

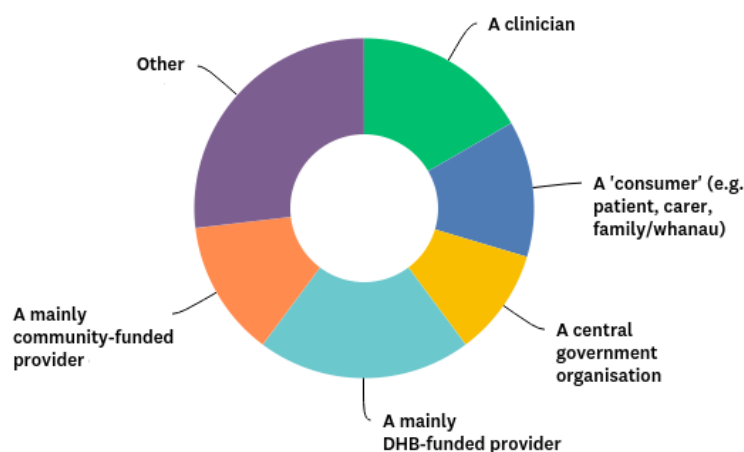
Summary of *Let's talk: our communities, our health* forum 8–9 March 2018

'Thank you and well done. Let's talk. Again.' (Trish Harris)

Purpose

In March 2018, the Health Quality & Safety Commission's partners in care programme held a two-day forum called *'Let's talk: our communities, our health'*. The forum highlighted the Commission's role in working with patients, consumers, families and whānau, and demonstrated how working with people and communities leads to improvements in health quality and safety.

The forum included participants from across the health and disability services sector. Over 250 participants attended, and more than 90 percent attended both days. Participants came from a wide variety of groups: 17 percent clinicians, 13 percent consumers, 10 percent from central government, 20 percent from district health board-funded providers, 13 percent from community-funded providers and 27 percent 'other'.



Programme structure

The forum was structured as an interactive event over two days, which included the following:

- Karakia and mihi whakatau from Peter Jackson.
- Welcome from partners in care programme director, Dr Chris Walsh, and programme manager, Deon York.
- Welcome from the Minister of Health, Hon Dr David Clark.
- Welcome the Board Chair, Prof Alan Merry.
- Six keynote speeches.
- 'PechaKucha' followed by a question and answer session.
- Two facilitated workshop sessions.
- Two panel discussions.
- Social networking opportunity.
- Six facilitated 'rapid fire' workshop sessions.
- 'Open space' session where participants chose from a range of pre-selected topics to discuss in small groups.
- Livestream access to all sessions.
- Post-forum survey carried out through SurveyMonkey.

Read the full programme on the Commission's website:
[www.hqsc.govt.nz/assets/Uploads/Lets Talk_web_19.pdf](http://www.hqsc.govt.nz/assets/Uploads/Lets_Talk_web_19.pdf).



Costs

The registration fee to attend both days was \$350 (excluding GST), with an early bird rate of \$210, or \$40 to livestream all sessions. Free barista-made coffees and head and neck massages were available to participants throughout the forum. These were positively received by participants and contributed well to the overall experience.

The cost to host the forum was approximately \$85,000. This was met through registration fees (\$50,571), operational funding (\$30,132), and corporate sponsorship (\$4,545). Malatest International sponsored a consumer attendee and Synergia sponsored Jake Bailey's keynote arrangements.

Outcomes

The forum raised the profile of the Commission and built awareness of what the Commission and the partners in care programme does. As one participant commented, *'Thanks to the Commission for pulling this forum together and so well. I am impressed, and it also has made me see that the Commission is relevant.'*

The post-forum survey received 109 responses (46 percent response rate), with an overwhelming level of support and high number of positive comments received; 96 percent of respondents said the forum was valuable, and there was strong interest and support in holding similar forums in the future. Common themes in the survey comments were:

- networking opportunities (making new connections, reconnecting with previous ones)
- being inspired and motivated by the speakers
- learning about co-design
- hearing from consumers
- experiencing a renewed enthusiasm for consumer engagement and why it is important.

We asked 'What were the three main things you got out of the forum?' The following is a sample of responses:

'The depth of value in the consumer stories – rich, powerful experiences showcasing opportunities to improve access and support to health. Networking. Learning of developments in co-design; linking it to what we do.'

'Hearing inspirational people talk about their work/experience and contribution to change. Networking with others from across the sector. The quality of event organisation that the Commission does so well, setting the standard. Well done.'

'The Minister outlining the national health policy which strongly featured the consumer voice, the broadening of 'success' measures, and what 'success' means will include social measures too. Putting people back into the health system. Learning where the Commission sit, their role, and meeting some of their members. What co-design looks like in the projects that were presented eg, Hutt Valley diabetic group.'

'It brings the truth in the health system, where the opportunities lie and how we support consumers to redesign these with us in partnership and then practical application of how this can be done.'

'Thank you for organising such a stimulating conference – I am in my 70s and this was one of the most rewarding conferences that I have attended. There was a good balance of professional and consumer input and most of the sessions were worthwhile.'

