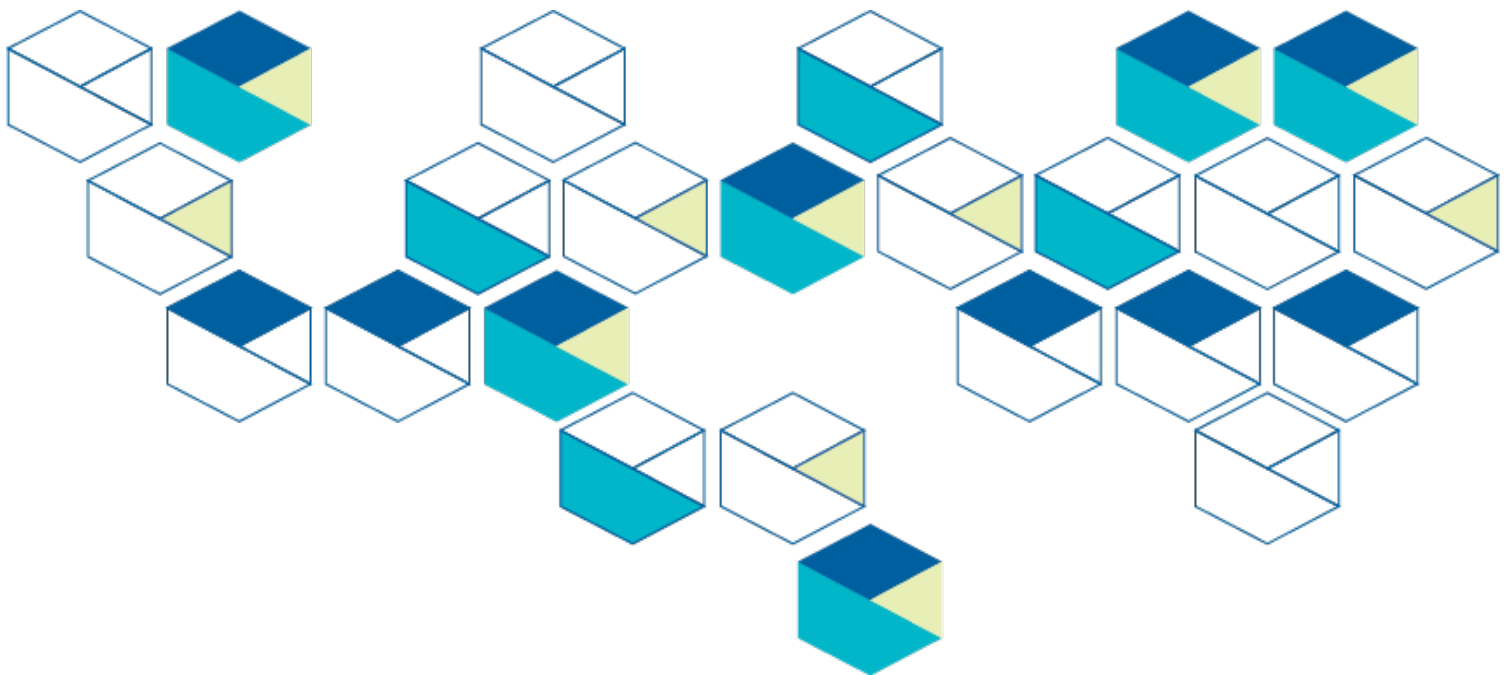


Fiona Stanley Hospital

Emergency Department Consumer Advisory Group (EDCAG)

Annual Self-Assessment of Performance 2025

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



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Introduction from the EDCAG co-chairperson

This Annual Evaluation provides an overview of the activities of the Fiona Stanley Hospital's Emergency Department Consumer Advisory Group (EDCAG) throughout 2024. It includes information about our members, information about our achievements in 2024, and activities planned for 2025.

The EDCAG at Fiona Stanley Hospital was the first 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. Head of Service 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 Terms of Reference were amended in 2024 to permit a Co-Chair.

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

May 2025



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 EDCAG provides an opportunity for her to share a carers perspective in the ED, along with the FSFHG eNetwork providing invaluable feedback about publications written by staff for patients and their carers.
- **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 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. He 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, Wilman and Wadjak people. She is a Registered Nurse and the former Clinical Manager of Derbarl Yerrigan Health Service's Maddington site; she is now retired. In this role, Jane gained valuable and professional experience in Management, Leadership and Governance in Aboriginal Controlled Health Services. Jane has worked for over 20 years at Derbarl Yerrigan Health Service and in her professional and community life has displayed and demonstrated a genuine commitment to providing culturally appropriate healthcare in Aboriginal controlled health services. Jane is involved in the ECU Aboriginal &/or Torres Strait Islander Inclusivity Committee, the Aboriginal Advisory Group at the Kids Research Institute of Australia and CASTSINaM (Congress of Aboriginal & Torres Strait Islander Nurses & Midwives) Elders Circle. As a member of EDCAG, Jane hopes to be able to continue to work to improve lives, general health and opportunities in patient centered care for Aboriginal and Torres Strait Islander people.

