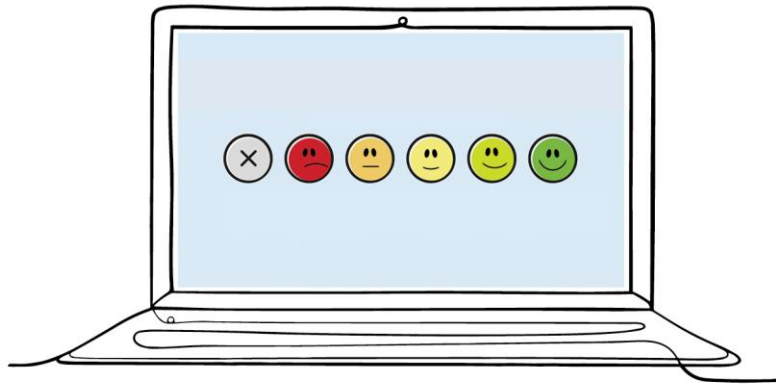


HAVE YOUR SAY



Person Reported Experience Measures



*Our organisation acknowledges
Tasmanian Aboriginal people as the
traditional owners and ongoing
custodians of the land on which we work
and live. We pay respect to Elders past,
present and emerging, and extend that
respect to all Aboriginal people.*



What did we set out to do?

Provide a way

- for primary healthcare providers to collect evidence-based consumer experience
- in a way that would enable them to easily analyse the data
- and use it to inform improvement opportunities
- without any big \$\$\$ license costs



Australian Government
Department of Health

Future focused primary health care:

Australia's Primary Health Care 10 Year Plan 2022-2032

March 2022

My healthcare rights

This is the **Australian Charter of Healthcare Rights**.
These rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

- Access**
 - Healthcare services and treatment that meets my needs
- Safety**
 - Receive safe and high quality health care that meets national standards
 - Be cared for in an environment that is safe and makes me feel safe
- Respect**
 - Be treated as an individual, and with dignity and respect
 - Have my culture, identity, beliefs and choices recognised and respected
- Partnership**
 - Ask questions and be involved in open and honest communication
 - Make decisions with my healthcare provider, to the extent that I choose and am able to
 - Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information, ask a member of staff or visit safetyandquality.gov.au/your-rights

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

phn TASMANIA
primary health TASMANIA

Our VISION

Healthy Tasmanians

Our PURPOSE

Creating high-quality healthcare solutions with the Tasmanian community

PRIMARY HEALTH TASMANIA

STRATEGIC PLAN 2021-25

OUR STRATEGIC GOALS

01	HEALTH OUTCOMES Improved population health and wellbeing outcomes through prioritised investment	KEY INDICATORS OF PROGRESS AND SUCCESS 1.1 Needs assessment and performance data is shared with other parts of Tasmania's health system to inform service planning and delivery 1.2 Investment of resources is aligned to needs assessment priorities 1.3 Improved health outcomes are evident in the services we commission <small>(Target: Improvement over time in all key Primary Health Tasmania Outcomes Framework measures)</small>
02	PERSON-CENTRED CARE Consumers at the centre of health decisions	KEY INDICATORS OF PROGRESS AND SUCCESS 2.1 Consumers and carers are partners in all primary health service planning, implementation and evaluation 2.2 Collect, measure and assess consumer experience 2.3 Actions are prioritised, responsive and inclusive in meeting the needs of Aboriginal and other population groups experiencing health inequities <small>(Target: Improved measures of access and equity are evident and demonstrative of improvement over time in 100% of service agreements)</small>
03	ENGAGED AND SKILLED PRIMARY CARE WORKFORCE Responsive and committed primary care workforce delivering quality care	KEY INDICATORS OF PROGRESS AND SUCCESS 3.1 Providers use data to drive healthcare safety and continuous quality improvement 3.2 Providers are supported to access and use tools, systems, models and training to deliver evidence-informed, safe and high-quality health care 3.3 Providers and peak bodies understood and are satisfied with support provided by Primary Health Tasmania <small>(Target: Increase over time in provider engagement satisfaction levels and provider feedback)</small>
04	INTEGRATED HEALTH SYSTEM Effective, cohesive primary health sector working in partnership with other parts of Tasmania's health system	KEY INDICATORS OF PROGRESS AND SUCCESS 4.1 Documented partnerships evidence one system thinking 4.2 Primary health providers collaborate with each other and with other parts of Tasmania's health system 4.3 Improved coordination of care for people with complex needs 4.4 Evidence of Primary Health Tasmania advisory working group and being commissioned as part of key, state and national health system policies and decisions
05	VALUE, EFFECTIVENESS AND EFFICIENCY Enduring, value-for-money outcomes	KEY INDICATORS OF PROGRESS AND SUCCESS 5.1 Performance-based contract management is driven by efficiency and outcome measures 5.2 Coordinated health pathways are embedded and actively used as a key driver for improved system efficiency and effectiveness 5.3 Program and service evaluation demonstrates value, evidence outcomes, and drives continuous improvement 5.4 Effective use of program funding <small>(Target: Monitor funding allocation between core organisational capability (CO) and program operations (PO))</small>

