

Highlights

Here are some key projects where we have partnered and engaged with consumers to support the best possible patient experience.

Outpatients improvement initiatives

The outpatients program closely consulted consumers while improving a number of outpatient services. Including, the creation of a survey for the COVID-19 screening clinic and communication about specialist clinic appointments. Consumers were heavily involved in developing processes and content for communication to outpatients.



Tell us about your experience using the COVID-19 Screening Clinic

We would like to hear from you so we can improve this service for other users. Go to <http://j.mp/2vNiD4l> or scan the QR with your phone to complete a 2-minute survey.



Communication Boards

Revised patient communication boards were co-designed with clinical staff, consumers and families. Communication boards empower patients to be drivers in their care and maximises opportunities for involvement in shared decision-making.

Communication Board	
I like to be called:	
What matters to me:	
Today is: I am likely to leave hospital on:	My Healthcare Team Nurse: Doctor: Lead Contact:
My plan for today / this week:	
My questions / worries are:	If you notice a significant change then: - talk to your nurse - talk to your doctor - talk to the nurse in charge Still Concerned? Call the let me know hotline on: 1800 901 445



‘Changing Places’ Changing Room

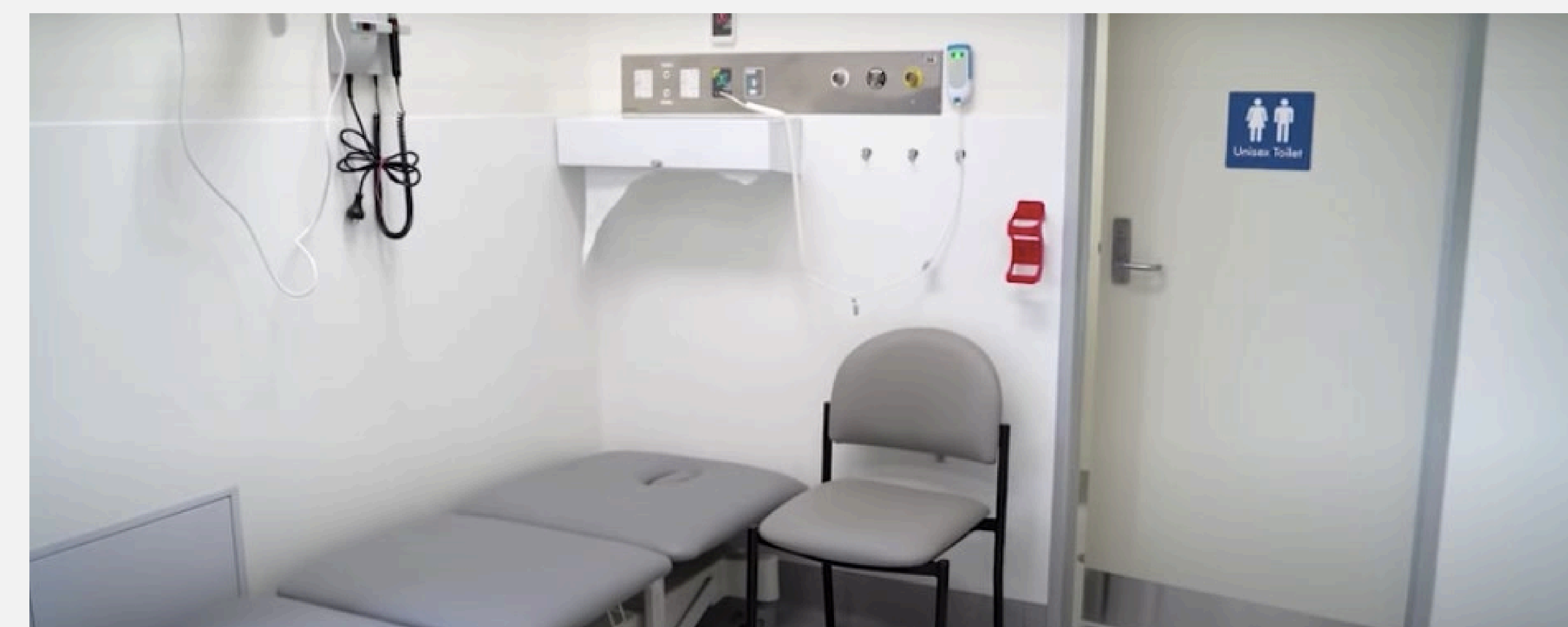
As part of our vision to be able to provide an inclusive, safe and accessible environment, Alfred Health has created a changing places room. Some of our outpatients and visitors require complex support, which means they are not able to use standard accessible toilets and washroom amenities.



Improving our facilities

To meet the needs of the community and provide safe and inclusive spaces, we partnered with consumers to improve our facilities.

