Partnering with Consumers Audit Tools Definitions

Source: Health Consumers Queensland (HCQ)

Consumer and Community Engagement Framework February 2017

- **Consumers**
  Consumers are people who use, or are potential users, of health services including their family and carers. Consumers may participate as individuals, groups, organisations of consumers, consumer representatives or communities.


- **Carers**
  The *Carers (Recognition) Act 2008* identifies a carer as an individual who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.


- **Community**
  Community refers to groups of people or organisations with a common local or regional interest in health. Communities may connect through a community of place such as a neighbourhood, region, suburb; a community of interest such as patients, industry sector, profession or environment group; or a community that forms around a specific issue such as improvements to public healthcare or through groups sharing cultural backgrounds, religions or languages.


- **Consumer engagement**
  Consumer engagement informs broader community engagement. Health consumers actively participate in their own healthcare and in health policy, planning, service delivery and evaluation at service and agency levels.

- Community engagement

Community engagement refers to the connections between government, communities and citizens in the development and implementation of policies, programs, services and projects. It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and, in some instances, active participation in government decision making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.


Further information can be found at:


Procedure Informed Consent Form

The tools incorporate key questions to audit patient identification in the informed consent form, as highlighted below.

Further information can be found at: Informed Consent: http://www.health.qld.gov.au/consent/
Advance Health Directive (AHD)

The Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights defines the rights of patients and the responsibilities of healthcare providers under the Australian healthcare system. These rights are essential to ensure that everyone receives high-quality care.

The Charter recognizes the rights of people seeking care and the obligation of providers to deliver care in line with high standards of quality and safety. An Advance Health Directive (AHD) or a Living Will allows patients to express their wishes regarding medical treatment in advance, ensuring that their preferences are respected even if they are unable to make decisions at a later stage.
We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as the audit tools are a constant ‘Work in Progress’, future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions for improvement.

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

Please email Patient Safety and Quality Improvement Service on mars@health.qld.gov.au for feedback or comments.