OUR VALUES RESPECT "We value each other" COLLABORATION "We work together" RESULTS "We get things done" PROFESSIONALISM "We strive for excellence"

Safety and Quality Framework

2020-2023

Prepared for the staff of Primary Health Tasmania

phn TASMANIA primary health TASMANIA



Quintuple aim: Key elements of high quality primary health care

Why is this important?

How did we go about it?

...we didn't have to go back to the drawing board as we had already done work in this space and even had a previous platform developed so that gave us a place to start.....

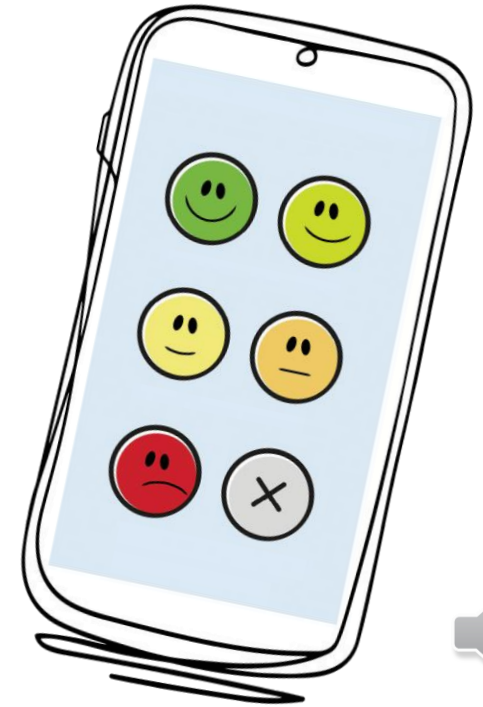
We gathered feedback from users of the previous platform and used it to inform improvements.

We defined the barriers then worked with a web developer to create a whole new platform using DRUPAL an open-source content management system



