



**Te Tāhū Hauora**  
Health Quality & Safety  
Commission

# Enabling Consumer Engagement in Health

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New Zealand  
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## Objectives of this session

1. Learn about how the New Zealand health system is focusing on enabling consumer and whānau engagement in health
2. Gain an overview of how Te Tāhū Hauora Health Quality & Safety Commission is supporting the health sector to enable consumer engagement
3. Reflect on the benefits of consumer engagement and patient partnership for improving your service





# Definitions



## Definitions

**Consumer:** Refers to anyone who has used, is currently using or is likely to use a health service. This includes but is not limited to individuals, community members, whānau and family, carers, patients and tāngata whaiora. ‘Consumer’ includes voices of Māori, Pacific peoples, disabled people, migrants, refugees, rainbow communities and people living in rural areas.

**Co-design:** Often used as an umbrella term for participatory, co-creation and open design processes. Key components of a co-design process should involve users and staff in designing solutions, and design decisions should only be made after feedback is gathered

<https://www.hqsc.govt.nz/consumer-hub/partners-in-care/frequently-asked-questions-partners-in-care/> (Accessed 14 May 2023.)

Ko Awatea. 2022. *Co Design*. URL: [koawatea.countiesmanukau.health.nz/co-design](https://koawatea.countiesmanukau.health.nz/co-design) (Accessed 18 April 2022.)





