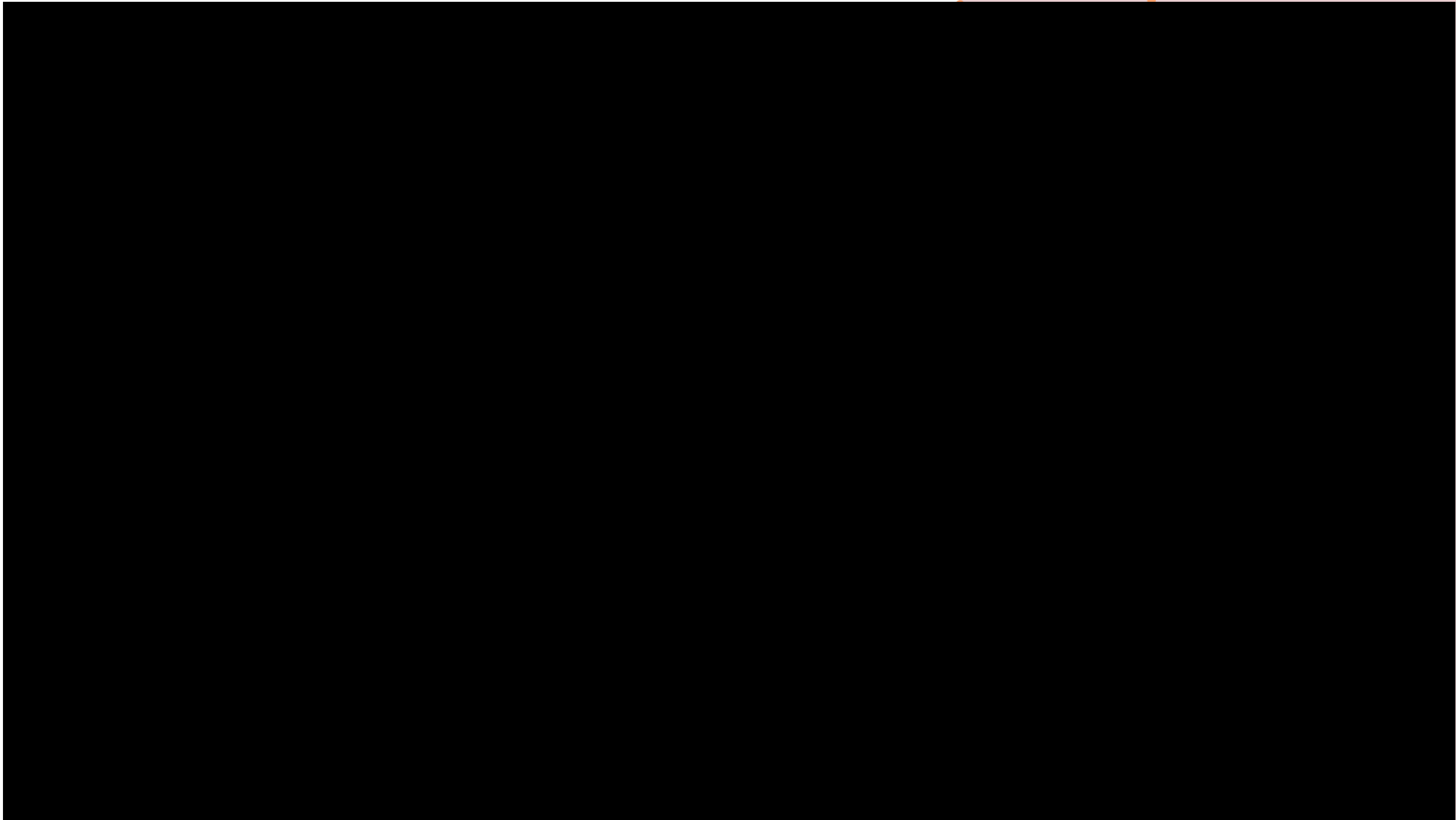




Achieving Meaningful Outcomes Through Innovative Digital Consumer Engagement





Introduction to QEC



Introduction to QEC

- QEC is an early parenting centre and registered public hospital
- We offer day, overnight residential and community programs
- No mandate for Community Advisory Committee or national standards accreditation

