

10 tools to partner with our patients and communities

Our aims

1. Patients understand, feel involved in and are confident about their care.
2. RFDS WO has quality patient and consumer feedback to keep improving.
3. Inclusive, effort for hard-to-reach groups particularly Aboriginal people, people living with a disability and older Australians.

Level	10 Tools	Detail	Meaningful measurement
Individual	1. Care planning and communication	1:1 communication between clinicians and patients to share information and provide planned care.	- Patient satisfaction
	2. Patient feedback	a) Survey forms provided via: <ul style="list-style-type: none"> ▪ Website ▪ Patient care packs 	- Patient satisfaction ratings - Percentage of patients participating in survey
	3. 'What to expect' patient information	a) Ad hoc feedback captured and analysed. b) Patient information about what to expect when receiving RFDS WO care is provided in graphic (cartoon), video and written formats.	- Patients understand what to expect during a RFDS retrieval
	4. Plain English policies	a) Developed for aeromedical care, primary health care, telehealth and medical chests. b) Plain English style guide developed and applied to RFDS policies. c) Charter of Health Care Rights. d) Policies are publicly available to patients and community e) Policies for patients and families are available on the RFDS website including patient rights, consent, setting goals of care, health literacy, privacy and sharing of information, and partnering with consumers for governance and managing risk. f) Policies are available in alternate formats as required.	- Patients and their families have easy access to RFDS policies - Policies are easy to find and understand.
	5. Patient stories	a) Patient stories are captured in written and visual formats to share with our people, supporters, communities. b) Your RFDS magazine produced twice per year.	- Number of patient stories shared. - Diversity of patients, communities, services captured.
Service	6. 'Community Conversations' 'Conversations on Country' 'Conversations in the City' Programs	a) Targeted community consultation processes as required. May include focus groups, fora, presentations or workshops. b) Consultation with groups of interest, specifically people to represent Aboriginal, regional, disability, cultural diversity, LG and older Australians. c) Specific consultation on RFDS WO strategic initiatives including expansion of Primary Health Care d) Briefings, consultation and endorsement for 2024-2028 RFDS WO Strategy. e) Regional visits and engagement. f) Possible topics: Network configuration; base renewal; facility redevelopments; research.	- Number/range of consultation activities undertaken. - Level of engagement. - Quality of consumer input. - Engagement of groups of interest.
Organisation	7. Consumer representation on RFDS WO Board and Executive Committee/s	a) Consumer representative elected to Board Clinical Governance Committee. b) Consumer representative is mentored and supported to join and contribute to the committee.	- Consumer representative appointed and retained.
	8. Community Advisors	a) Community Advisory Group b) 'Armchair' advisors	- Level of consumer input. - Target number of recruits met. - Diversity of advisors - Quality of consumer input.
	9. Employee Advocates	Employee advocates across RFDS WO who represent the interests of our patients and the communities we serve. Employee advocates meet regularly.	- Employee patient ambassadors are actively engaged and provide meaningful input.

