH

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➔ For more information,  
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