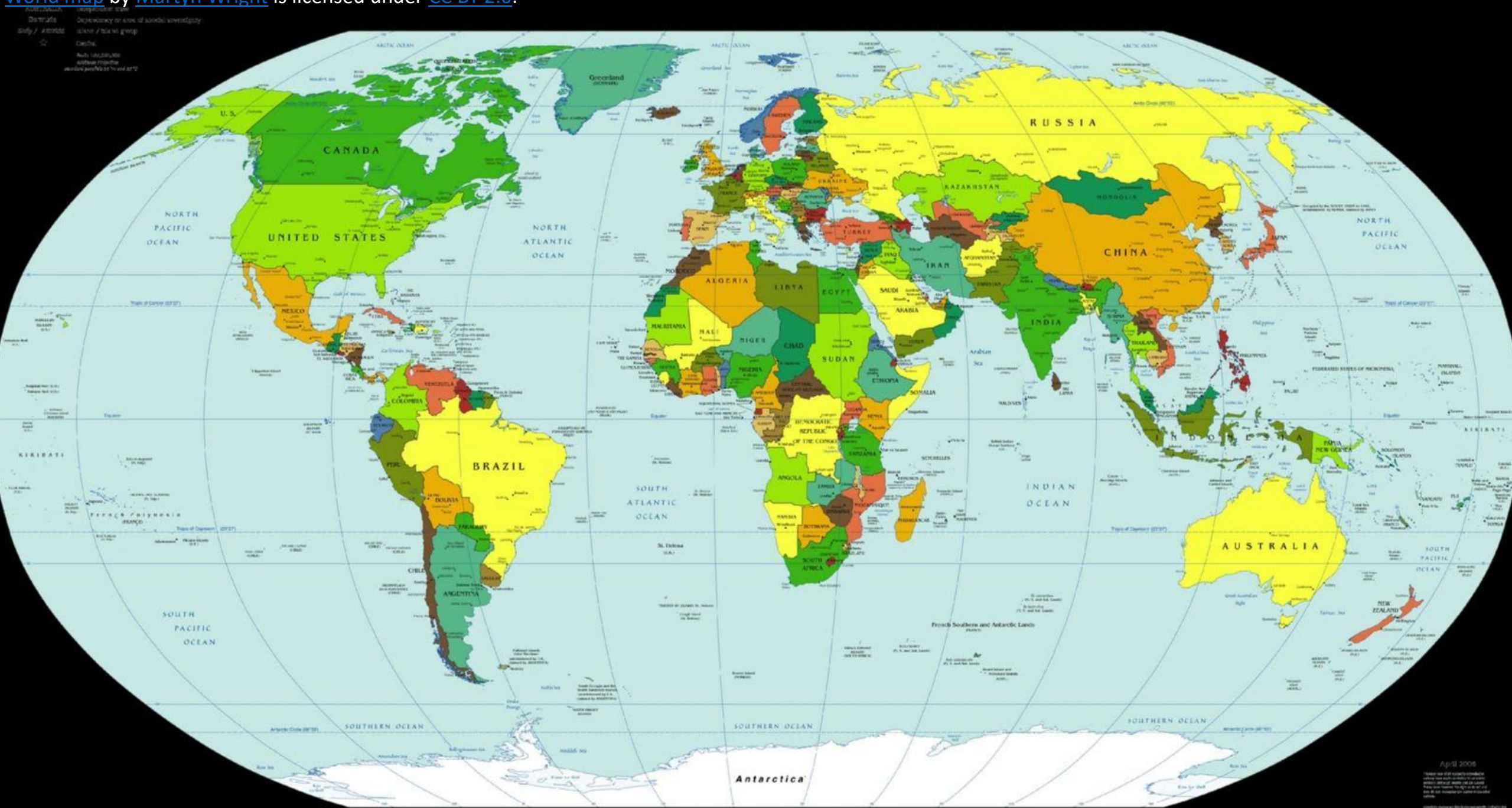
## Definitions

**Whānau:** Describes an extended family or a family group. Whānau is a familiar term of address to several people and is the primary economic unit of Māori society. These days, whānau sometimes also includes friends who may have no kinship ties to other members (Te Aka).





Political Map of the World, April 2006  
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# Context



**Te Tāhū Hauora**  
**Health Quality & Safety**  
**Commission**







## Ensuring a stronger consumer, whānau, and community voice in a reforming health system

- Moving from twenty district health boards to one national service (Te Whatu Ora)
- Re-established role for communities in local planning and increasing consumer voice
- Set of related expectations for all health entities to follow





## Pae Ora (Healthy Futures) Act 2022 Section 80(1)(g)(h):

‘to support the health sector to engage with consumers and whānau for the purpose of ensuring that their perspectives are reflected in the **design, delivery, and evaluation** of services’

‘to develop a code of expectations for consumer and whānau engagement in the health sector for approval by the Minister...’





# Code of expectations

## Guiding principles for collaborative design of code



**Partnership,  
supporting  
shared  
decision  
making and  
shared  
leadership**

**Equity**


**Valuing  
consumer  
and whānau  
contribution**

**Commitment  
to quality,  
safety and  
cultural  
safety**






## Code purpose

- The code sets the expectations for how health entities must work with consumers, whānau and communities in the **planning, design, delivery, and evaluation** of health services
  - All health entities **must** act in accordance with the code and are required to report annually on how the code has been applied
  - Applies to Te Whatu Ora, Te Aka Whai Ora, PHARMAC, NZBS, Te Tāhū Hauora
  - Reporting: Sections 27 and 27a of the Crown Entities Act
- 






## When engaging with consumers, whānau and communities, health entities must:

- 1.1 be guided by the health sector principles contained in section 7 of the Pae Ora (Healthy Futures) Act 2022
  - 1.2 value and recognise the centrality and importance of whānau in te ao Māori and provide opportunities for Māori to exercise decision-making authority
  - 1.3 **value engagement:** engagement is built on trust, authenticity, reciprocity, transparency, and a willingness to share and learn from each other. It is inclusive of all population groups and those with specific needs
  - 1.4 **share leadership:** knowledge and expertise drawn from lived experience are valued equally alongside clinical and other knowledge. Consumers, whānau and communities are experts by experience, often holding solutions to make improvements to the health system
  - 1.5 **promote quality and safety:** the experience of consumers, whānau and communities underpin health quality and safety, including cultural safety
  - 1.6 **promote equity:** there is an imperative to engage with those with greater health needs, particularly Māori, Pacific peoples, and disabled people. This recognises that addressing equity is best achieved through involving consumers, whānau and communities.
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## Health entities must apply these expectations by:

