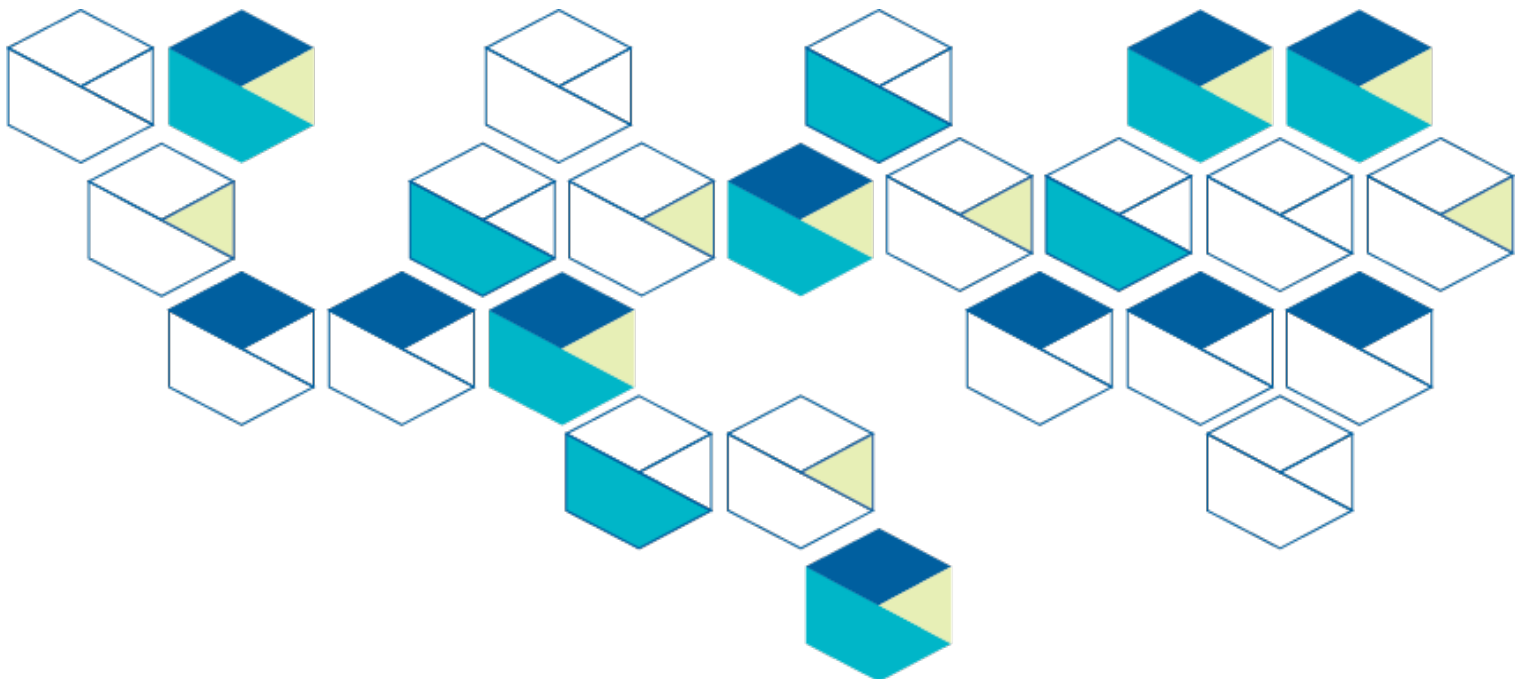


Fiona Stanley Hospital

Emergency Department Consumer Advisory Group (EDCAG)

Annual Self-Assessment of Performance 2024

Prepared by members of the Fiona Stanley Hospital Emergency Department Consumer Advisory Group



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Introduction from the EDCAG chairperson

This Annual Evaluation provides an overview of the activities of the Fiona Stanley Hospital's Emergency Department Consumer Advisory Group (EDCAG) throughout 2023. It includes information about our members, information about our achievements in 2023, and activities planned for 2024.