Jane Pearce is one of the inaugural members of the EDCAG and former chair. She is currently chair of the Fiona Stanley Fremantle Hospital Consumer Advisory Council and consumer representative on the Fiona Stanley Fremantle Hospital Executive Group. Her focus is exploring opportunities for consumer involvement in the co-design of services that promote an inclusive hospital environment and prioritise a person-centred approach to healthcare. A key element of this is her collaboration with the staff of the Emergency Department and in the Medical Education Unit at FSFHG, where she has led the development of several staff education projects designed to promote person-centred approaches to care. The success of this work was acknowledged by the WA Department of Health in their 2023 Excellence awards when the team behind one of these education projects was a finalist in the category "Excellence in Person-Centred Care". She is the consumer representative on the WA Health Improving Safety and Quality in Health Care Project Control Group: Safe, an Expert Witness for the Clinical Senate providing advice on effective communication strategies, the consumer

representative on the SMHS Research Steering Committee, and collaborated with members of the SMHS Transformation & research Directorate to lead the development of the SMHS Framework for Involving Consumers in Research

Jane was the workshop presenter on the topic *Involving Consumers in Innovation* at the Second Annual WA Health Service Provider Innovation Showcase held on Tuesday 8th October 2024. She was the Consumer Advisor on the SMHS Centre of Excellence for Older Adult Project Control group and member of the education team in the SMHS Doctors Support Unit.

- **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 Care Committee, the Service 2 Safety, Quality & Risk Committee, and represents EDCAG on the FSHED Clinical Governance Committee and is a member of the FSFHG Consumer Advisory 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. She is currently a Co-Chair of the EDCAG.
- **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 passionate and committed to having consumer voices heard in the ongoing development of safe, quality, person-centred care for everyone. Currently she is a member of and Co-Chair of the Emergency Department (ED) Consumer Advisory Group, attends the ED Medical Senior Staff meetings. She facilitates person-centred care training and participates in Ward Walks. She is an active member of the FSFHG Consumer Advisory Council and is involved in discussions in various safety & quality groups including the FSFHG End of life Care Committee, Research Consumer Advisory Group, Communicating for Safety Committee, FSFHG Aboriginal Cultural Safety Working Group, and the SMHS Human Research Ethics Committee. Most recently she is contributing to the Digital Health Strategy.

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 2024

Eight formal meetings of the EDCAG were held in 2024.

Date	Meeting	Invited guests
30.01.2024	EDCAG	Pippa Flanagan Advanced Scope Physiotherapist ED “Optimising strategies to improve low back pain care in the ED”.
13.03.2024	EDCAG	No guest speaker
24.04.2024	EDCAG	No guest speaker
04.06.2024	EDCAG	Adam Horrocks & Hazel Hudson SMHS IMPACT Team “Improving Patient Access to Care - Strategies to address ramping & ED wait times”.
16.07.2024	EDCAG	No guest speaker
27.08.2024	EDCAG	Piers Truter (Advanced Scope ED Physiotherapist) “Consumer feedback on experiences of seeking urgent care.”
09.10.2024	EDCAG	No guest speaker
19.11.2024	EDCAG	No guest speaker
17.12.2024	EDCAG	Carrie Janerka post grad student Curtin University “Person-centred care at ED triage & waiting room”

Activities and performance in 2024 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 2024, consumer representatives continued to attend meetings of the Emergency Department Medical Senior Staff and Clinical Governance Committees.

Throughout 2024, 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 former chair of the EDCAG, Jane Pearce is 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 Care Committee, the End of Life Care Committee, the CORC (Clinical Outcomes Review Committee), Services 2 & 4 Safety, Quality and Risk Committees as well as the FSFHG Medical Education Unit Planning Group and the Aboriginal Cultural Safety Working 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.

During 2024, two consumer members of EDCAG became members of the FSFHG Research Consumer Advisory Group and the SMHS Human Research Ethics committee.

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 for the first half of 2024 was 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 "Smartphone "app which went live on 31st January 2024 & finished in May 2024. The purpose of the app was to provide self-paced information about the ED journey. The information included pre- and post-triage content along with frequently asked questions in an easy to read and accessible format for patients & their families, to improve the patient experience in the ED Waiting Room.

