



Using a self-assessment tool to measure community engagement

Case study: Te Omanga Hospice

Self-assessment and reporting is an important and necessary aspect of enacting the Code of expectations for health entities' engagement with consumers and whānau.

Following the successful establishment of the consumer advisory group, we discussed self-assessment using the SURE (supporting, understanding, responding and evaluating) framework.

Measuring and reporting implementation of the code of expectations allows for reflection, identifying impact and outcomes, and planning for improvement.

Te Omanga Hospice completed a self-assessment process using the SURE framework, creating discussion and informing the direction of the organisation.

A workshop was held to understand the framework domains and measurement lines, using the example of establishing a consumer advisory group to inform the discussion.

Te Omanga brought the SURE framework to its leadership team in a workshop. Every member had a copy of the framework and scored where they thought the organisation was, according to each of the measurement lines. The group then used this to lead discussion and ultimately inform the direction for the organisation.

Having the SURE framework as a tool to lead discussion was very valuable for Te Omanga Hospice.

You can find the SURE framework here <https://www.hqsc.govt.nz/consumer-hub/engaging-consumers-and-whanau/consumer-engagement-quality-and-safety-marker/>

Examples of demonstrating the code of expectation may include establishing a consumer advisory group, undertaking consumer experience surveys or development and adoption of a consumer engagement policy.

These can be shared with the health system through different channels including case studies linked to implementation guidance or they can be submitted to the consumer engagement quality and safety marker (QSM).

The QSM is underpinned by the SURE framework to highlight examples of how health care organisations engage with consumers, whānau and communities in the design, delivery and evaluation of the Aotearoa New Zealand health system.

View the consumer and whānau engagement quality and safety marker:

<https://reports.hqsc.govt.nz/content/ce4ea63e-68e6-4ac1-93ae-32ace685bdc6/ w b40bbe63/#/>