The EDCAG at Fiona Stanley Hospital remains the only Emergency Department-based consumer advisory group in Australia. By enabling consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department, the EDCAG is uniquely positioned to provide consumer, carer and community perspectives on issues affecting consumers and carers using the service.

EDCAG members are extremely grateful to staff from across the Emergency Department for their ongoing support and advocacy. Special thanks this year go to Dr Vanessa Clayden who, as Head of Service in the Emergency Department since EDCAG's inauguration, has been an exceptional supporter, mentor and advocate for the EDCAG both within the ED and across the hospital. Dr Clayden has taken on a new role as Medical Director of Service 4 and has been replaced as Head of Service by Dr Colleen Taylor, who we welcome as a new member of Fiona Stanley Hospital's EDCAG.

Establishment and Terms of Reference

The Emergency Department Consumer Advisory Group (EDCAG) was established at the initiative of the Fiona Stanley Hospital Emergency Department in late 2016, in response to National Safety Quality Standards 2: 'Create a health service that is responsive to patient, carer and consumer input and needs'.

The Group's Terms of Reference were developed by senior staff in the Emergency Department in collaboration with Patient and Family Liaison and the advice, guidance and feedback of community member Mary Ward. These Terms of Reference have been used to guide the work of the EDCAG since its inception and are reviewed annually. The review of the Terms of Reference conducted in 2022 resulted in changes to the Scope and Purpose, Membership and Term of Appointment sections, to better reflect the current context in which the EDCAG works.

The scope and purpose of the FSH EDCAG is:

- To provide consumer, carer and community perspectives and recommendations to the FSH Emergency Department on issues affecting consumers and carers using the service.

- To enable consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department.

Membership

Eight consumer members and five members of the ED clinical staff serve on the EDCAG. Consumer members include one Aboriginal and one carer representative. Clinical staff members are the Emergency Head of Service, an ED Consultant with NSQHS Standard 2: Partnering with Consumers responsibilities, the Nurse Unit Manager and two Associate Nurse Unit Managers. Others may be invited to attend meetings of the EDCAG in relation to a specific agenda item(s) and may be called to give presentations and to advise on relevant matters.

Members of the Fiona Stanley Hospital Emergency Department Consumer Advisory Group

September 2023



Current members

Consumers

- **Renee Bradburn** is EDCAG's carer representative. Renee has a background in administration, aged care and lived experience as a carer. She has been attending FSH Cancer Clinic as a carer for her husband since 2017, for herself since 2019, and as carer for her mother from 2020-21. In September 2022 she became a Carer Representative for Carers WA and has become a voice for this community. Joining the CAG provides an opportunity for her to share a carers perspective in the ED.
- **David Earl** has an extensive background and experience in university administration at both Edith Cowan University and Curtin University. After retiring, he joined the Fremantle Hospital volunteer program in December 2013. He transferred to Fiona Stanley Hospital's Volunteer Service in January 2015 when the Group for which he volunteered ceased at Fremantle. As well as a member of the FSH Emergency Department Consumer Advisory Group, he is a member of several other FSFHG committees: the FSFHG Consumer Advisory Council, the Emergency Department's Safety and Quality Committee (Clinical Governance), the Service 4 Safety, Quality and Risk Committee, and the CORC (Clinical Outcomes Review Committee). David also volunteers as a simulated patient for medical school students at several WA universities. He has experience as a patient, and consumer of health services, in both WA medical practices and WA and overseas hospitals and brings this wide consumer experience to his work as a volunteer and a consumer member on the committees.
- **Jane Jones** is EDCAG's Aboriginal representative. Jane Jones is a Noongar woman born in York, WA, and a descendant of the Ballardong, Gnaala Karla Boodja. She is a Registered Nurse and Clinical Manager at Maddington Health Service-site of Derbarl Yerrigan Health Service Corporation. In this role Jane has gained valuable and professional experience in Management, Leadership and Governance in the Aboriginal Controlled Health Services. Jane has worked for over 19 years at Derbarl Yerrigan Health Service and in her professional and community life have displayed and demonstrated a genuine commitment to providing culturally appropriate healthcare in Aboriginal controlled health services. As a member of the EDCAG Jane hopes to be able to continue to work to improve the lives, general health and opportunities in patient centered care, for Aboriginal and Torres Strait Islander peoples.
- **Jane Pearce** is chair of the EDCAG. With a background in teaching, teacher education and educational research, her association with Fiona Stanley Hospital began in December 2014 when she joined the volunteer service. She is currently chair of the FSFHG Consumer Advisory Council and a consumer representative on three FSFHG hospital committees. She is a member of the Health Consumers' Council WA and the WA Health Translation Network, and has a strong interest in promoting person-centred care in the ED. Her work as a consumer representative has led to her involvement in the review and redesign of the Emergency Triage Education Kit for the Australian Commission on Safety and Quality in Health Care.
- **Pamela Robinson** is a retired healthcare worker with experience in nursing and hospital administration. Pam has worked in hospitals in Perth and Sydney as well as internationally in the UK, the USA, the Philippines and the United Arab Emirates. She has previous experience as an assessor for the NSQHS standards in private hospitals in NSW, and has been a volunteer at FSH and Fremantle Hospital since 2020. Pam is the consumer representative on the FSFHG Cognitive Impairment Committee and represents EDCAG on the FSHED Clinical Governance Committee. She has participated in Clinical Incident Investigations as a

