

Pathways to Participation – Compliance or Commitment?

Australian Health Care and Hospitals Association

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Consumer participation –

Why bother?

There is evidence to show that the involvement of consumers in service planning, delivery, monitoring and evaluation is more likely to result in services that are more accessible and appropriate for users.

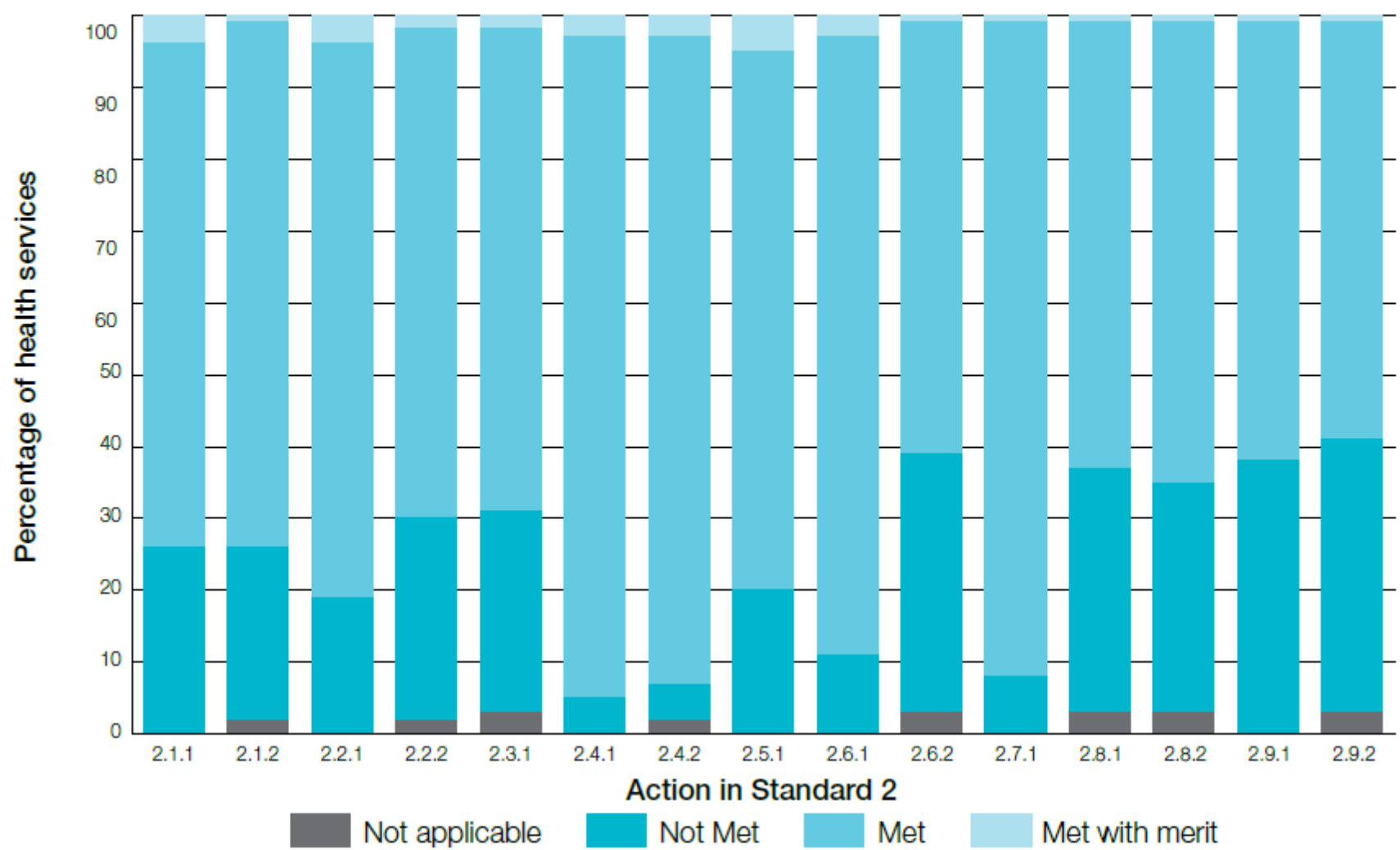
Australian Commission on Safety and Quality in Health Care.
2012. *Standard 2: Partnering with Consumers*. Sydney.
2012.p.6