Keynote speakers

Six speakers were chosen to provide a diversity of perspectives and topics, providing something of interest for all participants.

- Te Rina Ruru, consumer champion.
- Dr Lynne Maher, director of innovation, nurse leader, co-designer.
- Janine Shepherd, Australian author, aerobatics pilot, former cross-country skier.
- Jake Bailey, author, young cancer survivor.
- Dr Theresa Fleming, senior lecturer at Victoria University of Wellington.
- Dr Lance O'Sullivan, general practitioner, community leader, author.



Read biographies for the keynote speakers on the Commission's website: www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/event/3018/#Speakerbios.

Te Rina provided insights of what it is like to support a family member through a traumatic event:

'I remember walking into the hospital, the corridors were dark and there was a sense of foreboding in the air. Our beautiful brother lay peacefully in a silent room. We didn't understand what the doctor was talking about. To us he looked perfect. Despite what he looked like on the outside, the real injury was inside,' recalls Te Rina. *'They called it a traumatic brain injury, but no one sat us down and explained what that meant.'*

Jake showed how the right support from health care professionals can make the experience a much more positive one for consumers:

'The staff that made the biggest impact for my family and I were those that saw us as part of the health care team. They understood the psychological impact that isolation can have and made allowances to minimise this. They approached their job in a holistic way and gave support on a real and personal level. They made an effort to get to know us as real people – they were humble, hugged me when I cried, talked to me when I was lonely, laughed with me and ultimately saved my life.'

Lynne provided an overview of co-design and how it can benefit consumers (and staff) when used to design or improve healthcare services:

'Generally, when consumer voices are integrated into the design of health services, research has shown a number of benefits. For example, patients are able to take their medications correctly and feel more confident and empowered in their own health care management, which can reduce access to health care services.'

While some participants indicated they wanted more role modelling of co-design in the presentations, and some felt that one or two speeches weren't on topic as much as others, the majority of feedback was very positive.

'Te Rina's presentation (which was stunning) focused us immediately on real life, real people. I especially liked how she asked the audience what they would do if a family like hers used their services. Lynne's presentation flowed on beautifully from Te Rina's by providing theory and practice to show how co-design is vital to ensure families and individuals are better supported in the health care system.'

'Terry's presentation was engaging and practical; learnt a lot! Jake's story was insightful, somewhat painful ('how did our system let him down so many ways?') and rich with opportunities to improve in the future.'

Figure 1: Participants' weighted ratings of the keynote speaker presentations.

Speaker	Weighted average
Te Rina Ruru	4.59
Jake Bailey	4.57
Lynne Maher	4.22
Janine Shepherd	4.16
Theresa Fleming	4.07
Lance O'Sullivan	3.91

PechaKucha session

PechaKucha is a presentation style originating from Japan, in which 20 slides are shown for 20 seconds each (6 minutes and 40 seconds in total), to keep presentations concise and fast-paced. The forum's PechaKucha session included four topics from four speakers, followed by a 20-minute question and answer session with the speakers.

There was feedback from participants that not all presenters followed the PechaKucha format which detracted from the value a little, however the majority of participants still indicated that they found this session valuable – 45 percent rated it 'valuable', 38 percent rated it 'some value' and 10 percent rated it 'very valuable'.

Facilitated workshop sessions

The facilitated workshops were held as two current sessions focusing on different themes.

- **Session 1 – Measuring and improving the patient experience**

49 percent rated this session 'valuable', 27 percent 'some value' and 16 percent 'very valuable'.

'I thought David Price's points about creativity were highly relevant. How can the system be configured to support creativity? Richard Hamblin's presentation showed how much the Atlas had progressed and its continuing potential – more to expand this conversation next time would be useful. As a quality organisation how can we utilise this information more effectively?'

- **Session 2 – Let's do co-design**

40 percent rated this session 'valuable' and 49 percent rated it 'very valuable'. Feedback indicated the involvement of the Toiora group (of Hutt Union & Community Health Services) was a valuable part of the session.

'I think it was a great idea to get the 'real people' talking about their experience.'

'This was the proof to what I had previously learnt and was a very good way of completing the understanding of what co-design actually is.'

Rapid fire workshop sessions

This involved six workshop sessions, each with a different topic, split into two themes (three sessions under each theme). The two themed sessions were held concurrently, with participants picking a total of three workshops each to attend. There was mixed feedback on how well the format of these sessions worked, however participants found the content valuable.

- **Theme 1 – Working with consumers to improve quality and safety of services**

43 percent rated these sessions 'valuable', 27 percent rated them 'very valuable' and 25 percent rate them 'some value'.

- **Theme 2 – The power of the patient voice**

35 percent rated these sessions 'valuable', 37 percent rated them 'very valuable' and 24 percent rated them 'some value'.

'I really enjoyed Cassandra Laskey's session on the redesign of a mental health facility. It would have been good to have put this as a keynote and then to have explored in greater detail around tables. This is ground breaking considering where mental health services have come from. This was a good example of co-design, creativity, and commitment from a range of contributors.'