consumer representative at FSFHG. Pam has also participated in the EDCAG Patients at Risk Working Group on support for Culturally and Linguistically Diverse (CaLD) communities and assisting Service 4 Safety and Quality Lead, Ms Gill Reid, in conducting a benchmarking survey of 50 patients on aspects of the consumer experience in the FSHED.

- **Jack Taylor** is currently a medical student at the University of Western Australia. Prior to becoming a full consumer member of the EDCAG, he was involved in EDCAG activities, including the working group for the patients at risk project. He has experience as a consumer at Fiona Stanley and Fremantle Hospitals.
- **Amelia Toffoli** is a professional 'nonna', an active grandmother of five, now retired after 42 years in education with most of the latter service in various leadership roles. During this time, she became interested in quality research informing decision making, which led to her own research in policy analysis across an education system and a doctorate. She continues to value the role of research and analyses of trustworthy data for continuous improvement in health service and care. Currently, she is a member of EDCAG, MSSM and FSFHG CAC, with particular interest in the care of patients in the Emergency Department. She has been a patient and/or carer in several emergency departments in Australia, and these firsthand experiences have resulted in a deep appreciation for the medical skills and care of health professionals. Having received excellent but fragmented health care over many years, she is also now a strong advocate for the voices of patients, carers and families to be heard, during the journey in, through and out of hospital, for what she considers a more effective whole-of-person approach.
- **Julie Walker** has worked in early childhood education for over 25 years in policy and curriculum development as well as in administration and classroom roles. Julie is currently working for The Smith Family as the Regional Community Development Manager supporting young children and families experiencing disadvantage to get the most out of their education. She has experience both as a patient and as a carer in the Emergency Department, and has been a member of the EDCAG since its inception in 2016.

Clinical staff

- Dr Colleen Taylor, Head of Service, FSH Emergency Department
- Dr Joseph Hewitt (Deputy Chair), Emergency Physician, FSH Emergency Department
- Lichelle Hackett, Nurse Unit Manager, FSH Emergency Department
- Leanne Morrall, Associate Nurse Unit Manager, FSH Emergency Department
- Kate Papaphotis, Associate Nurse Unit Manager, FSH Emergency Department

Secretariat

- Anna Karolyi, Administrative Assistant, FSH Emergency Department

Meetings held in 2023

Eight formal meetings of the EDCAG were held in 2023.