Standard 2

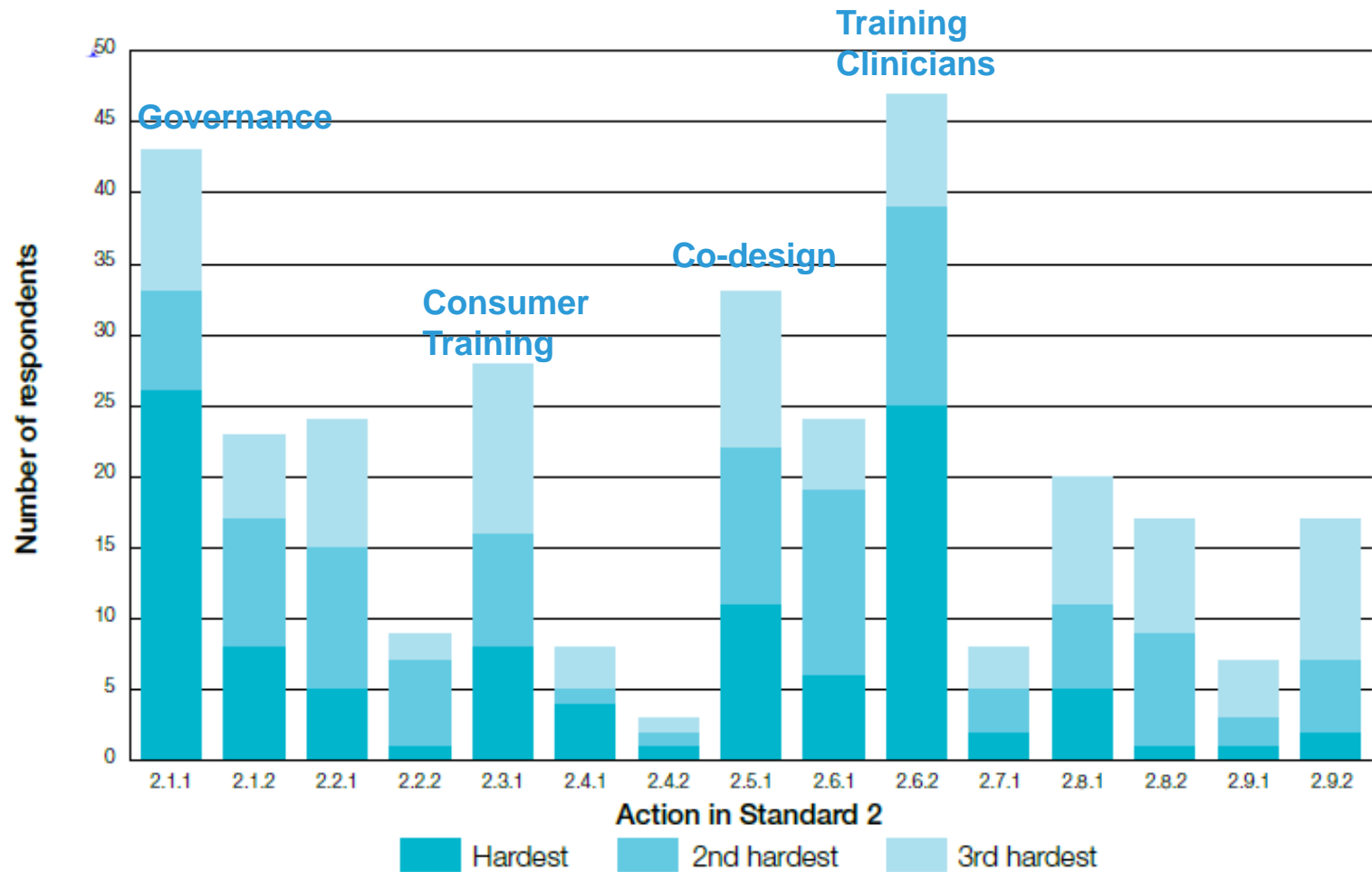
Partnering with Patients

Leaders of a health service organisation implement systems to support partnering with patients, carers and other consumers to improve the safety and quality of care. Patients, carers, consumers, clinicians and other members of the workforce use the systems for partnering with consumers.

Figure 2: Ratings received for each action in Standard 2 at initial assessment



The highest hurdles



Its all too hard

“Most consumers do not have sufficient knowledge to contribute to the planning of health care facilities.”

“Engaging with people who do not normally engage is not easy!”

No framework for engagement and not sure how to find relevant consumers.

“Consumers can disrupt committee progress due to ignorance of the wider picture and own narrow view.”

“The difference between want, need and feasibility is often not appreciated by consumer reps”

‘Need to ensure consumer reps are engaged to represent the population rather than a particular niche group.’

‘Absolutely rubbish that "consumers", "lay people" etc. ingratiate themselves into the establishment.’

**“You can’t impose anything
on anyone and expect them
to be committed to it”**

Edgar Schein, Professor Emeritus
MIT Sloan School

Compliance

Defines a minimum, universal performance standard

Uses authority, systems and standard procedures to impose outcome

Penalties/sanctions and peer pressure (shame, scorn) drive momentum through fear of failure

Commitment

Identifies collective benefit in an aspirational outcome

Based on shared goals, values and collective endeavour

A common purpose creates energy and enthusiasm for success

Adapted from: Helen Bevan



It's the Culture dummy!

What are we changing?

Workforce culture

Systems culture

Relational culture





IAP2 Spectrum of Public Participation

Increasing Level of Public Impact

Inform

To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

Consult

To obtain public feedback on analysis, alternatives and/or decisions.

Involve

To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

Collaborate

To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

Empower

To place final decision-making in the hands of the public.

Engagement Matrix

Should Health Professionals receive empathy training?

Subsidiary Questions		Does your doctor understand you?	Do doctors take social determinants into account?	Should HPs receive empathy training?
Participants		Any consumer	Consumer representatives	CAC
Participation tools		Long-answer on-line survey	Deliberative forum	Formal committee discussion
Inputs		Lived experience	Collected narratives	Analysis of previous consultations
Outputs		Collate common themes	Identification of patterns and trends	Training recommendations
Nature of engagement		Consultation	Collaboration	Shared decision making