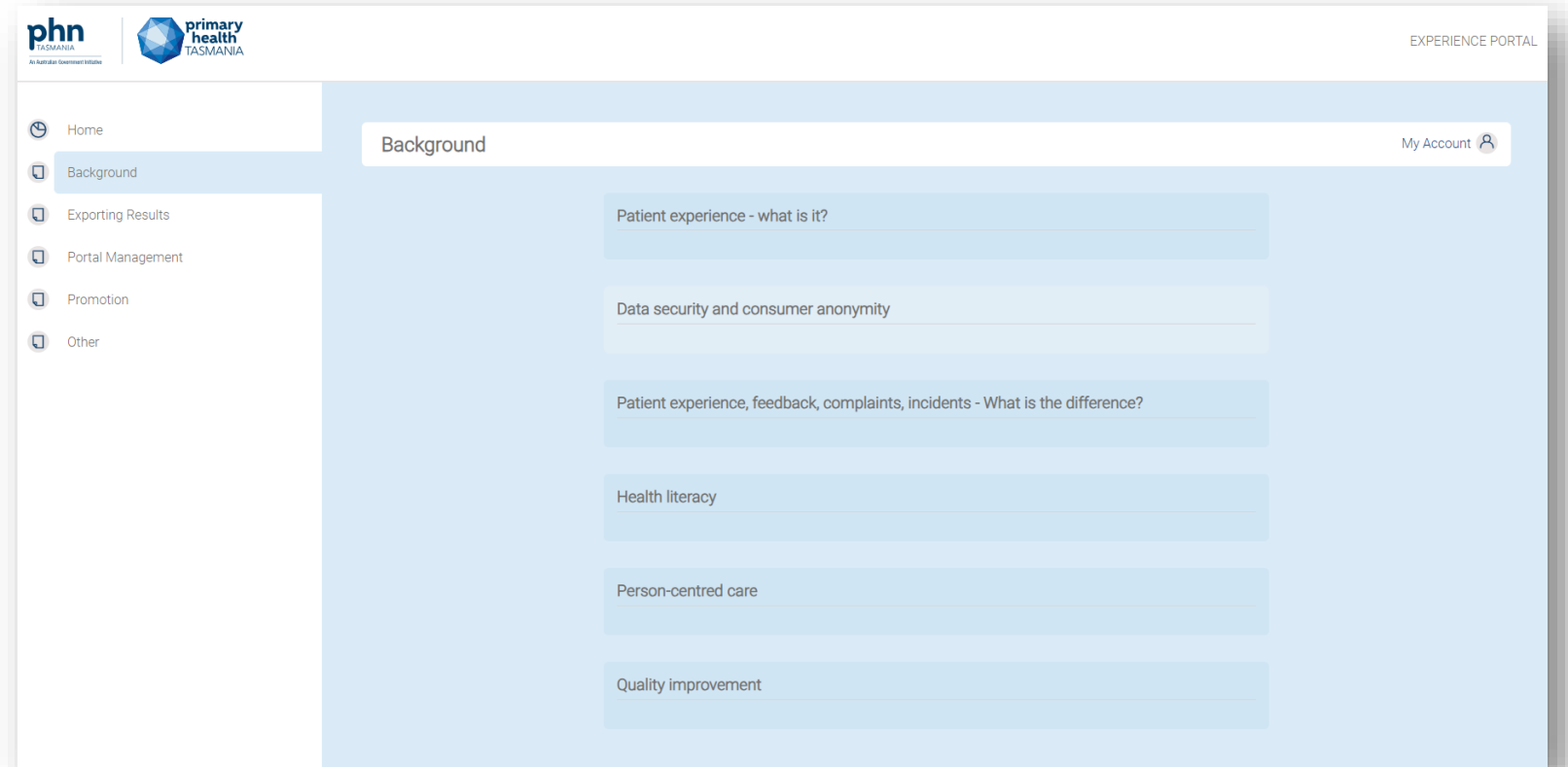
What did we create?

- a web-based portal
- providing access to evidence-based consumer experience surveys
- with minimal ongoing costs to Primary Health Tasmania and no cost to the provider




How does it work?

- Primary Health Tasmania perform system administration
- Providers login to the portal
- Embedded in the portal is a range of guidance and support materials



Consumers access via a provider specific unique URL and QR code

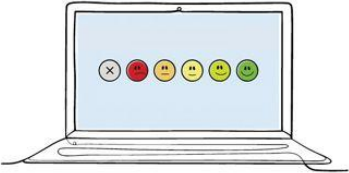
QR Code
Use this QR Code to send people to your questionnaire.



Right-click this image, or drag it to your desktop, to save it to your computer.

Share URL
Use this URL to send people to your questionnaire.

<https://yoursay.care/7>



HAVE YOUR SAY


We want to hear about your experience with our service.



Your anonymous feedback will help us think about improvements we can make.

Please take a few minutes to answer some questions on the **yoursay.care** website.

Simply **scan the QR code** below using the camera on your smartphone, or go to the website link shown.

