

Outstanding Health Care

Community Engagement

- Consumer Network – opportunity for community members to “Get Involved”
- Open Access Board Meeting
- Food Tasting
- Patient Feedback.
- Patient survey on their experience
- Whittlesea Disability Network
- Bundoora Extended Care Centre Community Art Space
- Emerge in the North Community Art Workshop
- Women’s Health Week Annual Event
- Koori Cuddling Program

Committees

- Patient Experience & Community Advisory Committee – Strategic Planning
- Aboriginal Advisory Committee
- Reconciliation Action Plan Working Group
- Partnering with Consumers Committee
- Strengthening Hospital Response to Family Violence Committee – Consumer Working Group
- Nutrition and Hydration Committee
- Consent Sub-clinical Improvement Committee
- Disability Working Group
- Cultural Responsiveness Plan Working Group
- Refugee and Asylum Seekers Working Group



Projects: Staff and Consumer Engagement

- Infrastructure design Projects: Tower 2 and Palliative Care Unit
- Co-Design Projects
- Clinical Services Planning 2017-32
- Ideas Labs: Falls Prevention, Patients Staying Well in the Community
- Executive Patient Safety Walk Arounds
- Queue Flow Project- Outpatients
- Plastics and Hand Surgery Clinic Project

Health Literacy and Education for Consumers and Staff

- Consumers attend internal and external education sessions
- Consumer Network Education morning teas
- CLEAR Group – Patient information review group
- Choosing Wisely
- Northern Health Simulation Lab: Consumers training student doctors, nurses and allied health professionals
- Northern Health Patient Stories



Standard 2
Partnering with Consumers