Date	Meeting	Invited guests
01.02.2023	EDCAG	No guest
14.03.2023	EDCAG	Dr Bethan Owen ED Aboriginal Health and Cultural Safety Working Group
24.04.2023	EDCAG	Ms Beverly Sweetman FSFHG Language Services
06.06.2023	EDCAG	Ms Trisha Power SMHS Project Director
18.07.2023	EDCAG	Ms Kerry Wilcox Service 4 Nurse Director
29.08.2023	EDCAG	SMHS Innovations Team
10.10.2023	EDCAG	Ms Gill Reid Service 4 Safety and Quality Lead
21.11.2023	EDCAG	SMHS Innovations Team

Activities and performance in 2023 with reference to EDCAG's Scope and Purpose as laid down in the Terms of Reference

To provide consumer, carer and community perspectives and recommendations to the FSH Emergency Department on issues affecting consumers and carers using the service.

In 2023 consumer representatives continued to attend meetings of the Emergency Department Medical Senior Staff and Clinical Governance Committees.

Throughout 2023, problems associated with bed block and patient flow at FSH continued to have a negative impact on ED wait times and ambulance ramping. EDCAG members were able to share perspectives on initiatives designed to address these issues through their participation in ED staff meetings and during EDCAG meetings.

The chair of the EDCAG is also chair of the FSFHG Consumer Advisory Council (CAC). Member Amelia Toffoli is the EDCAG representative on the CAC and reports on relevant issues raised in the EDCAG. Other EDCAG members serve on the FSH ED Clinical Governance Committee, the FSFHG Cognitive Impairment Committee, the FSFHG Partnering with Consumers Committee, the CORC (Clinical Outcomes Review Committee), the Service 4 Safety, Quality and Risk Committee, and the FSFHG Medical Education Unit Planning Group. The presence of members at these committees raises awareness of the work of the EDCAG more widely across the organisation, and enables the EDCAG to stay well-informed about issues relating to quality and safety that affect patient care not only in the ED but throughout the hospital.

Two consumer members of the EDCAG are also members of a team of SMHS consumers participating in SAC 1 review teams. Involvement of consumers in clinical incident review panels is a notable example of best practice in partnering with consumers by a health service provider.

To enable consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department.

The EDCAG fulfils these responsibilities largely through its consumer-led projects. Projects are designed to contribute to the development of an Emergency Department service that is responsive to patient, carer and consumer input. Monthly performance data on a range of Emergency Department performance indicators is presented at each formal meeting of the EDCAG, for discussion and consumer feedback. Consumer feedback relating to ED performance is also discussed at meetings, including Care Opinion posts relevant to FSHED. Where appropriate, members have the opportunity to provide input into responses to complaints lodged with the hospital with respect to treatment received in the FSH ED.

Consumer feedback data is used to identify areas in need of improvement, and to suggest opportunities for EDCAG participation in the planning and implementation of quality activities.

A key focus of the EDCAG's work in 2023 continued to be completion of the *Patients at Risk (PAR)* education program¹. The project started in 2019 and focused initially on data gathering to

¹ Please see *Appendix: Patients at Risk Education Program* for more information.

establish the different ways vulnerable or at-risk patients experience the ED. Data analysis led to the creation of the *PACC Standards for the Care of Vulnerable Patients in the ED at Fiona Stanley Hospital*:

The final stage of the project has been the development and implementation of an education program enabling staff to fulfil the requirements of the PACC Standards, and this was the focus of the EDCAG's work through 2023 which saw the final three modules completed and made available online to all FSHED staff members.

Another focus for the second half of 2023 has been EDCAG's involvement in providing guidance to the 'My FSH ED' Project Control Group for planning, implementation and evaluation of the 'My FSH ED' self-registration and triage project. Involvement in this included one member's collaboration with the Service 4 Safety and Quality Lead in conducting a pre-implementation of My ED app benchmark survey of 50 patients regarding improving the consumer experience in FSH ED.

Other achievements

2023 saw a number of invitations from outside organisations inviting the EDCAG to participate in activities aimed at improving the delivery of health services, health outcomes and the experience for patients, their carers and family members.