145
staff

104
FTE

In the last year,
we supported
over

2,000
families

Winner
Premier's
Health Service
of the Year

2022
(small)



Overview

- Our approach to developing a Consumer Engagement Framework
- Our journey:
 1. Family Advisory Committee
 2. Family Online Panel
 3. Sector influence
- Our outcomes



Our Capacity

Quality and Risk Manager Role

Accreditation

Audits

Child Safety

Clinical Governance

Consumer Engagement

Feedback

Incident Reporting

Infection Prevention and Control

Legislative Compliance

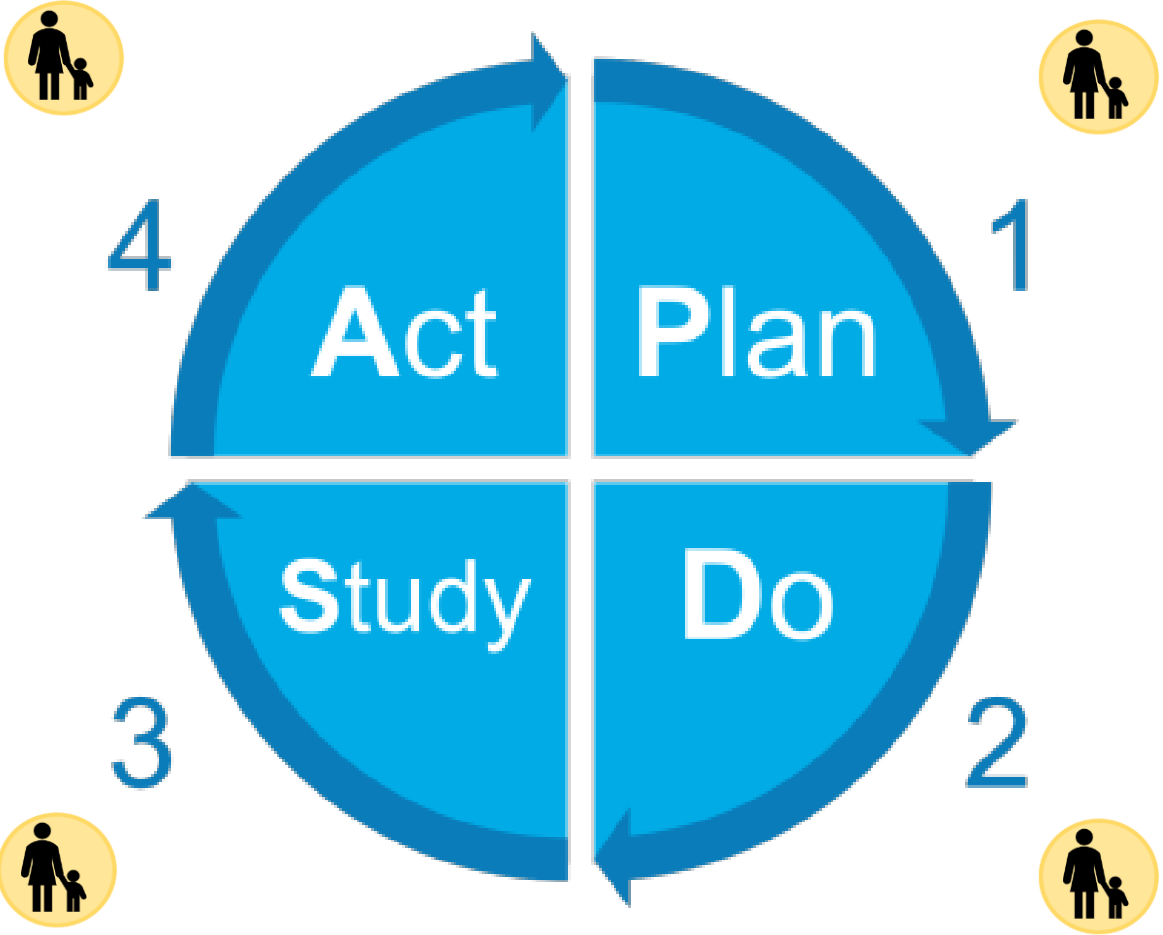
Policies and Procedures

Quality Improvement

Risk Management




Our Approach



My Journey






- Expressing interest via survey
- Receiving email
- Joining committee
- Joining online panel
- ‘Orientation to QEC’ training and interview panel training
- Joined QEC’s Clinical Governance Committee



 **Residential Family Experience Survey**

We value your feedback so we can improve our services.