- 2.1 **co-designing** with consumers, whānau and communities so there is collective development of organisational priorities, processes and evaluation, and consumers, whānau and communities are involved at all levels
  - 2.2 **using lived experience**, including consumer experience data to inform improvements in health services with a focus on reducing health inequities, particularly for Māori, Pacific peoples, and disabled people
  - 2.3 addressing the **reduction of health inequities** through cross-sector collaboration with other agencies and in partnership with consumers, whānau and communities
  - 2.4 ensuring that information, resources, and engagement opportunities are **accessible** to all consumers, whānau and communities, and remove any barriers that may hinder full and effective participation and engagement
  - 2.5 **resourcing** consumers, whānau and communities to contribute and engage meaningfully and having policies to reflect this
  - 2.6 ensuring that, when services are commissioned, they are set up to enable consumers, whānau and communities to **engage at all levels** as determined by the code.
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# The code is strengthened by:

- Te Tiriti o Waitangi/The Treaty of Waitangi
- Section 7 health sector principles
- The health sector principles incorporate Te Tiriti o Waitangi (the Treaty of Waitangi) principles identified by the Waitangi Tribunal in its Hauora Inquiry.
- These include the principles of tino rangatiratanga (self-determination), ōritetanga (equity), whakamaru (active protection), kōwhiringa (options) and pātuitanga (partnership)





**How might the code principles be applied in your context?**






# Listening and measuring progress





## Tools: Some examples

- Patient and consumer advisory groups
  - Links to clinical governance
  - Compliments and suggestions
  - Patient experience surveys
  - Patient reported outcome measures
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### Supporting

What is in place to support consumer engagement?

### Understanding

How do organisations make sense of what consumers are telling them?

### Responding

What has been done to respond to what consumers have said?

### Evaluating

What has been the impact of these interventions?

	Minimal Te itinga iho	Consultation Te akoako	Involvement Te whai wāhi	Partnership & shared leadership Te mahi tahi me te kaiārahitanga ngātahi
Engagement Te Tūhononga				
Responsiveness Te Noho Urupare				
Experience Wheako				



# Consumer and whānau engagement quality and safety marker

The consumer and whānau engagement quality and safety marker (QSM) seeks to answer the question 'What does successful consumer engagement look like, and (how) does it improve the quality and safety of services?'

QSM Self assessment results →

→ Patient experience survey results

## Engagement: 3 (involvement | te whai wahi) ⓘ

Supporting documents:

The Consumer Council Whare structure has evolved further to support the community of consumers at a local, regional and national level, representing the consumer voice at these levels to encourage best consumer and whānau centred care in everything that the organisation does. The model ensures a Te Tiriti led approach and partnership in all aspects of healthcare. The Consumer Council forms the first partnership structure for the DHB and is set to make sure that all areas of decision making within the group are agreed by both whare before progressing.

[E1-Consumer-Council-Whare-Diagram-v2.pdf](#)

Phase two of the Consumer Engagement project is now complete. To welcome the newly established Consumer Council the consumer engagement team has prepared a specific introduction booklet to support the groups orientation to the Taranaki District Health Board and its services. This booklet also profiles the Council membership and gives background to the diverse community linkages for each of the Consumer Council members

[E2-Consumer-Council-Orientation-Booklet-v2.pdf](#)

As the Diabetes Integrated Team nears completion of the recruitment phase, the overall workforce has been bolstered from 3.6FTE to 14.8FTE to support patients living with diabetes. The Diabetes Integrated Team have commenced the roll out of Freestyle Libre devices which is a flash glucose monitoring device to support improved self-management and better diabetes control. Criteria to access to the device is for Maori with an HbA1c >80mmol. Our Pilot involved 2 patients supported by the Kaitautoko Mate Huka and clinical team over a two week period. The Kaitautoko Mate Huka was available to support the patient and there was scheduled check ins with a clinical team at Day 1, Day 7 and Day 14. We are now in the stage of evaluating the two week experience to adapt how we roll out the process going forward with a larger cohort of patients scheduled in April

[E3-Freestyle-Libre-Forms-Patient-End-Point-Day...](#)

The last 6 months have seen a slow down on the national sepsis trial because of the impact covid-19 is having on the Health system. The use of the HEAT tool has allowed us to alter the parameters for assessment of Sepsis for our Non-European patients, and as the trial continues, we are seeing faster commencement of treatment and better outcomes for these patients. There are still significant gains to be made, but every indication is that this Sepsis Tool project will have provide better outcomes for our community, and especially our at risk people.

