

**National Safety and Quality Health Service Standards  
Standard 2 Partnering with consumers - MEASUREMENT PLAN**

Note: The measurement plan details the criteria / action and those question/s / responses that correspond to the action. Some questions may be used by the facility to demonstrate evidence for other actions, in addition to the action it has been aligned with.

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
Consumer partnership in service planning	Governance structures are in place to form partnerships with consumers and/or carers.	2.1 Establishing governance structures to facilitate partnership with consumers and/or carers	2.1.1 Consumers and/or carers are involved in the governance of the health service organisation (Developmental Action)	Facility	Identify if the facility has a strategy to engage consumers and the community	Evidence that the facility has a strategy to engage consumers and the community	1.0 Is there evidence that the facility has a Consumer and Community Engagement Strategy? 1.1 If yes: Is there evidence that the strategy: <ul style="list-style-type: none"> <li>engages consumer and community representatives on relevant health service committee/key groups e.g. clinical council, safety and quality committee, governance group?</li> <li>includes mechanisms to review how consumers and the community found the process of being engaged by the service, program or facility and how to improve the strategic plan based on this feedback?</li> <li>details the mechanisms to ensure Terms of Reference for any governance structure / committee includes the engagement of consumer and community representatives?</li> <li>details the financial and physical resources that are available to support consumer participation and input at the governance level?</li> <li>analyses and reviews the demographic characteristics of consumers to provide people from diverse backgrounds and relevant minority groups opportunities to be engaged?</li> </ul> 1.2 If yes to 1.0: Outline where the strategy is kept, when it is reviewed and the 'owner'.	Yes; No  Yes; No Yes; No Yes; No Yes; No text box			
				Facility	Identify if the facility has policies, procedures and/or protocols related to engaging consumers and carers in the governance of the health service facility	Evidence that the facility has policies, procedures and/or protocols related to engaging consumers and carers in the governance of the health service facility	2.0 Is there evidence that the facility (or at service level) has policies, procedures and/or protocols related to engaging consumers and carers in the governance of the facility? 2.1 If yes: Is there evidence that: <ul style="list-style-type: none"> <li>they describe how consumers and/or carers are involved in the governance of the facility?</li> <li>they describe how consumers and/or carers are involved in the strategic and operational planning of the facility?</li> <li>they specify how feedback gained from consumers through the facility's consultation strategies are directly linked to the governance of the facility?</li> <li>they define mechanisms for engaging consumers from diverse backgrounds and relevant minority groups?</li> <li>they define the audit process to be undertaken to assess against the policies?</li> <li>they reference the consultation processes or collaborative group/s involved in their development?</li> <li>they detail the date they became effective?</li> <li>they detail the date of the next revision?</li> <li>they reference the source documents (if applicable) particularly where they are represented as best practice?</li> <li>the workforce know the documents exist, can access them and know and use the contents?</li> </ul> 2.2 If yes to 2.0: Outline details of the documents, where kept, review date/s and the 'owner'.	Yes; No  Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No; N/A Yes; No text box			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
				Facility	Identify if the facility has consumer advisory group(s) which reflect the key consumer and community groups within the service	Evidence that the facility has consumer advisory group(s) which reflect the key consumer and community groups	3.0 Is there evidence that the facility has a consumer advisory group(s) which reflect the key consumer and community groups within the service population?	Yes; No			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
				Facility	Identify if the facility has governance structures/mechanisms that have health consumers and the community actively participating	Evidence that the facility has governance structures/mechanisms that have health consumers and the community actively participating	4.0 Is there evidence that the facility has governance structures/mechanisms that have health consumers and the community actively participating eg. safety & quality committee, workforce planning committee, clinical governance committee? 4.1 to 4.3 If yes: For <u>each</u> governance structure/mechanism with health consumers and the community actively participating: • outline the type of governance structure/mechanism • is there evidence of Terms of Reference? • is there evidence (eg. terms of reference, minutes) of the level of consumer/community engagement (information sharing / consultation / active participation)? • is there evidence (eg. terms of reference, minutes) that the governance structure/mechanism engages consumers from diverse backgrounds and relevant minority groups? • is there evidence (eg. terms of reference, minutes) that consumers provide input into strategic and operational planning?	Yes; No  (space for 4 each) text box Yes; No  Yes; No  Yes; No			
							5.0 If there is a committee that oversees safety and quality: Is there evidence that: • the terms of reference include the involvement of consumers and/or carers in decision making about safety and quality? • consumers have a role in the process for investigating and analysing complaints and incidents, which is documented? • consumer input in the complaints/incidents investigation and analysis process is incorporated into reporting and subsequent quality improvement planning? • consumers review the analysis of facility safety and quality performance data? • consumers participate in the evaluation of patient feedback data? If yes: What type of data is evaluated? • consumers participate in discussions about implementation of quality activities based on patient feedback data? 5.1 If yes: Provide details in support of any of the above.	Yes; No Yes; No Yes; No Yes; No Complaints & compliments; Suggestions; Patient experience survey data; Other (specify) Yes; No text box			
			2.1.2 Governance partnerships are reflective of the diverse range of backgrounds in the population served by the health service organisation,			AS PER 2.1.1					
		2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in:	2.2.1 The health service organisation establishes mechanisms for engaging consumers and/or carers in the strategic and/or			AS PER 2.1.1					



Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
					and/or carers to enable them to fulfil their partnership role	consumers and/or carers to enable them to fulfil their partnership role	9.0 Is there evidence that the facility has a consumer representative training and orientation program? 9.1 If yes: · is attendance at the training sessions recorded? · are consumer feedback reports of the sessions evaluated and incorporated into the next revision? · what percentage of eligible currently active consumer/carer representatives have completed orientation training? · what percentage of the training program is provided via an external training provider(s)? 9.2 If yes to 9.0: Provide comments on the training sessions and resources that are provided and when.	Yes; No  Yes; No Yes; No  open response  open response text box			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
		2.4 Consulting consumers on patient information distributed by the organisation	2.4.1 Consumers and/or carers provide feedback on patient information publications prepared by the health service organisation (for distribution to patients)	Facility	Identify if the facility has policies, procedures and/or protocols which describe how consumers are involved in providing feedback on patient information publications	Evidence that the facility has policies, procedures and/or protocols which describe how consumers are involved in providing feedback on patient information publications	10.0 Is there evidence that the facility (or at service level) has policies, procedures and/or protocols which describe how consumers and/or carers are involved in providing feedback on patient information publications? 10.1 If yes: Is there evidence that: · they specify how consumer feedback about patient information publications is incorporated into the revision of publications? · they specify an evaluation schedule for the facility's existing patient information publications? · they specify evaluation of externally sourced patient information publications prior to use by the facility? · they define the audit process to be undertaken to assess against the policies? · they reference the consultation processes or collaborative group/s involved in their development? · they detail the date they became effective? · they detail the date of the next revision? · they reference the source documents (if applicable) particularly where they are represented as best practice? · the workforce know the documents exist, can access them and know and use the contents? 10.2 If yes to 10.0: Outline details of the documents, where kept, review date/s and the 'owner'.	Yes; No  Yes; No  Yes; No  Yes; No Yes; No Yes; No Yes; No Yes; No; N/A  Yes; No text box			
				Facility	Identify if the facility obtains feedback from consumers and/or carers on patient information publications	Evidence that the facility obtains feedback from consumers and/or carers on patient information publications	11.0 Is there evidence that the facility (or at service level) seeks feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)? 11.1 If yes: Is there evidence that: · the feedback was documented? · the feedback was incorporated into the revision of the publications? 11.2 If yes to 11.0: Provide details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owner'.	Yes; No  Yes; No Yes; No  text box			
				Ward	Identify if the ward/unit obtains feedback from consumers and/or carers on patient information publications	Evidence that the ward/unit obtains feedback from consumers and/or carers on patient information publications	1.0 Is there evidence that the ward/unit seeks feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)? 1.1 If yes: Is there evidence that: · the feedback was documented? · the feedback was incorporated into the revision of the publications? 1.2 If yes to 1.0: Provide details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owner'.	Yes; No  Yes; No Yes; No  text box			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
				Facility		% of wards/units that obtain feedback from consumers and/or carers on patient information publications	17.0 What is the number of wards/units that seek feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)? (CON_Ward_Q1.0) 17.1 What is the number of wards/units where the feedback was documented? (CON_Ward_Q1.1) 17.2 What is the number of wards/units where the feedback was incorporated into the revision of the publications? (CON_Ward_Q1.1) 17.3 Collate information on the details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owners'. (CON_Ward_Q1.2)		Number of wards/units that obtain feedback from consumers and/or carers on patient information publications	Total number of wards/units audited	