Case study on consumer leadership,

This case study, *Building Skills and Consumer Leadership at Fiona Stanley Hospital* and based on the work of the EDCAG, has been accepted for inclusion in a suite of resources about consumer partnerships being developed by the Australian Commission on Safety and Quality in Health Care.

Emergency Triage Education Kit

One member was a consumer representative on the Project Advisory Group working to review and revise the *Emergency Triage Education Kit* for the Australian Commission on Safety and Quality in Health Care. This was a rare opportunity to use the shared knowledge and understanding of consumer experiences of triage in Emergency Departments, built up over several years of work in the EDCAG, to inform a nationally important education resource for triage nurses.

Teach-back

The EDCAG's Patients at Risk project has resulted in a hospital-wide project to promote the use of 'teach-back' to improve communication. EDCAG consumers have been involved in developing a range of educational resources for staff, including a Take5 presentation and a series of videos promoting the use of this communication technique to staff. Videos are available on [Teach-back \(health.wa.gov.au\)](https://health.wa.gov.au).

ICEN Conference

The EDCAG Chairperson presented a plenary session on *Co-designing care in a busy hospital emergency department* to the International Conference for Emergency Nurses in October 2023.

WA Health Excellence Awards

The EDCAG reached the finals of the WA Health Excellence Awards in the Excellence in Person-Centred Care category – for our work on the Patients at Risk project.



Activities planned for 2024

- Work to ensure the sustainability of the Patients at Risk education program will continue throughout 2024 and will include incorporating consumer-led sessions based on the modules into the Emergency Department Nurse Education program for 2024.
- The EDCAG plans to make the PACC Education modules available to staff beyond the ED by incorporating modules into staff workshops, by making the modules available to all staff on LMS, and by involvement in hospital-wide initiatives such as education for 'teach-back'.
- Members are collaborating with ED staff and the SMHS Aboriginal Health Strategy team to develop an Aboriginal Cultural Engagement Action Plan for the FSHED.
- Members will continue to provide consumer advice on programs designed to improve access to care at FSHED, including involvement in the Emergency Access Reform project, the rollout of further phases of MyFSH ED app, the **Emergency Department Navigation (EDeN)** project, and other emerging WA Health initiatives such as the State Health Operations Centre (SHOC) and the WA Virtual Emergency Department (WAVED).

Concluding comments

EDCAG members' contribution of thoughts, ideas, recommendations and perspectives to the FSH Emergency Department on issues affecting consumers and carers using the service is positively received by the Department, and the involvement of clinical staff in the EDCAG continues to generate an effective and dynamic partnership between consumers and clinicians. Since the establishment of the EDCAG, there has been a noticeable increase in understanding on the part of staff of the needs of consumers, and on the part of EDCAG members of the highly complex, unpredictable and demanding nature of the work of ED staff.

There is strong advocacy for Standard 2 and its intentions across the ED, and this is impressively demonstrated in EDCAG meetings and through staff involvement in the PAR working group. This strong advocacy, alongside the autonomy given to the EDCAG to develop its own projects, has been key to enabling the group to develop projects and other initiatives focused on providing care that is responsive to consumer input and needs. The success of the EDCAG model suggests that a 'local' approach to involving consumers in service design has as much if not more potential for productive and worthwhile consumer input than system-wide or organisation-wide initiatives. A small group, with a local focus, enables consumers to gain a better understanding of the local needs and to work more closely and productively with staff.

Our thanks go to Dr Joe Hewitt, Dr Vanessa Clayden, Dr Ian Dey, Ms Lichelle Hackett, Ms Sophie Barker, Ms Hollee Wilson, Ms Leanne Morrall, Ms Kate Papaphotis, Ms Jane Vickery, Ms Anna Karolyi, and nursing staff members of the PACC Working Group for their valued support for the work of the EDCAG throughout 2023.

Appendix

Patients at Risk and Education Program

This is a major project conducted by members of the Emergency Department Consumer Advisory Group. The goal was to find better ways to meet the needs of vulnerable or 'at risk' patients in the ED at FSH.

