

CABRINI PATIENT & FAMILY REGISTER

A new listening device

CARE STARTS WITH YOU –
JOIN CABRINI'S LISTENING DEVICE





REGISTER YOUR INTEREST

In August 2011, Cabrini established its first consumer group (called the Patient and Family Register) in order to help us improve our listening skills. We are keen to hear from our patients and their families and to act upon their feedback.

Essentially, our Patient and Family Register is a group of present and past patients and family members that we call upon to gain formal feedback about Cabrini's plans and services. Members of the Patient and Family Register volunteer their time to assist Cabrini and they are not paid.

We welcome new members. If you are a past patient, carer or family member, who has had direct experience of Cabrini'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 are not eligible to join.

CHOOSE HOW YOU PARTICIPATE

You can choose how you participate in the Cabrini Patient and Family Register, depending on your interests and the amount of time you have available. This could be as little as completing an occasional survey.

As a member of the Cabrini Patient and Family Register, your name, contact details and interests will be recorded in a database managed and maintained by Cabrini's marketing and community relations department. Your details will be used only for this purpose and will not be given to anyone other than the Cabrini staff involved with this initiative.

Members 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
- participating in special interest working groups or committees

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

WHY THE REGISTER IS IMPORTANT

At Cabrini, we want to work with our patients, residents, carers and community members, to help us improve our services and 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 is a diverse health service, providing cancer care, cardiac services, children's care, emergency medicine, health promotion, home- and community-based care, intensive care, maternity 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 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 Patient and Family Register, you must:

- Be 18 years of age or older
- Have had personal direct or indirect experience of using Cabrini's services
- Have a particular interest in healthcare
- Be able to contribute constructively towards improving the quality and accessibility of Cabrini's services
- Not be directly or professionally involved in healthcare services
- Be willing to contribute on a voluntary basis
- Be willing to sign a confidentiality agreement

Employees of Cabrini, registered healthcare 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 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, including our quarterly Connect community newsletter. 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 imagined.

Members find their participation enjoyable and rewarding, especially the chance to meet new people and to share their own experiences.

WHY PARTICIPATE

The case for participation is simple:

- Participation improves service quality and patient safety
- 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 Patient and Family Register is easy. Simply visit the Cabrini website www.cabrini.com.au where you will find an application form and more information or telephone Patient Experience on **(03) 9508 3575 / (03) 9508 3573**.

If as a member of the Patient and Family Register, you would like to participate in committees and other face-to-face forums, you may be invited to attend a short interview at Cabrini as part of your application.

MORE INFORMATION

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

1. Visit the Cabrini website www.cabrini.com.au
2. Call us on ph **(03) 9508 3575 / (03) 9508 3573**
3. Write to the Patient Experience, Cabrini, 183 Wattletree Road, Malvern Victoria 3144
4. Email us at PFR@cabrini.com.au
5. Fax us on **(03) 9508 3501**

CABRINI

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