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
			2.4.2 Action is taken to incorporate consumer and/or carers' feedback into publications prepared by the health service	AS PER 2.4.1							
Consumer partnership in designing care	Consumers and/or carers are supported by the health service organisation to actively participate in the improvement of the patient experience and patient health outcomes.	2.5 Partnering with consumers and/or carers to design the way care is delivered to better meet patient needs and preferences	2.5.1 Consumers and/or carers participate in the design and redesign of health services ( <i>Developmental Action</i> )	Facility	Identify if the facility engages consumers and/or carers to participate in the design and redesign of health services	Evidence that the facility engages consumers and/or carers to participate in the design and redesign of health services	12.0 Have any new services been designed or existing services redesigned, or are any in the process of design/redesign at the facility (or at service level)? 12.1 If yes: Is there evidence of: • consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result? • project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? • reports from designers and architects outlining how they have responded to consumer suggestions for improvement? • records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? 12.2 If yes: Provide details of the services in support of above.	Yes; No  Yes; No  Yes; No; N/A  Yes; No  text box			
				Ward	Identify if the ward/unit engages consumers and/or carers to participate in the design and redesign of health services	Evidence that the ward/unit engages consumers and/or carers to participate in the design and redesign of health services	2.0 Have any new services been designed or existing services redesigned, or are any in the process of design/redesign at the ward/unit level? 2.1 If yes: Is there evidence of: • consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result? • project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? • reports from designers and architects outlining how they have responded to consumer suggestions for improvement? • records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? 2.2 If yes to 2.0: Provide details of the services in support of above.	Yes; No  Yes; No  Yes; No  Yes; No; N/A  Yes; No  text box			



Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
				Facility		% of wards/units that obtain feedback from consumers and/or carers on patient information publications	18.0 What is the number of wards/units that have new services designed or existing services redesigned, or are in the process of design/redesign at the ward/unit level? (CON_Ward_Q2.0) 18.1 What is the number of wards/units that have consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result?(CON_Ward_Q2.1) 18.2 What is the number of wards/units that have project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? (CON_Ward_Q2.1) 18.3 What is the number of wards/units that have reports from designers and architects outlining how they have responded to consumer suggestions for improvement? (if applicable) (CON_Ward_Q2.1) 18.4 What is the number of wards/units that have records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? (CON_Ward_Q2.1) 18.5 Collate information on the details of the services in support of above.(CON_Ward_Q2.2)		Number of wards/units that obtain feedback from consumers and/or carers on patient information publications	Total number of wards/units audited	
		2.6 Implementing training for clinical leaders, senior management and the workforce on the value of and ways to facilitate consumer engagement and how to create and sustain partnerships	2.6.1 Clinical leaders, senior managers and the workforce access training on patient-centred care and the engagement of individuals in their care	Facility	Identify if the facility has policies, procedures and/or protocols related to ongoing training resources for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care	Evidence that the facility has policies, procedures and/or protocols related to ongoing training resources for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care	13.0 Is there evidence that the facility (or at service level) has policies, procedures and/or protocols related to ongoing training resources for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care? 13.1 If yes: Is there evidence that: <ul style="list-style-type: none"> <li>• they specify the types of training and resources to be provided?</li> <li>• they specify the key content areas that the training and resources are to cover?</li> <li>• they specify a training schedule for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care?</li> <li>• they specify how consumers and/or carers are involved in training the clinical workforce?</li> <li>• they specify how consumers and/or carers are involved in the development of training content and material?</li> <li>• they define the audit process to be undertaken to assess against the policies?</li> <li>• they reference the consultation processes or collaborative group/s involved in their development?</li> <li>• they detail the date they became effective?</li> <li>• they detail the date of the next revision?</li> <li>• they reference the source documents (if applicable) particularly where they are represented as best practice?</li> <li>• the workforce know the documents exist, can access them and know and use the contents?</li> </ul> 13.2 If yes to 13.0: Outline details of the documents, where kept, review date/s	Yes; No  Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No; N/A Yes; No text box			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions		
				Facility	Identify if the facility provides training on patient-centred care and the engagement of individuals in their care, and if clinical leaders, senior managers and the workforce access this training	Evidence that the facility provides training on patient-centred care and the engagement of individuals in their care, and if clinical leaders, senior managers and the workforce access this training	14.0 Is there evidence that the facility (or at service level) provides ongoing training for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care? 14.1 If yes: Is there evidence that: <ul style="list-style-type: none"> <li>the training curricula, resources or materials include sections on consumer centred care, partnerships and consumer perspectives?</li> <li>consumers and/or carers were involved in the development of training content and material?</li> <li>consumers and/or carers were involved in training the clinical workforce?</li> <li>staff participation in the training is recorded?</li> <li>staff feedback about the quality of the training/resources is sought?</li> <li>the training program/resources are regularly reviewed and improved, incorporating staff feedback?</li> </ul> 14.2 If yes to 14.0: Outline details of the training courses and other resources provided, review date/s and the 'owner'.	Yes; No  Yes; No  Yes; No Yes; No Yes; No  Yes; No text box					
			2.6.2 Consumers and/or carers are involved in training the clinical		AS PER 2.6.1								
Consumer partnership in service measurement and evaluation	Consumers and/or carers receive information on the health service performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.	2.7 Informing consumers and/or carers about the organisation's safety and quality performance in a format that can be understood and interpreted independently	2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance	Facility	Identify if the facility provides community and consumers with information that is meaningful and relevant on the organisation's safety and quality performance	Evidence that the facility provides community and consumers with information that is meaningful and relevant on the organisation's safety and quality performance	15.0 Is there evidence that the facility (or at service level) informs the community and consumers about the facility's safety and quality performance? 15.1 If yes: Is there evidence: <ul style="list-style-type: none"> <li>of the mechanisms by which this is done (e.g. annual report, newsletter, newspaper articles, radio items, website, other local media, community consultation and feedback sessions, etc.)?</li> <li>that the facility seeks feedback from the community and consumers about the facility's safety and quality performance?</li> </ul> If yes: Specify the mechanisms by which this is done (e.g. surveys, complaints information, feedback box, consumers on committees). <ul style="list-style-type: none"> <li>that the facility seeks feedback from consumers, carers and community about information presentation and dissemination?</li> </ul> If yes: Is the presentation and dissemination of information regularly reviewed and improved, incorporating feedback from consumers, carers and community?	Yes; No  open response  Yes; No  open response  Yes; No  Yes; No					
		2.8 Consumers and/or carers participating in the analysis of safety and quality performance information and data, and the development and implementation of action plans	2.8.1 Consumers and/or carers participate in the analysis of organisational safety and quality performance ( <i>Developmental Action</i> )		AS PER 2.1.1 & 2.2.2								