[E4-Sepsis-Key-Messages-v2.docx](#)

A project is underway to redo our automated referral letters. A focus has been to improve communication with our consumers so that the automated letters are clear, concise, easy to understand and provide the information needed. The disability action group was involved early on to help understand areas for improvement. The project team then worked with communication, health literacy and clinical teams as well as the disability action group to draft the letters. We have plans for wider consumer engagement prior to release.

[E5-Draft-Accept-Referral-Letter-Consumer-Coun...](#)

## Responsiveness ⓘ

Taranaki's self-assessment

3

All districts self-assessment



## Engagement ⓘ

Taranaki's self-assessment

3

All districts self-assessment



## Experience ⓘ

Taranaki's self-assessment

3

All districts self-assessment





# Resources







# Consumer Health Forum Aotearoa





Co-designing with consumers, whānau and communities | **Hoahoa tahi me ngā kiritaki, ngā whānau me ngā hapori**

[Click here](#)



Improving equity through partnership and collaboration | **Te whakapai ake i te mana taurite mā te mahi tahi**

[Click here](#)



Using lived experience to improve health services | **Te whakamahi wheako mātau hei whakapai ake i ngā ratonga hauora**

[Click here](#)



Accessibility and resourcing for consumer, whānau and community engagement | **Te whai wāhi me te whai rauemi mō te mahi tahi ki te kiritaki, te whānau me te hapori**

[Click here](#)



## आइए आपकी अगली स्वास्थ्य देखभाल मुलाकात की योजना बनाएं

आपकी अगली स्वास्थ्य देखभाल मुलाकात की योजना बनाने और प्रश्न पूछने से आपको आपके स्वास्थ्य व इलाज के बारे में अधिक समझने में मदद मिलेगी। आपकी स्वास्थ्य देखभाल से जुड़े आपके डॉक्टर, नर्स व अन्य चाहते हैं कि आप प्रश्न पूछें ताकि आपको सम्मिलित निर्णय लेने में मदद मिले।

### 1 मुलाकात के लिए तैयारी

- अपनी मुख्य चिंताओं या प्रश्नों को लिखें।
- अपनी दवाओं और सप्लीमेंट्स की एक सूची बनाएं।
- क्या आप जानते हैं कि आप एक सहायक व्यक्ति या ग्लानाउ (परिवार) को अपने साथ ले जा सकते हैं और अनुवादक के लिए कह सकते हैं?

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### 2 शेर करे और सुनें

- अपने डॉक्टर या नर्स को बताएं कि आप क्या महसूस कर रहे हैं।
- कहेँ अगर आप नहीं समझते हैं और यदि कोई चिन्त्र मदद कर सकता है।
- कहेँ अगर आपको अपनी दवाओं या उपचार में समस्या हो रही है, या आप उन्हें पहन नहीं कर सकते।



- क्या आप अपने डॉक्टर या नर्स को अपने स्वास्थ्य के बारे में कुछ और बता सकते हैं?
- अपनी दवा के बारे में प्रश्न पूछें यदि आपको इसके बारे में अधिक जानने की आवश्यकता है कि यह किस लिए है, इसे कैसे लेना है और इसके कोई दुष्प्रभाव हैं।

पेश पर जारी

Hindi

### 3 कोई भी प्रश्न पूछें

- मेरी स्वास्थ्य समस्या क्या है?
- आगे क्या होगा?
- यह क्यों महत्वपूर्ण है?
- क्या कोई अन्य विकल्प है?
- मैं अपने स्वास्थ्य में मदद के लिए क्या कर सकता हूँ?



### 4 नोट करें कि आगे क्या करना है

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### 5 फार्मसी से अपनी दवा एकत्र करना

आप कुछ प्रश्न पूछना चाह सकते हैं:

- यह दवा किस लिए है?
  - इसका क्या नाम है?
  - मुझे यह कैसे और कब लेनी है?
  - मुझे यह कितने समय तक लेनी होगी?
  - यदि मैं इसे लेना बंद कर दूँ तो क्या हो सकता है?
  - इसके क्या - क्या दुष्प्रभाव हैं?
- अगर मुझे यह होते हैं तो क्या करना चाहिए?



