

Mental Health and Addiction Quality Improvement Programme

Learning from Adverse Events and Consumer, Family and Whānau Experience

Co-design Workshop

12 September 2019
Auckland

13 September 2019
Wellington

Shaun McNeil

National Advisor Consumer (Family and Whānau)
Engagement,
Mental Health & Addiction
Quality Improvement Programme,
Health Quality & Safety Commission

Cassandra Laskey

Professional Leader Peer Support,
Consumer and Family Whānau Centred Care
MH&A Services, Counties Manukau Health
Consumer Representative
HQSC MHA QIP Leadership Group

Involving consumers

What's good:

- stories of consumer experience: are at the heart of our work
- quality improvement and co-design methodology : we are developing a consistent narrative to describe the co-design process and outcomes. A deeper understanding of authentic co-design, i.e. it is *not* consultation
- *Engaging with Consumers: a guide for district health boards*. Socialise this document with your teams. Use other available tools
- national consumer roles, networks and advisory groups – use them!

What's not:

- significant national variation in *how and when* DHBs involve their consumer advisors in Serious Adverse Event reviews
- service centric reviews – consumer experience not evident
- Serious self harm or ‘near miss’ events are not generally reviewed with the consumer involved.



Involving family whānau



- Identify key contact or family representative
- Chose meeting times that are suitable for family or community representatives to participate
- Seek cultural advice and support when engaging with Māori and Pacifica families
- Be compassionate. Listen to understand.
- Keep whaanau updated and informed *throughout* the process
- Remember the needs of children. There are good resources available to support them through grief and loss, e.g. *Skylight*

Tips for successful co-design engagement:

- Be clear what you are asking people to do. Have a clear project plan and rationale.
- Offer coaching or mentoring on the process (if new to project work or new to this method). Spend time explaining methodology, purpose and aims.
- Provide appropriate remuneration for time, travel, other out-of-pocket expenses (factor this into budgets). Does your DHB have a policy?
- Be flexible and responsive. Ok to have a *fluid* project group. Having more than one consumer or whaanau member ensures a range of perspectives and sustainability of the group.
- Explain jargon or technical terms in plain language.
- Avoid patronising or stigmatising language. Acknowledge sensitivity of topic.
- Celebrate what is going well. Share support and encourage the group.

Adverse event reviews: log all contact

- Keep contact log in a centralised folder – available to all review group participants.
- Regularly check and confirm contact numbers and email addresses.
- Log contacts made: by whom, with whom.
- When: date and time.
- How: phone, e-mail, letter, face to face.
- Record the agreed actions (by whom and by when).
- Record the agreed next steps in process.
- Summarise outcome of contact.



Learn from each other

- Share ideas, ask questions. We are learning together.
- Who do you know that does this well? Talk with them.
- If we had the all the answers in one place this work wouldn't be so important or necessary.
- It's a hard conversation, be open to discomfort and sensitive to different views and experiences.
- Try a new approach.
- Be courageous.



Contact

Cassandra Laskey

Cassandra.Laskey@cmdhb.org.nz

Ph: + 64 21 784 168

Shaun McNeil

Shaun.McNeil@hqsc.govt.nz

Ph: + 64 21 1933 681