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
			2.8.2 Consumers and/or carers participate in the planning and implementation of quality improvements <i>(Developmental Action)</i>	Facility	Identify if the facility engages consumers and/or carers in the planning and implementation of quality improvements	Evidence that the facility engages consumers and/or carers in the planning and implementation of quality improvements	16.0 Is there evidence that consumers are actively involved in the planning and implementation of quality improvements at the facility level? 16.1 If yes: Is there evidence of: <ul style="list-style-type: none"> <li>• project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement?</li> <li>• quality improvement plans that have involved the consumer and/or carer?</li> <li>• agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities?</li> <li>• consumer and/or carer feedback on their involvement in quality improvement activities?</li> </ul> 16.2 If yes: Provide details of the quality improvement projects that have been implemented and where. <ul style="list-style-type: none"> <li>• for any of the quality improvement projects above, were any implemented in response to patient feedback data? If so, provide details.</li> </ul>	Yes; No  Yes; No Yes; No Yes; No text box  text box			
				Ward	Identify if the ward/unit engages consumers and/or carers in the planning and implementation of quality improvements	Evidence that the ward/unit engages consumers and/or carers in the planning and implementation of quality improvements	3.0 Is there evidence that consumers are actively involved in the planning and implementation of quality improvements at the ward/unit level? 3.1 If yes: Is there evidence of: <ul style="list-style-type: none"> <li>• project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement?</li> <li>• quality improvement plans that have involved the consumer and/or carer?</li> <li>• agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities?</li> <li>• consumer and/or carer feedback on their involvement in quality improvement activities?</li> </ul>	Yes; No  Yes; No Yes; No Yes; No Yes; No			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
				Facility		% of wards/units that engage consumers and/or carers in the planning and implementation of quality improvements	19.0 What is the number of wards/units where consumers are actively involved in the planning and implementation of quality improvements at the ward/unit level? (CON_Ward_Q3.0) 19.1 What is the number of wards/units that have project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement?(CON_Ward_Q3.1) 19.2 What is the number of wards/units that have quality improvement plans that have involved the consumer and/or carer? (CON_Ward_Q3.1) 19.3 What is the number of wards/units that have agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities? (CON_Ward_Q3.1) 19.4 What is the number of wards/units that have consumer and/or carer feedback on their involvement in quality improvement activities? (CON_Ward_Q3.1) 19.5 Collate information on the details of the quality improvement projects that have been implemented and where. In addition state whether any were implemented in response to patient feedback data? (CON_Ward_Q3.2)		Number of wards/units that engage consumers and/or carers in the planning and implementation of quality improvements	Total number of wards/units audited	

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
		2.9 Consumers and/or carers participating in the evaluation of patient feedback data and development of action plans	2.9.1 Consumers and/or carers participate in the evaluation of patient feedback		AS PER 2.1.1, 2.2.2 & 2.8.2						
			2.9.2 Consumers and/or carers participate in the implementation of quality activities relating to patient feedback data <i>(Developmental Action)</i>		AS PER 2.1.1, 2.2.2 & 2.8.2						

We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as this is a 'Work in Progress', future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions.

**The Patient Safety and Quality Improvement Service, Clinical Excellence Division, welcomes feedback on the audit tools and the measurement plans, to ensure the tools meet the needs of Hospital and Health Services. We appreciate any feedback you can provide for the next version.**

**Please email Patient Safety and Quality Improvement Service on [PSQIS\\_Comms@health.qld.gov.au](mailto:PSQIS_Comms@health.qld.gov.au) for feedback or comments.**

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