YOURSAY.CARE

 Mark's Medical Centre
yoursay.care/7




yoursay.care is a website developed by Primary Health Tasmania to help primary healthcare providers collect information about patients' and clients' experiences of the service.

This information is used to consider changes so future patients and clients have the best possible experience.

This is all part of Primary Health Tasmania's work to embed person-centred care and improve the safety and quality of health services for all Tasmanians.

Collection, use and storage of data on yoursay.care complies with the *Privacy Act 1988*.

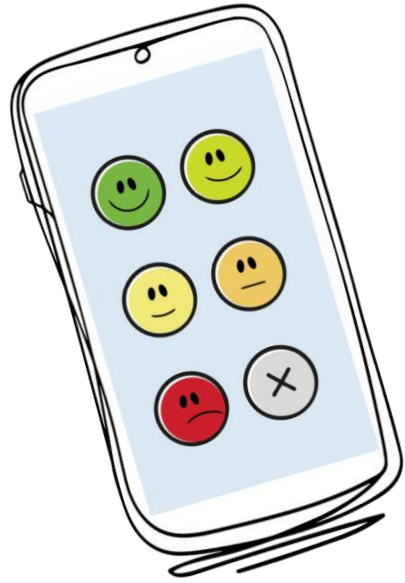
primaryhealthtas.com.au



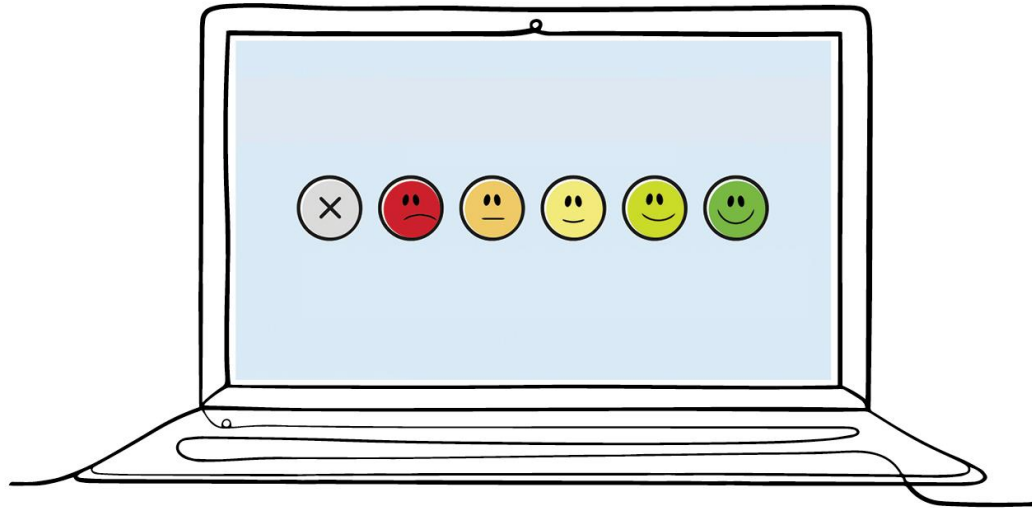
yoursay.care is an initiative of Primary Health Tasmania (Tasmania PHN) through the Australian Government's Primary Health Networks Program

Providers can access customisable promotional materials





Consumers can provide responses at a time and using a device of their choice



Consumer Experience Survey

We value your feedback. Please take a moment to answer a few questions that will help us to identify possible improvements.

Insert business name/logo here

How was the person you saw today at...	Does not apply	Poor	Fair	Good	Very Good	Excellent
...making you feel at ease? (being friendly and warm towards you, treating you with respect; not cold or abrupt)						
...letting you tell your "story"? (giving you time to fully describe your illness in your own words; not interrupting or diverting you)						
...really listening? (paying close attention to what you were saying; not looking at the notes or computer as you were talking)						
...being interested in you as a whole person? (asking/knowing relevant details about your life, your situation; not treating you as "just a number")						
...fully understanding your concerns? (communicating that he/she had accurately understood your concerns; not overlooking or dismissing anything)						
...showing care and compassion? (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")						
...being positive? (having a positive approach and a positive attitude; being honest but not negative about your problems)						
...explaining things clearly? (fully answering your questions, explaining clearly, giving you adequate information; not being vague)						
...helping you to take control? (exploring with you what you can do to improve your health yourself; encouraging rather than "lecturing" you)						
...making a plan of action with you? (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)						

Is there anything else you would like to tell us about your experience?