Patients are vulnerable or 'at risk' if they are experiencing existing personal, social, cultural or health-related conditions that have a negative influence on their emotional capacity to access quality care in the ED, and therefore leaves them at risk of poor outcomes.

Individuals presenting to ED find themselves in a strange environment, stressed about their health and, to a degree, feeling they have lost control of their life.

Examples of patients 'at risk' are individuals from socially, culturally or linguistically marginalised groups, those experiencing socio-economic disadvantage, people who are homeless and people living in regional or remote areas in WA.

Other vulnerable groups are individuals living with disabilities, or people experiencing emotional or mental trauma for example as a consequence of experiencing domestic violence. The likelihood of individuals in all these groups experiencing emotional vulnerability on presentation to and/or during their journey through the Emergency Department is high.

After conducting research allowing us to map the diverse experiences of individuals in the 'patients at risk' category in the ED, consumer members of the EDCAG worked with clinical staff to co-design 'Standards for the Care of Vulnerable Patients in the ED at Fiona Stanley Hospital' to provide guidance on the care of vulnerable or 'at risk' patients in the ED.

Standards for the Care of Vulnerable Patients in the ED at Fiona Stanley Hospital

Person-centred care A focus on understanding the whole person is encouraged and practised across the ED and includes family and/or carer involvement.

Access to specialised help The Emergency Department ensures that specialised help is readily available to support all staff where necessary, including on-site expertise where needed.

A collaborative and consistent approach to care The approach to the care of vulnerable patients and their families and carers is collaborative and consistent across the ED and throughout each patient's ED journey.

Communication All staff encourage two-way communication with patients, family members and carers. Staff use spoken language that is appropriate to their audience and use communications strategies such as open questions, positive body language and active listening to connect with patients. Written information provided by the ED is written in plain English and information made available in alternative formats and a range of languages where possible.

Following the development of the Standards, an education program was designed to support their implementation.

The PACC Education Program

The program is designed to enable ED clinicians to fulfil the requirements of the four standards and improve care of identified vulnerable patients in the ED. A socio-cultural approach to professional learning will encourage and promote ongoing engagement with incorporating the standards in service provision.

The education program now consists of the following eight modules, and all ED staff are encouraged to access the modules. Modules have been produced by members of the Emergency Department Consumer Advisory Group in collaboration with

- Staff from across Fiona Stanley Hospital, and in particular staff from the FSHED
- Members of the SMHS Aboriginal Health Strategy team, the FSH Aboriginal Hospital Liaison team, and members of the local Aboriginal community
- Carers WA,
- People with disability, their families and carers,
- People from Culturally and Linguistically Diverse backgrounds

PACC Online Modules

Introduction to the PACC Education Program

Communication for person-centred care

Person-centred care for Aboriginal people in the ED

Culturally sensitive care in practice

Carers WA - Prepare to Care Hospital Program

Identifying and involving carers in the Emergency Department

Caring for people with disability in the ED (Parts I and II)

Caring for people from culturally and linguistically diverse backgrounds in the FSHED

To supplement the online modules, consumers present a series of face-to-face workshops and 'toolbox' sessions to ED staff. These include workshops for ED junior doctors on using teach-back and 'Tool-box' sessions for clinical nursing staff on 'Communication for person-centred care' and 'Person-centred care at triage'.

This sample of feedback from staff who have participated in the workshops shows their value.

- 'The workshops have been influential in changing how nursing staff interact with patients.'
- 'The workshops have reminded me to keep the patient at the centre of all decision-making.'
- 'The workshops highlight to staff the human aspects of being in an ED, such as fear of unknowns, possible frustrations, tiredness, anxieties and stress.'
- 'At the end of the workshop, I feel confident to use the suggested person-centred communication strategies in interactions with patients, family members and carers.'
- 'From this workshop I gained a better understanding and insight into consumer perspectives and understand the need for empathy.'
- 'Engaging with passionate and informed consumers who have real life examples to share was very valuable.'