Program: Day Stay 5 Day Residential 5 Day PASDS

Tick one box in each line below	 Strongly disagree	 Disagree	 Neutral	 Agree	 Strongly agree	Not applicable
At the beginning of this program, I/we were:						
• Explained our rights						
• Involved in setting goals						
• Clearly explained the program						

If QEC could improve in one area, what would it be?

Are you interested in learning about how you can help QEC to improve its services (optional) Yes No

If yes – your name and email address:

Please share any other comments or suggestions:

Our Current Activities

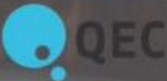
Family Advisory Committee (FAC)	<ul style="list-style-type: none">• 1.5-hour meetings held 3 to 5 times per year online Teams
FAC members on committees	<ul style="list-style-type: none">• Clinical Governance Committee• Client Information Management System (CIMS) Working Group
FAC members on interview panels	<ul style="list-style-type: none">• Interview panel training offered to all FAC members
Client Online Panel	<ul style="list-style-type: none">• Closed Facebook group• Quick questions or document review
Family Video Stories	<ul style="list-style-type: none">• Captured via recorded Teams meeting• Shared internally and quality improvements identified



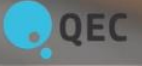
Project #1 - Admission



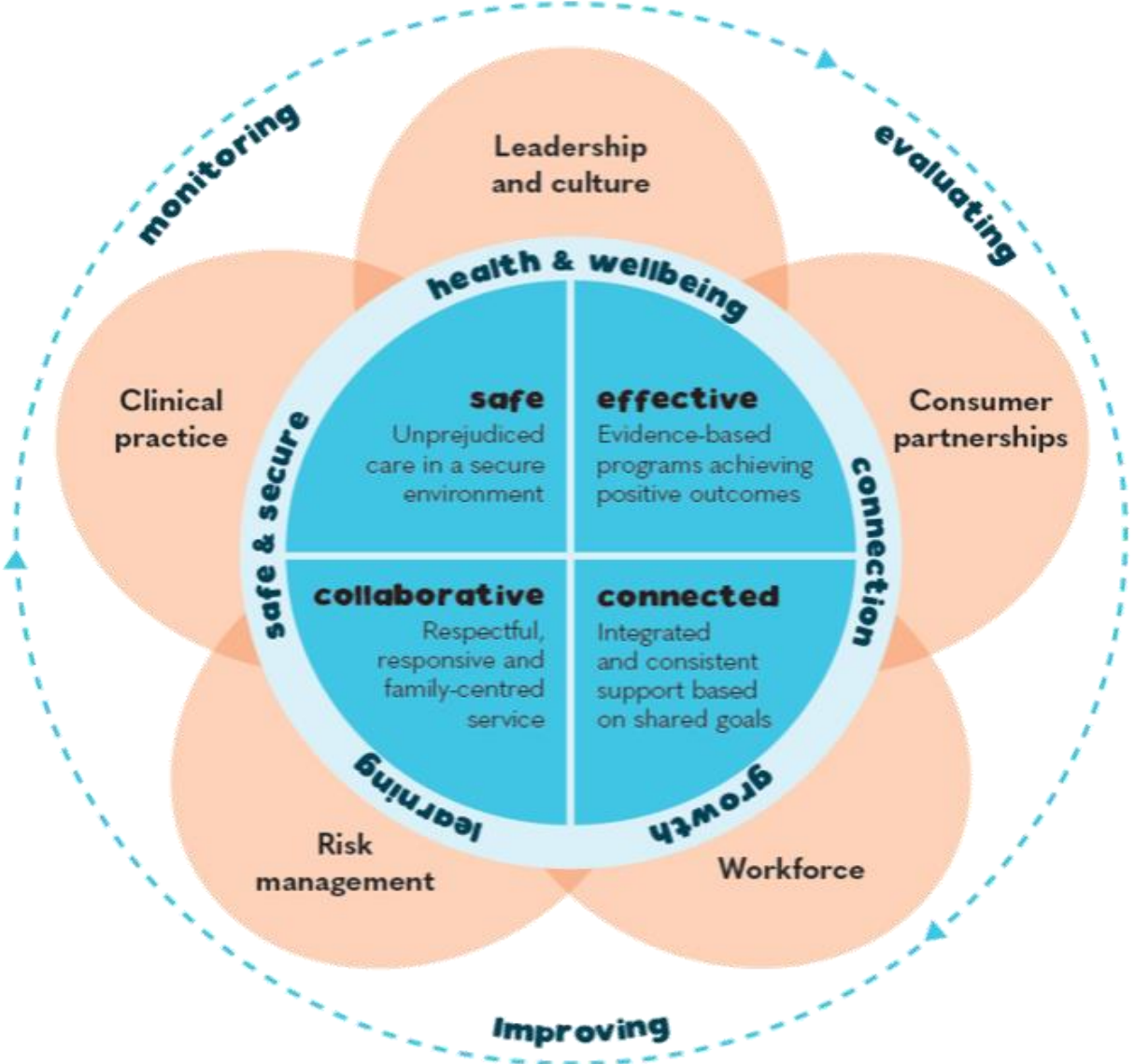
All families are welcomed upon arrival



and a sensory garden for families to enjoy.



Project #2 – Quality Framework



Project #3 – QEC Values

At QEC we

<p>Listen, understand and learn</p>	<p>Embrace cultures, communities and families</p>	<p>Celebrate unique strengths and experiences</p>