©CARE SW Mercoer, Scottish Executive 2004

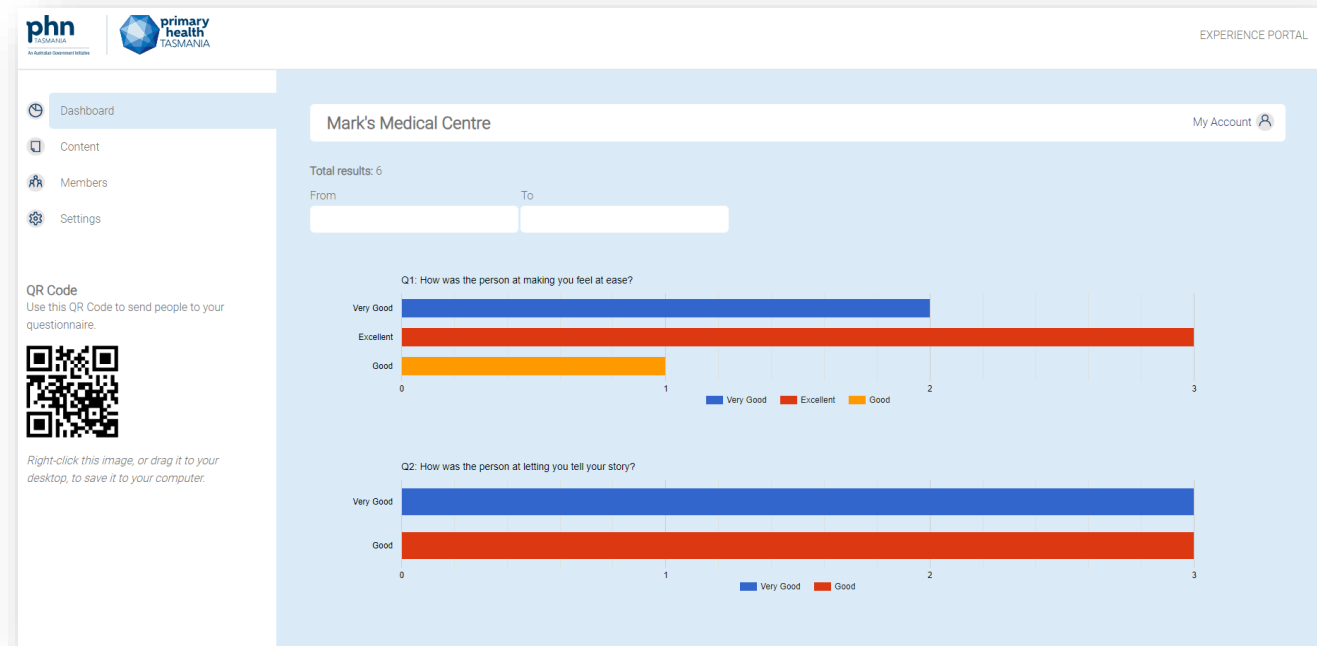
Please turn over

Manual data entry is supported

The screenshot shows the 'EXPERIENCE PORTAL' interface for PHN (Primary Health Network) Tasmania. The main content area is titled 'Mark's Medical Centre content'. It includes a 'Share URL' section with a text input field containing 'https://yoursay.care/7'. Below this, there are filters for 'Published status' and 'Type', both set to '- Any -', and a 'FILTER' button. A table lists content items with columns for 'Title', 'Content type', 'Status', 'Updated', and 'Export data'. Two items are listed: 'Mark's Medical Centre Custom Questions' (Webform, Published, 16/10/2022 - 06:57) and 'Mark's Medical Centre Care Measure' (Webform, Published, 17/10/2022 - 13:29). Each item has a 'Setup Download' button. A QR code is also visible on the left side of the dashboard.