Aboriginal Cultural Engagement Strategy: Two members of EDCAG participated in the development of the FSH Emergency Department Aboriginal Cultural Engagement Action Plan to ensure the safe and culturally appropriate treatment of Aboriginal patients attending the FSH ED so that Aboriginal patients feel welcome and valued when attending the ED.

One member of the EDCAG was a member of the Project Control Group planning and implementing the FSH Older Adult Emergency Department In-Reach Service (GOLD ED).

FSFHG underwent Short Notice Accreditation Assessment of the National Safety & Quality Health Service (NSQHS) Standards in February 2025. Providing care that responds to consumers' needs is a requirement of Standard 2 – Partnering with Consumer's. The report on the accreditation made positive comments about the work of EDCAG.

"The FSHFHG consumer engagement model of the CAC and the Consumer Advisory Groups from designated areas such as the Emergency Department has been successfully implemented".

"FSFHG is very focused on communication aimed at the diversity of its patients. A major project in the Emergency Department was initiated through its Consumer Advisory Group for their at-risk patients, many of who are from remote localities. This work demonstrated that interventions early in the patient journey had major impacts on both the patient experience and outcomes. The CAC oversaw consumers leading development of training materials for communicate for patient centred care that is delivered to junior doctors at their orientation"

Other achievements

2024 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

Jane Pearce was the main author of one of four case studies designed to align with Partnering with Consumers: A guide for consumers. This case study *Building skills and consumer leadership at Fiona Stanley Hospital*, focuses on the Emergency Department Consumer Advisory Group at Fiona Stanley Hospital and how consumer leadership has changed the way the services are designed, delivered and evaluated,

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/case-study-4-building-skills-and-consumer-leadership-fiona-stanley-hospital>.

Emergency Access Reform

The previous chair of the EDCAG attended a workshop at the Patient Transport Centralised Hub (PaTCH) which is managed by the State Health Operations Centre (SHOC). Patient transport and care in the community will be managed centrally. The System Flow & Reform (SFR) programme is working to integrate flow activities under SHOC, and identify problems associated with patients access to care.

Research projects

During the year, the EDCAG members were involved in providing feedback on research projects. These projects included:

- Optimising strategies to improve low back pain in the ED;
- Chronic obstructive pulmonary diseases
- Urgent care for injuries project -musculoskeletal diversionary programme
- Person-centred care in Triage - two ED CAG members have been involved in the project group

Teach-back

The EDCAG's Patients at Risk project 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://www.health.wa.gov.au/teach-back).

The PACC Education programme on Teach Back continued to be rolled out across FSFHG throughout 2024. Presentations to junior medical staff facilitated by two EDCAG members were conducted in January, May and August 2024. The workshops raised awareness of the Person-Centred Care approach to care & how to practise Teach Back which was well received. One member was involved in a series of Teach Back refresher programmes for nursing staff which were conducted in July at Fremantle Hospital in conjunction with nursing and midwifery education staff. EDCAG members also presented a session at the Triage Nurses Study days held throughout 2024 on Person-Centred Care at Triage.

Activities planned for 2025

- Work to ensure the sustainability of the Patients at Risk education program will continue throughout 2025 and will include incorporating consumer-led sessions based on the modules into the Emergency Department Nurse Education program for 2025. Further teaching modules to complement the existing PACC program will be developed as needed, based on staff and patient feedback.
- The GOLD ED team has identified the need for education materials for under-represented/under-served groups, particularly LBGTQI. A “Take 5” will be developed – i.e. five minutes to provide guidance to staff on person-centred approaches such as using correct pronouns, using the name the person wants to be known by, and understanding and being open to different partnerships/relationships (especially for older people)
- Participation in Aboriginal Health and Culturally Safe Care workshops on person-centred care for Aboriginal people.
- Members will continue to provide consumer advice on programs designed to improve access to care at FSHED, and emerging WA Health initiatives such as the State Health Operations Centre (SHOC) and the WA Virtual Emergency Department (WAVED).
- EDCAG involvement in research projects is hoped to increase following EDCAG members’ involvement in developing the SMHS *Framework for involving consumers in research*. This is a source of information and support for both SMHS researchers wanting to involve health consumers in research and for consumers wishing to be involved in research activities. By providing support for consumers wishing to be involved in research the hope is to improve health outcomes for all consumers.

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 commitment to the involvement of consumers in quality improvement and research projects in the ED. 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 Colleen Taylor, Ms Lichelle Hackett, Ms Leanne Morrall, Ms Kate Papaphotis, Ms Jane Vickery, Ms Anna Karolyi, for their valued support for the work of the EDCAG throughout 2024

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.'