



REDHS Consumer Engagement Strategy ~ 2019-2022

Rochester and Elmore District Health Service

Leading our Community to Better Health

Rochester and Elmore District Health Service (REDHS) is an innovative small rural health service *leading its community to better health* through the provision of a wide range of services in its region.

Our Location



Located in northern Victoria, 60 km north of Bendigo, REDHS' catchment includes the townships of Rochester, Elmore, Lockington and surrounding districts.



Message to the community

REDHS recognises that involving community members and consumers in planning and decisions contributes to a safe, high quality health care system.

Real and effective engagement is important. REDHS Board and staff would like to know if we are responding to the health needs of our community.

Consumer participation in the health system has been shown to contribute to:

- Improved health outcomes for individuals through shared decision making
- More accessible and effective health services
- The development of services and models of care being reflective of community needs
- Open and transparent evaluation of our health care services from a consumer perspective

On behalf of REDHS Board of Directors, I encourage you to be involved, have your say and contribute ideas that can lead us to new and better ways of providing care.

Dr Carol McKinstry
Board Chair



How to engage with REDHS

- Talk with our friendly staff
- Join our committees
- Tell us your experiences via consumer stories, forums, surveys or directly to the staff
- Attend events hosted by REDHS
- Connect with us online
- Keep up to date with news on our website

For more information

Visit our website:
www.redhs.com.au

Contact the Quality Unit:
myvoice@redhs.com.au

(03) 5484 4430

A Snapshot of our Community

99.8% of households speak English



1.7% indigenous population



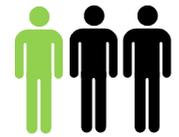
5% born overseas

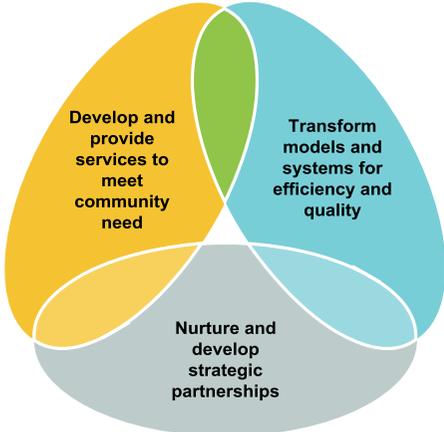


25% over 65 years of age



33% aged 0-29 years



<p>Strategic Priorities</p>	<p>Quality Healthcare</p> 	<p>Collaborative Endeavours</p> 	<p>People and Infrastructure</p> 
<p>To achieve them we will involve consumers in the planning, design, delivery, measurement and evaluation of quality care by:</p>	<p>Partnering with consumers and the community to deliver quality healthcare:</p> <ul style="list-style-type: none"> • Focus on face to face conversations to complement existing consumer experience feedback methods • Increase opportunities for consumer involvement in Falls Program improvement activities • Collaborate with consumers on reviews of REDHS' safety and quality systems • Provide opportunities for consumer design and review of primary care services • Develop and review health information that is easily understood by our community. • Conduct group forums and speak individually with aged care residents and families on a range of topics to assist informed decision making • Encourage, educate and support consumers and families to let us know of any concerns regarding their care and condition 	<p>Partnering with consumers and the community to develop services and improve access:</p> <ul style="list-style-type: none"> • Engage with a wide range of community members to review services, improve access and plan for the future • Continue to build a relationship with Aboriginal and Torres Strait Islander groups through progression of REDHS Aboriginal Health Plan • Support the consumer voice of the Loddon Mallee Regional Clinical Council • Conduct joint initiatives with schools and learning centres in relation to health promotion, careers and services • Nurture partnerships with community groups to enhance communication about services • Work with local government to promote and increase the success of health promotion programs such as Healthier Campaspe. 	<p>Building the capacity of consumers to have meaningful input into governance, quality systems and infrastructure:</p> <ul style="list-style-type: none"> • Form a Community Advisory Committee and listen to their voice • Recruit and orientate community representatives for REDHS' committees • Use co-production methods to involve consumers in planning, projects and initiatives from the beginning • Assist consumers to be involved in planning for future care needs through aged care precinct projects • Investigate strategies for volunteers to work alongside staff to speak with care recipients about their care • Provide staff and volunteers with disability and cultural diversity education opportunities including LGBTI gender equity training • Conduct consumer "walk throughs" of health service facilities and grounds
<p>Rochester and Elmore District Health Service</p>		<p>Leading our Community to Better Health</p>	