- Redevelopment of a new trauma ward
- Front entrance redesign and amenities
- Main Ward Block foyers
- Redevelopment of respiratory clinics



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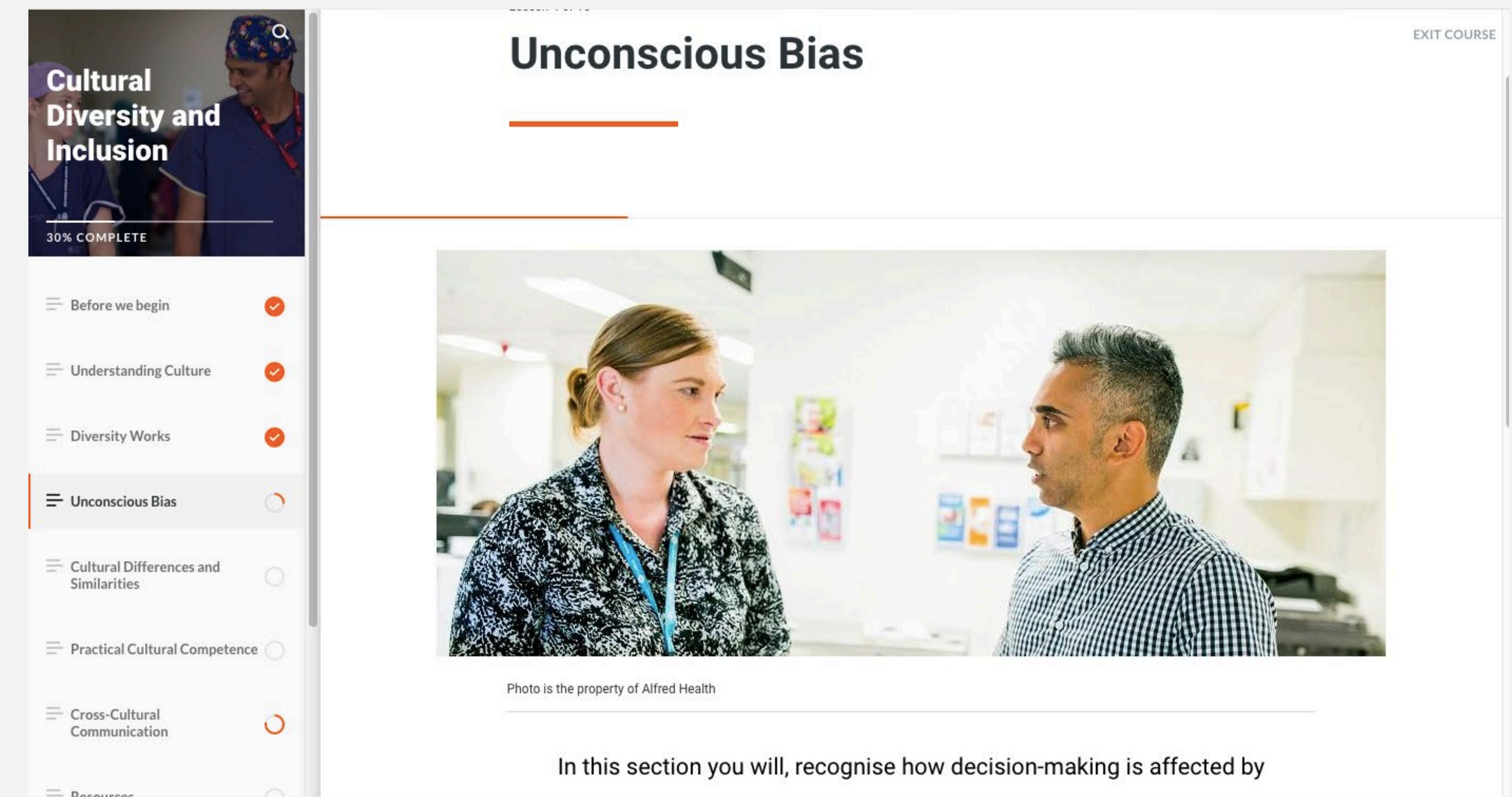
Patient portal

The Patient portal provides patients with safe, convenient and easy access to their health information. Consumers have been crucial in the design, navigation and communication of the portal to Alfred Health patients.



Cultural Diversity & Inclusion Training for all staff

Alfred Health has implemented mandatory Cultural Diversity and Inclusion training for all staff to support our workforce to meet the needs of our diverse consumers and wider community. The e-learning program, in partnership with Safer Care Victoria and SBS, and in collaboration with consumers, will support Alfred Health's commitment to equitable healthcare.



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Improving the way that we hear, respond and engage with consumers.



Consumer Connect

Alfred Health has a register of over 100 consumers. Consumers identified the need for a mechanism where they engage with other consumers, provide support to one another and share ideas. Consumer Connect provides an online platform that facilitates collaboration between consumers and between consumers and the health service. The platform has enabled ongoing consumer engagement, particularly running focus groups, and sharing consumer news and events from peak bodies.



Review of the Patient Experience Survey

A new Patient Experience Survey was co-designed with surveyors in 2018. We implemented a new survey for inpatients and outpatients that aligns with the Victorian Healthcare Experience Survey. Demographic questions were updated to better include vulnerable groups and collection methods were improved.



Highlights

How we have adapted during COVID-19



Telehealth

Telehealth improves family and patient involvement, providing safe communication methods between patients and their healthcare team. Consumers provide feedback on both inpatient and outpatient telehealth services. This feedback shows telehealth as a preferred method of consultation, particularly in the Pandemic environment.



Making patient information more accessible

With the need for fast and accurate information during the COVID-19 Pandemic, Alfred Health consumers have provided timely assistance in reviewing patient information. There has been 38 new patient resources developed during this period with 6662 downloads in total. This has included information for high-risk patient groups, information from patients and families and accessible documents, including translations into our top 5 languages and easy English versions. New bedside TV content has also been developed for the COVID-19 Pandemic.

