

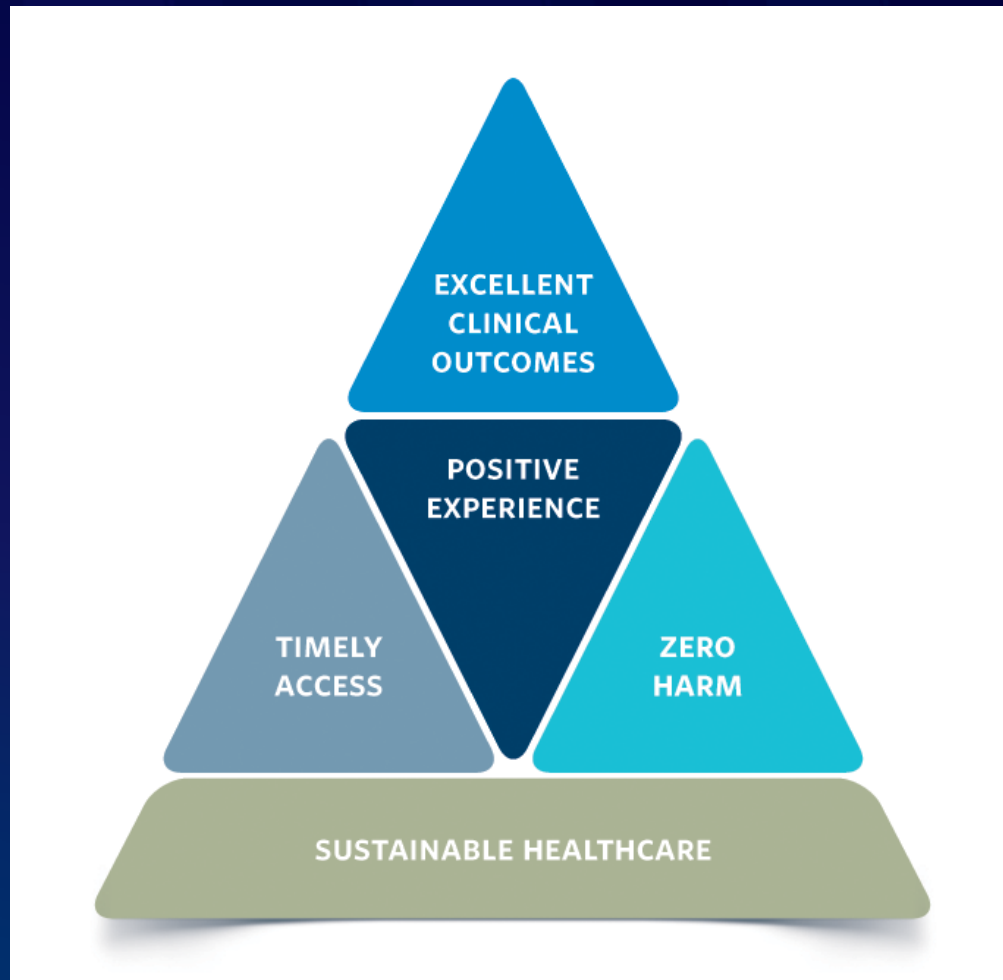


# Delivering *Great Care*: Positive Experience

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# Our strategic focus: *Great Care*



# Deliver *Great Care*



- **Excellent Clinical Outcomes**
  - Our outcomes compare with national and international leaders in paediatric healthcare
- **Positive Experience**
  - Our team works together to provide a positive experience for all
- **Timely Access**
  - Our patients will receive timely access to our clinical services
- **Zero Harm**
  - Our hospital will be safe; delivering evidence-based and safe care to our patients



# Feedback Mechanisms

- Complaints process
  - telephone
  - on-line form
  - paper
  - mail
  - in person
  - social media e.g. Facebook
- Patient satisfaction surveys
- Annual quality of care report
- Great Care Rounds



## Why Do Consumers Lodge A Complaint?

- Acknowledgment
- Apology
- Don't want other families to face a similar experience
- Improvement of the care and/or service
- Minority of our complaints are lodged with the intention to:
  - Blame, punish or hold staff members accountable
  - Request compensation



# Feedback Management Principles

- **Transparency and accountability**

The management of feedback is open, clear and evident to families/patients and staff.

- **Privacy and confidentiality**

All complaints are managed in accordance with the Health Records Act 2001 and Information Privacy Act 2000.

- **Responsiveness**

Complaints are taken seriously and managed in a timely manner. The best approach to consumer feedback is to deal with it at the point of contact.

- **Support**

Patient/families and staff are afforded support and guidance throughout the process.



## Consumer Liaison Officer (CLO)

- Works with patients, families, carers, the general public and staff
- Feedback can be either positive or negative
- Feedback can be anonymous
- Common themes
  - Communication
  - Treatment and Care
  - Access
  - Environment and facilities
  - Services

# Feedback to RCH Executive and staff



Trends in feedback are communicated monthly:

- RCH Executive and Board
- Innovation and Improvement Committees
- Family Advisory Committee

This ensures that staff and consumers are aware of the feedback being provided in the hospital.





# What Do I Do If A Patient Wants To Discuss A Concern / Complaint ?

- Listen to the issue
- Don't get involved
- Provide guidance as to how they can report their concern/ complaint
  - Escalate to local manager
  - Provide CLO contact details



# Assistance

- RCH consumer feedback form
  - Available on the RCH internet and intranet
- Consumer Liaison Officer
  - Telephone: 9345 5676
  - Email: [clo@rch.org.au](mailto:clo@rch.org.au)