<p>Inspire each other to grow and thrive</p>	<p>Nurture kindness and the joy of play</p>	<p>strive to deliver the best outcomes and care</p>

Our values are at the heart of everything we do




Project #4 – Sector-wide Framework





Socio-ecological Level Outcomes	Outcome Area	Key Result Indicator	Measure/Tool
Child <i>Children are nurtured, engaged and supported</i>	Relationships (attachment, interactions, sensitivity, engagement)	Increase quality of relationships with primary caregivers	Karitane Parenting Confidence Scale Child and Family Action Plan
		Increase connection to culture and community for Aboriginal and Torres Strait Islander children	Newborn Observation*
Parent/Carer/ Family <i>Families are nurtured, engaged and supported</i>	Support Engagement Network	Increase support and engagement with family, peers, professionals	Child Family Action Plan Family Violence Screening and Identification Link to MCH services Number of referrals Family Experience Survey
		Increase connection to culture and community for Aboriginal and Torres Strait Islander families	Antenatal Risk Questionnaire* Community Life Skills (CLS)* Difficult Life Circumstances (DLC)*

2022

The Victorian Early Parenting Centres Outcomes Framework



Dr Mandy O'Connor
 Helen Cunningham
 Sue White
 Professor Helen Skouteris



Other Projects and Evaluation



Children are at the heart of everything we do

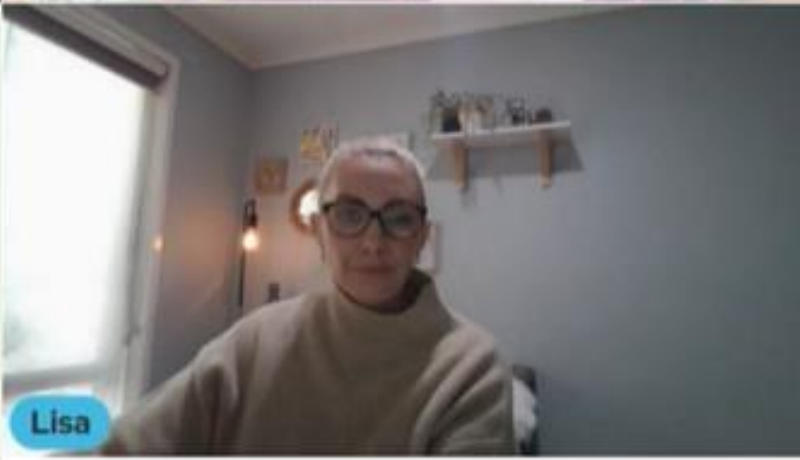
We believe every child deserves the best start in life. We're here to provide families with specialised services, guidance and education to support them on their parenting journey.