Data is viewable in real time and for export



Follow us on social media or go to our home page.

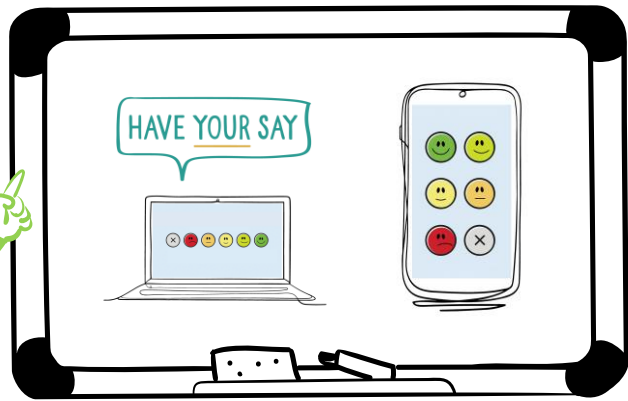
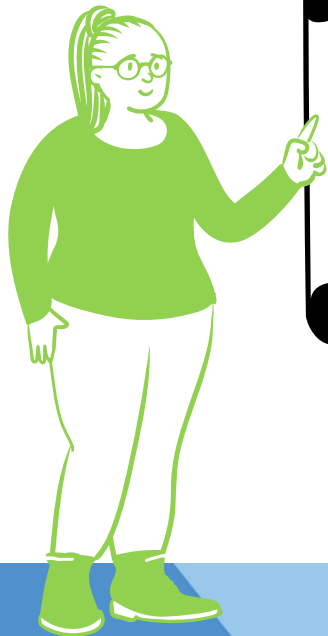


Social media links and organisational branding included



Telling people about yoursay.care

We met with our commissioned service providers to set the scene, explore the why, the how and the change management involved.



Corumbene



The team have embraced the yoursay.care portal for client feedback and after the session you provided it was easy for our team to customise the portal with Corumbene branding and the like. Clients have embraced the change of using a QR code fairly well as it is no surprise web portals are utilising this function post-pandemic. Some slight navigation issues depending on the type of smart device used however as a last resort our team provide paper copies which clients have reported being visually pleasing and easy to complete.

Ellie O'Brien
Primary Health Program Manager



[yoursay.care](#)

[Overview](#)

[How does it work?](#)

[What does the service user see?](#)

[Want to start using yoursay.care?](#)

How does it work?

yoursay.care has two interfaces – what the service provider sees and what the consumer sees.

Once set up, a provider has access to their own area within the portal and can customise the welcome message as well as adding their logo and social media links.

A QR code and weblink unique to the organisation is provided for use in promoting the portal to service users.

When people complete the questionnaire, the data is displayed in real time on a dashboard and available to export.

A range of guidance material is embedded within the portal and updated over time.

What does the service user see?

Once the service user enters the portal via the weblink or QR code, they land on the welcome page.

They are then asked a set of questions from the Consultation and Relational Empathy (CARE) Measure, along with some basic demographic questions.

When they get to the end of the questions, there's an option to link to the service provider's website and social media pages.

