

PATIENT EXPERIENCE WEEK INITIATIVES

WESTERN AUSTRALIA DEPARTMENT OF HEALTH | PATIENT SAFETY & CLINICAL QUALITY
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THE ENGAGEMENT FRAMEWORK PROJECT



PATIENT EXPERIENCE WEEK (PXW)
Community Conversation & Leadership Breakfast
Perth WA | April 27-28 2017
#hccpxw #WhatMatters2U



Government of **Western Australia**
Department of **Health**

Our Patient Experience initiative is...

You Matter: engaging with consumers, carers, community and clinicians in health is an engagement framework that aims to improve the way Health Service Providers engage with consumers, carers, community and clinicians to improve health services. The framework was collaboratively developed by the Quality Improvement and Change Management Unit (Department of Health) and eight consumer and carer representatives.

What difference has this made?

- Consumers, carers, community and clinicians more empowered to engage with Health Service Providers to improve services.
- Improved engagement with vulnerable populations.
- Clearer expectations of what good engagement should look like.
- Awareness of engagement activities currently occurring in WA health services.

You Matter: engaging with consumers, carers, community and clinicians in health.



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A lesson that can help others...

When it comes to engagement it is important to engage with consumers and carers early in the project. Ensure everyone has the required information and be open and transparent. Engagement, when done respectfully and genuinely, is extraordinarily rewarding. Take the time to build relationships and engage effectively.