How we can help

 <p>Supporting all families</p> <p>Of all backgrounds, with children from birth until 4 years of age. We have helped</p> <p>289</p> <p>families over the past 3 months</p>	 <p>Partnering with you</p> <p>Tailored to each family's needs, evidence based and responsive settling techniques</p> <p>90%</p> <p>of families feel more confident in their parenting after QEC support</p>	 <p>Care and guidance</p> <p>We provide support for sleep and settling, understanding cues, health and nutrition</p> <p>89%</p> <p>of families recommend QEC to others</p>	 <p>Free programs</p> <p>Our programs are easily accessible. On average, families commenced a program</p> <p>3WKS</p> <p>after submitting a referral</p>
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Online Panel



Example #1

Question:

Do you think a uniform has a greater benefit in being able to recognise staff or has more of an authoritative present?

Would it be helpful if staff wore badges (since QEC staff will stop using lanyards)?



14 Comments Seen by 23

Like Comment

All comments ▾

[Redacted]
I personally feel more comfortable with staff wearing uniforms as it helps identify that they are part of the business (vs. agency, etc) also name tags I feel are a must as it helps me remember people's names especially for sleep deprived parents. ...

Like Reply 3w

QEC Author Admin ...
Great feedback - thanks Lauren!

Like Reply 3w

[Redacted] ...
Uniforms and name badges for sure. So helpful 🙄

Like Reply 3w

QEC Author Admin ...
Thanks for your input Carlie 😊

Like Reply 3w

[Redacted] ...
Yep definitely like the idea of uniform and name badges. I like to know who I am speaking to and what their role is Uniform makes it easy to quickly identify staff in an emergency as well

Example #2

Question:

'... Child and Family Action Plan... is often shortened to 'CFAP' where the meaning is lost. Acute hospitals usually use the word 'care plan' but the personal nature of the document and the fact that it is made *with* the family and not *for* the family is something to keep in mind.

We're looking for a new name and would love your thoughts on some of the following: *Care Plan, Family Plan, Family Care Plan, Family Action Plan, Care Map, Goals, Action Plan, My Action Plan* (or let us know if you have something else in mind)'



Measures of Success

Changes implemented	<ul style="list-style-type: none">• Majority of engagement work has led to changes implemented
Retention	<ul style="list-style-type: none">• Steady growth in Online Panel• Retention of Family Advisory Committee members (4+ years)
Leadership Team cultural change	<ul style="list-style-type: none">• Projects from various staff and teams (no longer just quality team)• Embedded in clinical governance processes
Framework Review	<ul style="list-style-type: none">• FAC engagement• Employee engagement• Further engagement strategies to be implemented during the review
Evaluation	<ul style="list-style-type: none">• Evaluation criteria based on Health Issues Centre's Community Advisory Committee Evaluation Framework• Includes annual survey to all FAC members



Evaluation – Family Perspective

- ‘Through review and evaluation of the operations of QEC, changes have been made to benefit the clients. With the client's needs in mind, innovative ideas have been implemented to enable the clients to get the full benefit of all QEC has to offer’
- ‘Contributions to the following: Victorian Early Parenting Outcomes Framework, QEC website redesign, QEC Values review, and Interview panels’
- ‘I feel the main achievement of the CAG has been end-user input as "business-as-usual". Staff at all levels at QEC appear to understand the value of end-user input, which is a significant achievement.’



QEC Learnings – Digital Engagement

Just start
(and be
genuine)

No
experience
is okay

Always
close the
loop

Ask
families
about
strategies



Questions



Reference Video Links

- Welcome to QEC Video - [Residential | QEC](#) (duration: 5 minutes)
- [How QEC Works with Families to Improve Early Parenting Outcomes \(high quality\) on Vimeo](#) (duration: 3 minutes)
- [Using social media as a tool to engage health consumers in quality improvement and service design - experiences from the digital frontline](#)
<https://www.youtube.com/watch?v=qFuYmbKW6ik&feature=youtu.be>
(duration: 90 minutes)



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