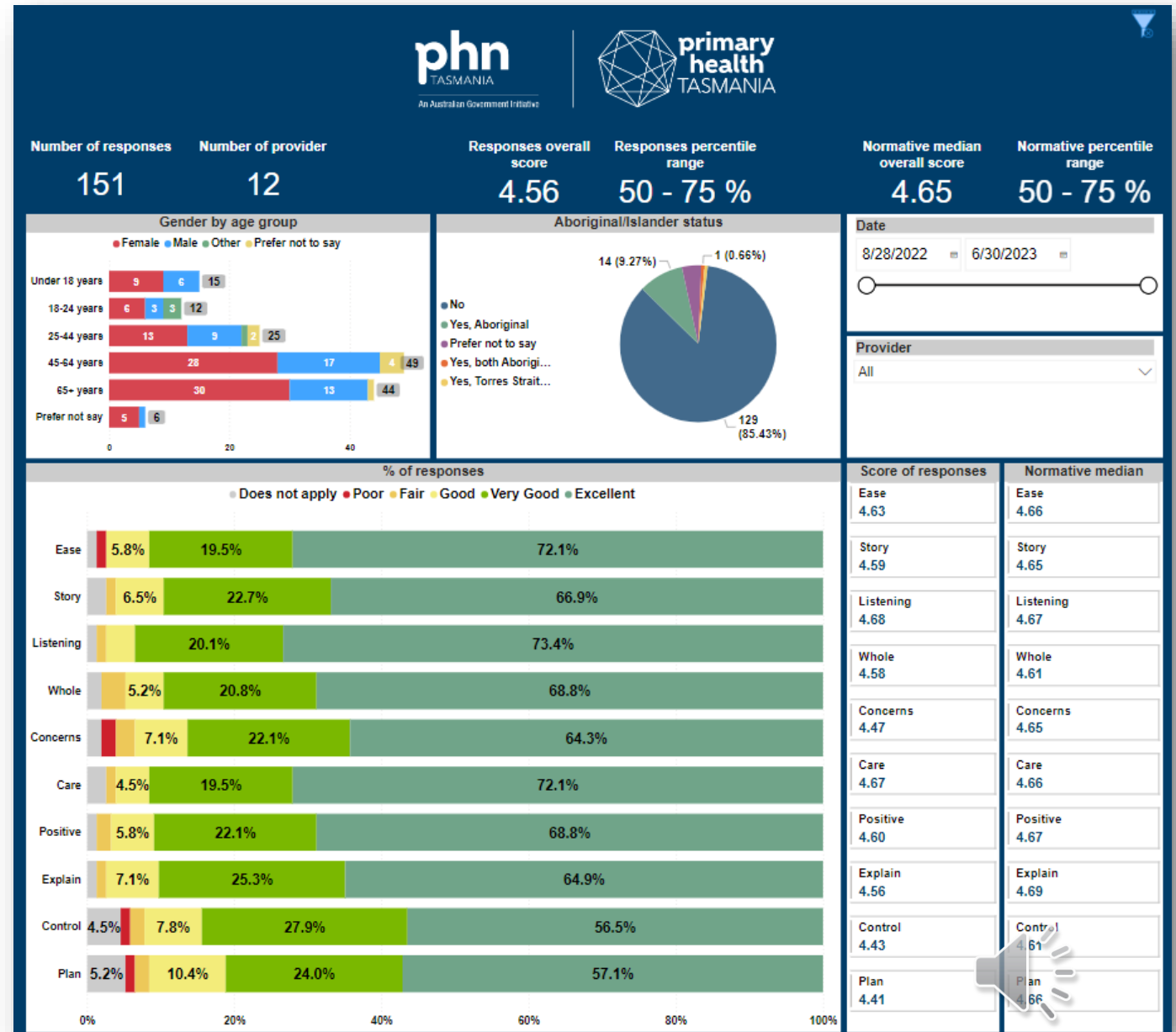


Promoted on Primary Health Tasmania website and cross promoted in other resources



Impact

To support Primary Health Tasmania Outcomes Framework and PHN reporting requirements the data is fed into a Power BI providing high-level visibility of change over time in results.



What next?

Multilingual access

Select your preferred language

English

Français / French

Deutsch / German

中文 / Chinese (Simplified)