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## चलो अस्पताल छोड़ने की योजना बनाते हैं

अस्पताल के कर्मचारी चाहते हैं कि आप जाते हुए अच्छी तरह से सूचित महसूस करें और आपके किसी भी प्रश्न का उत्तर दें। यह शीट सहायता करेगी। कुछ बातों पर आपसे पहले ही चर्चा हो चुकी होगी और वे प्रासंगिक नहीं होंगी। यदि आप या आपका whānau (परिवार) नोट्स बनाना चाहते हैं तो रिक्त स्थान हैं।

### 1 छोड़ कर जाने की तैयारी

- अगर आपको अपनी स्वास्थ्य देखभाल के बारे में कोई चिंता या अनुत्तरित प्रश्न हैं, तो अपने डॉक्टर या नर्स से बात करें।
- ऐसे लोगों के नाम और संपर्क विवरण लिख लें जिनसे आप अस्पताल छोड़ने के बाद अपने स्वास्थ्य देखभाल के सम्बंध में संपर्क करना चाहते हैं।



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### 2 अनुवर्ती मुलाकातें

- अपने डॉक्टर या नर्स से पता लगाएं कि क्या आपको किन्हीं अनुवर्ती मुलाकातों या आगाही जांचों की ज़रूरत तो नहीं है, और अगर है तो यह कहाँ होगी (उदाहरण अस्पताल में या आपके सामान्य चिकित्सक (GP) के यहाँ)।
- यदि आपको अस्पताल छोड़ने के बाद आपके सामान्य चिकित्सक (GP) को दिखाना हो, तो पक्का कर लें कि आपको कब ऐसा करना है, और अप्वाइंटमेंट लेना याद रखें।
- यदि आप टैस्ट नतीजों की उम्मीद कर रहे हैं, तो पता करें कि आप उन्हें कैसे प्राप्त करेंगे (उदाहरण के लिए, कोई आपके फोन करेगा या आपको कॉल करने की आवश्यकता होगी)।



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### 3 दवाई

- ऐसी दवाओं की सूची बनाएँ, जो आपको लेनी चाहिए, उन्हें कब लेना है, वे किसलिए हैं, और उनके कोई संभावित दुष्परिणाम (साइड इफेक्ट्स) तो नहीं हैं।
- ऐसे कोई भी बदलाव समझ लेना सुनिश्चित करें जो आपकी सामान्य दवाओं (यदि कोई हो) में किए गये हों।
- यदि आपके लिए कोई नई दवा/पे लिखी गई है, तो उनके संभावित खर्चों को लेकर सजग रहें।

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### 4 आपके जाने के बाद अपना ख्याल रखना

आप कुछ प्रश्न पूछना चाह सकते हैं:

- कोई बात जिसके प्रति आपको अस्पताल छोड़ने के बाद सतर्क रहना चाहिए (उदा. चिंताजनक लक्षण जैसे कि तापमान बढ़ना, दर्द बढ़ना या सूख बढ़ना)।
- कोई विशेष निर्देश जो आपको दिए गए हों (उदा. कार्य करने, याहन चलाने या चजन उठाने लायक होने के बारे में)।
- जितना हो सके स्वस्थ रहने के लिए आप क्या कर सकते हैं (जैसे, आहार, व्यायाम या आराम)।
- कब आप अपनी सामान्य गतिविधियाँ फिर से शुरू कर सकते हैं।
- कुछ भी अब आपको अलग तरीके से करना चाहिए।

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# Benefits





# Direct benefits of enabling consumer engagement

1. Improve system reporting
  2. Respond directly to local need and improve health
  3. Harness expertise by experience
- 






## Broader considerations

- The health sector has responsibilities under legislation to engage with patients and consumers
  - Consumer engagement is an investment
  - Partnership with consumers and providers should be underpinned by the principles and tools used in co-design
  - Consumer representation and advice fails if it is ad hoc
- 



## Broader considerations

- Responding to what patient experience data tells services is crucial to quality improvement
  - Using a framework suited to your service and designed with communities helps providers understand and progress consumer engagement
  - There is enough evidence that involving consumers in the design of services will improve services: doing nothing means nothing will improve
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1. Learn about how the New Zealand health system is focusing on enabling consumer and whānau engagement in health
  2. Gain an overview of how Te Tāhū Hauora Health Quality & Safety Commission is supporting the health sector to enable consumer engagement
  3. Reflect on the benefits of consumer engagement and patient partnership for improving your service
- 



# Contact us

