Figure 1: Community Health Council's Community, Whānau and Patient Engagement Framework

**Community Health Council - Community, Whānau and Patient Engagement Framework**

**Our Strategic Goal**
Our communities, whānau and patients are active partners in the Southern health system design, planning and decision-making to achieve improved health processes and outcomes.

**Our Guiding Principles**
- Respectful & Equal process
- Genuine & Trusting
- Meaningful & Purposeful
- Empowering & Sustainable
- Inclusive & Accessible

**Across These Domains**
- Personal care & health decisions
- Community & public health services
- Policy, strategy & governance
- Programme, service & facility design

**Our Engagement Approaches**

- **Inform**: Provide health information in ways that assist understanding
- **Consult**: Help to get feedback on particular health issues (e.g., policy or decision)
- **Involve**: Work directly with people to ensure that their concerns & aspirations are understood & considered
- **Collaborate**: Partner with communities, whānau & patients to address particular issues and help to apply solutions
- **Empower**: Communities, whānau & patients are a key part of the decision-making in the Southern health system

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**TIRITI O WAITANGI**

**PARTNERSHIP, PARTICIPATION, PROTECTION**
Figure 2: Roadmap to guide the Community Health Council's advisor engagement process.

Advisors: Community members (usually found within the CHC network).

Lead staff member: Southern DHB staff member leading the project.

CHC member: Appointed CHC member who supports the Advisor.

The path to Community, Whānau and Patient Engagement

COMMUNITY HEALTH COUNCIL (CHC) and/or staff identify potential Advisor/s.

Project Team confirms Advisor/s and lead staff member chosen.

Advisor/s meets with lead staff member to discuss details of project. Either party can opt out.

CHC member appointed to support Advisor/s.

Welcome Pack sent to Advisor/s and relevant forms returned. CHC member makes contact with Advisor/s.

Engagement follows CHC principles and CHC member supports as required.

Project complete.

Commit

Check-up

Connect

Confirm

Identify

Feedback

Complete

Engage

The path to Community, Whānau and Patient Engagement

CHC sends feedback forms to Advisor/s and lead staff member.

Project Team sees the need for community engagement.
Figure 3: Overview of Southern Health system engagement activities undertaken by CHC advisors.

Community Health Council

- Community & Public Health
  - After hours primary care Southland
  - Local Diabetes Team
  - Laboratories advisory group
  - Frailty steering group
  - [Staff administrator’s symposium focused on patient experience]
  - [Home as first choice programme resource development]
  - [Sexual health steering group]

Policy, strategy & governance
- Clinical Leadership Group (new Hospital build)
- SDHB Clinical Council membership
- Digital strategy governance group
- Falls governance group
- Maternity Quality Improvement Programme
- Locality Network- Central Otago/Lakes
- Board Advisory Committee memberships
- Strategic plan refresh steering group
- Disability Working Group
- Recognition and Response Committee
- COVID-19 Clinical Governance Group
- Staff Excellence Awards
- Interviewing for senior management roles
- [Former Alliance South Leadership Team]
- [Southern health website]

Personal care & health decisions
- Improving communication via patient letters
- Long term conditions – primary care
- Shared goals of care
- [Pressure injury steering group]
- [Allied Health Uniforms recognition]
- [Video campaign – hello my name is]
- [Southland radiology video about patient preparation]
- [Educational video about rehabilitation]

Programme, service & facility design
- Rheumatology service redesign
- Endoscopy oversight group
- ED mental health user space
- Mental Health Review
- Hospital patient flow taskforce
- Evaluation of merged hospital ward
- Safer care for older people
- Bariatric working group
- CHC Advisors on Facilities in Transformation groups for new hospital build
- [ED/Acute service flow video]
- [Perioperative workforce]
- [Pro-operative leadership group]
- [Cleaning & orderly services contract negotiation]