العربية / Arabic

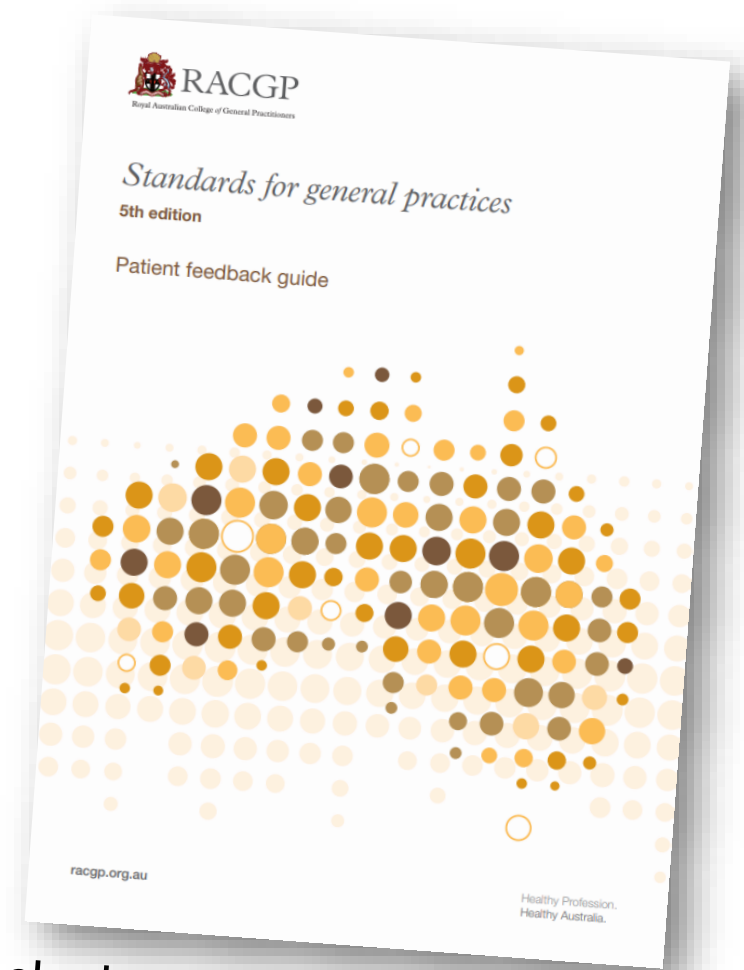
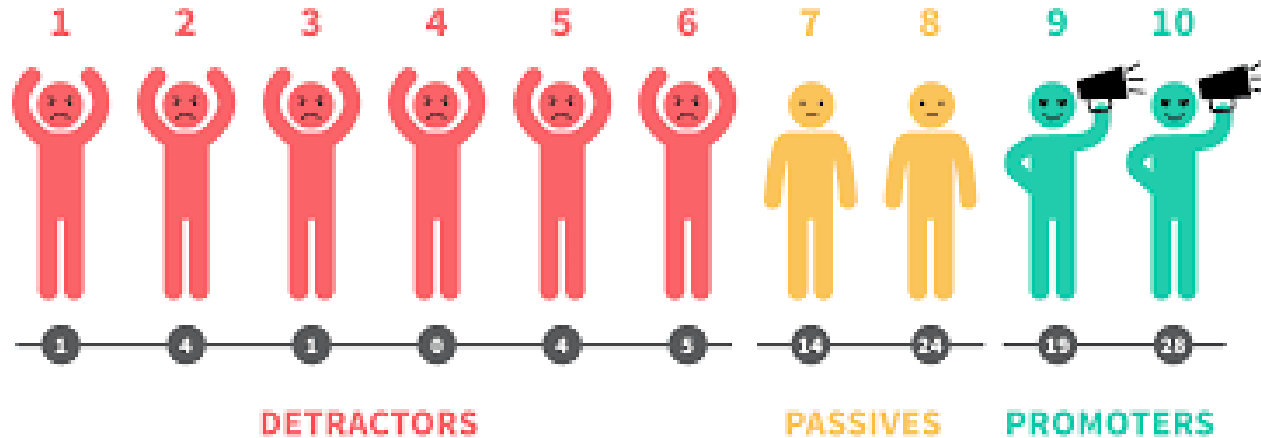
Čeština / Czech

Q1: 这个人是如何让你感到安心的?

不适用 穷 公平 好 非常好 非常好

这是什么意思?

返回 下一个



Inclusion of the RACGP survey



Adding Net Promotor Score popular in the Allied Health sector

Stay informed



www.primaryhealthtas.com.au



www.facebook.com/primaryhealthtas



[@TasPHN](http://www.twitter.com/TasPHN)