Open space 'unconference' sessions

These were a series of short sharp interactive sessions, with a range of topics selected beforehand. Participants chose which topic(s) they wanted to be involved with on the day and worked in small groups to come up with ideas, producing summary posters along the way.

There was mixed feedback on these sessions; while many participants said the sessions were useful, there was a lot of feedback that there were too many topics, and that the scheduling was too late in the day/forum. Of the participants who did attend, 35 percent rated the sessions 'valuable', 30 percent rated them 'some value' and 18 percent rated them 'very valuable'.

Other feedback

Themes that came out of the survey feedback were that:

- participants enjoyed hearing from consumers the most (and would like more of it)
- they would like to attend a similar forum in future
- they would like to learn more about the 'how' of applying the theory of co-design and consumer engagement in practice, including real world examples of where this is happening.

'Very inspirational and overall well organised event that I am honoured to have been a part of. I very much hope to attend another of these events in the future. Thank you.'

'The speakers were inspirational however while the 'why' was well articulated I personally would have liked more of the 'how'. Practical examples, tips and tricks for co-design in both small and large projects.'

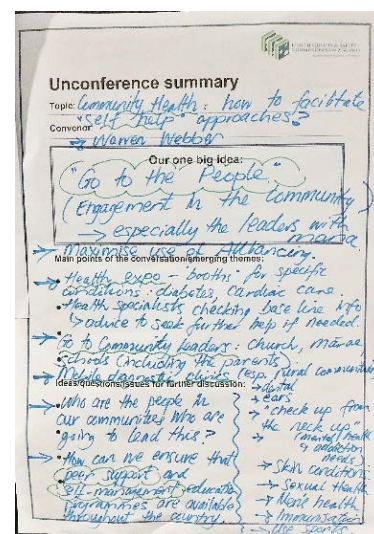
'Absolutely brilliant. Strongly advise to have at Te Papa again. The Commission team managed a superb, flowing, interesting, professional, yet welcoming event. I felt cared for. Really enjoyed. Can I come again please.'

Conclusion

Overall, the forum was a success and achieved all the anticipated benefits. It provided an important opportunity to hear from a wide range of people in the health and disability sector, and positioned the Commission well for future activities to promote consumer engagement.

The experience (and feedback) will inform:

- the next co-design programme (including hospital and primary care)
- development of resources to respond to the 'how to' of consumer engagement
- development of a consumer engagement dashboard (quality and safety marker)
- a 'train the trainers' module to develop consumer leaders and provide tools for district health boards.



'Great venue, great catering, AMAZING organisation. I really hope I can come to the next event. The event left me feeling inspired and energised to work with the consumer closer to improve services.'

Appendix 1 – Website links

- Full forum programme:
https://www.hqsc.govt.nz/assets/Uploads/Lets_Talk_web_19.pdf.
- Event flyer:
https://www.hqsc.govt.nz/assets/Uploads/Lets_Talk_flyer_updated_1-11-2018.pdf
- Biographies on keynote speakers:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/event/3018/#Speakerbios>
- Presentations from speakers/facilitators:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/publications-and-resources/publication/3203/>
- Hon. Dr David Clark, Minister of Health, welcome address:
<https://youtu.be/MUWjtIqtfBY>
- Te Rina Ruru – ‘The Ripple Effect’:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/news/3199/>
- Dr Lynne Maher, keynote speech – ‘Co-design: are we there yet?’
<https://youtu.be/O4K5UOAeiY0>
- Dr Lynne Maher on co-design:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/news/3200/>
- Jake Bailey – ‘What cancer taught me’:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/news/3201/>
- Dr Theresa Fleming, keynote speech – ‘Tool or threat? Experience and engagement in digital mental health tools’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/9Mar_1010_ToolOrThreat.pdf
- Dr Lance O'Sullivan, keynote speech – ‘Our communities: are we reaching them?’:
<https://www.youtube.com/watch?v=RjvbJdEcJX4>
- Catherine Gerard, workshop – ‘Measuring and improving the patient experience’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/8Mar_1315_MeasureAndImprovePatExp.pdf
- Dr Cheryl Benn, rapid fire session – ‘Severe Nausea and Vomiting in Pregnancy (SNVP): Suffering in silence’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/9Mar_1135_RM_SevereNauseaAndVomiting_CherylBenn.pdf
- Kareen Grimshaw, rapid fire session – ‘Women’s voices: Identifying oncology-gynaecology service improvements’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/9Mar_1135_OC_WomensVoices_Kareen_Grimshaw.pdf
- Kayleigh Shaw, rapid fire session – ‘Filling in the gaps: Patient diaries in ICU’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/9Mar_1115_RM_FillingInTheGaps_Kayleigh_Saw.pdf
- Rodger McLeod, rapid fire session – ‘We don't do easy: Putting client feedback at the front end of an outcome measurements framework’:
https://www.hqsc.govt.nz/assets/Consumer-Engagement/Resources/LetsTalk18/9Mar_1200_OC_WeDontDoEasy_RodgerM.pdf
- Open space ‘unconference summary’ posters:
<https://www.hqsc.govt.nz/our-programmes/partners-in-care/publications-and-resources/publication/3297/>