

Partners in Care consumer engagement operational policy

Purpose of policy

1. To ensure:
 - a. Health Quality & Safety Commission staff include consumers in all relevant policies, programmes and projects
 - b. consumers are supported and engage with Commission programmes in a consistent manner.

Context

2. Consumer engagement is one of the strategic priorities for the Commission and underpins all projects and programmes. This is to ensure the Commission is driven by what matters to consumers and whānau, and by what will improve the health of communities and populations.
3. The importance of partnerships between health service organisations/health professionals and consumers, whānau and carers is now well established and documented. Benefits include improved outcomes, better experience of care, lower costs per case and increased workforce satisfaction. One way to provide excellent health care within limited resources is improved engagement with consumers, whānau and carers involving decisions about their own health care and the services they receive.

Scope

4. All Commission policy development, programmes and projects will demonstrate how they have involved and partnered with consumers. This includes those either procured or initiated by the Commission for delivery within the health sector.
5. All programme plans will include information on how consumers have been considered and included in the planning process. This will include in developing evaluation criteria.
6. All board papers will include a section on 'implications for consumers'.
7. Consideration will always be given to including relevant consumer speakers at workshops, education and training, and other Commission hosted or sponsored events.
8. All consumer representatives will be reimbursed for their time where applicable.

Paying consumers

9. The Commission pays consumers for their time. Payment will vary according to the level of involvement and whether the consumers working with the Commission have paid employment that enables them to participate within the context of their job.
10. Members of advisory groups to the Commission who are staff of a New Zealand public sector organisation, including public service departments, state-owned enterprises or Crown entities, are not permitted to claim fees to attend consumer network meetings.

However, reasonable expenses for all members will be met by the Commission (eg, travel, parking and accommodation).

11. Group members who are not from the public sector will have fees and costs covered as follows:
 - a. A standard \$330.00 (GST excl) payment per meeting. Members are also entitled to preparation time where appropriate. Preparation time will generally be half a day for every full meeting day. In some cases, more or less may be appropriate depending upon the nature of the work to be undertaken, which covers 0.5 day of pre-reading agenda documents, preparation and one-day full meeting attendance.
 - b. In some circumstances, an hourly rate of \$41.25 (GST excl.) applies.
12. Administration staff can help with the documentation needed to set up meeting fees, tax obligations and conflict of interest register.

Implementation

13. This policy was updated as at June 2022.