Consumer and whānau engagement quality and safety marker

SURE (Supporting, Understanding, Responding and Evaluating) framework

Te Tāhū Hauora
Health Quality & Safety Commission

Domain	**1** Minimal Te itinga iho	**2** Consultation Te akoako	**3** Involvement Te whai wāhi	**4** Partnership and shared leadership Te mahi tahi me te kaiārahitanga ngātahi
Engagement Te tūhononga The environment created to support consumer and whānau engagement. Ko te taiao kua hangaia hei tautoko i te tūhononga hapori.	There is no involvement and engagement in any area of the organisation. There is no representation of the population or communities experiencing poorer health outcomes. *Score 1*	There is involvement and engagement in a few areas of the organisation. There is little representation of the population or communities experiencing poorer health outcomes. *Score 2*	There is involvement and engagement in some areas of the organisation. There is some representation of the population or communities experiencing poorer health outcomes. *Score 3*	There is involvement and engagement of consumers and whānau in all areas of the organisation, representing both the population served and over-representing communities who experience poorer health outcomes. *Score 4* (Specifically relates to code of expectations sections **1.4** and **1.5**) See more
	The centrality and importance of whānau in te ao Māori is not recognised. Māori are not provided opportunities to exercise decision-making authority. *Score 1*	The centrality and importance of whānau in te ao Māori is seldom recognised. Māori are provided few opportunities to exercise decision-making authority. *Score 2*	The centrality and importance of whānau in te ao Māori is sometimes recognised. Māori are provided some opportunities to exercise decision-making authority. *Score 3*	The centrality and importance of whānau in te ao Māori is valued and recognised. Māori are always provided opportunities to exercise decision-making authority. *Score 4* (Specifically relates to code of expectations section **1.2**) See more
	Partnerships are not yet established and resourced. *Score 1*	Partnerships are newly established and somewhat resourced. *Score 2*	Some partnerships are established and resourced. *Score 3*	There is evidence that partnership with consumers and whānau is well established, resourced and highly valued. *Score 4* (Specifically relates to code of expectations sections **1.1** and **2.5**) See more
	There is difficulty in recruitment of consumer and whānau groups and/or such groups are very newly established. There is a lack of resources, systems, and processes. Consumers and whānau report they have minimal support and guidance and they are the 'sole voice'. *Score 1*	Consumer and whānau groups are newly established and/or minimally resourced. Feedback-gathering and/or evaluation has not yet occurred. Consumers and whānau have some support and guidance, and sometimes they do not solely represent their community. *Score 2*	Consumer and whānau groups are established and resourced. Some feedback-gathering and/or evaluation has occurred within the last two years. Consumers and whānau report feeling supported and guided and are not the sole representative/s for their community. *Score 3*	Consumer and whānau groups are well established and resourced. When a group is established or members recruited to a group, the needs of the population served are reflected. *Score 4* (Specifically relates to code of expectations sections **1.4** and **2.5**) See more
	There is little or no evidence of opportunities for consumers and whānau to actively engage. *Score 1*	There are limited options for consumer and whānau engagement, based on limited discussion with consumers and whānau. *Score 2*	There are some options for consumer and whānau engagement, some of which have been decided by consumers and whānau. *Score 3*	Options are made available for consumers and whānau to participate and engage. *Score 4* (Specifically relates to code of expectations sections **1.1** and **1.6**) See more
	Co-design is not understood or used in the organisation. *Score 1*	Co-design is understood by only a few in some parts of the organisation and is not regularly used or applied. *Score 2*	Co-design is understood by and applied in most parts of the organisation. Some improvement actions have occurred. *Score 3*	Co-design or a similar method is regularly used by and applied in all parts of the organisation. *Score 4* (Specifically relates to code of expectations section **2.1**) See more
	Cross-sector collaboration is lacking, and not established or demonstrated. *Score 1*	Cross-sector collaboration is limited. *Score 2*	Some cross-sector collaboration is established. *Score3*	Cross-sector collaboration is strong, well established and well demonstrated. *Score 4* (Specifically relates to code of expectations section **2.3**) See more
	Pursuing equity for the population served is little known or discussed in the organisation. *Score 1*	Pursuing equity for the population served is understood in some parts of the organisation. Some intend to improve equity for the population served. *Score 2*	Equity principles are well understood throughout most of the organisation. There are several examples of people intending to improve equity for the population served. *Score 3*	Pursuing equity for the population served is a strategic focus in the organisation. Ōritetanga (equity) and whakamaru (active protection) are well understood principles throughout the organisation. *Score 4* (Specifically relates to code of expectations section **1.1**) See more
	There are neither equitable processes nor recruitment strategies in place to encourage a diverse workforce. *Score 1*	There are some recruitment processes in place and a newly developed strategy to encourage a diverse workforce. Consumers and whānau are rarely involved in recruitment. *Score 2*	There is a well-established recruitment policy and a strategy to encourage a diverse, population-representative workforce. Consumers and whānau are sometimes included in the recruitment process. *Score 3*	The organisation's recruitment strategy encourages a diverse workforce, driven by the pursuit of equity. Policies exist stating that consumers and whānau are regularly involved in recruitment. *Score 4* (Specifically relates to code of expectations sections **1.3** and **1.4**) See more
	Training and development are lacking. *Score 1*	Limited training and development are available. *Score2*	Some training and development are available. *Score 3*	Training and development are available for and offered to staff, consumers and whānau about how staff, consumers and whānau can be engaged. *Score 4* (Specifically relates to code of expectations sections **2.1** and **2.4**) See more

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Responsiveness **Te noho urupare** Responding to and acting on what consumers and whānau are saying and having the right information at the right time for consumers and whānau accessing services. Ko te urupare, ko te mahi i ngā kōrero a ngā kiritaki mō te ratonga me te whai i te mōhiohio tika i te wā e tika ana mō ngā kiritaki e uru ana ki ngā ratonga.				
	Pursuing equity for the population served is not a clear strategic focus and does not result in demonstrable actions. *Score 1*	Pursuing equity for the population served is referenced but is not a strategic focus and results in few demonstrable actions. *Score 2*	Pursuing equity for the population served is a priority but not a strategic focus and results in some demonstrable actions. *Score 3*	Pursuing equity for the population served is a strategic focus and this results in demonstrable improvements. *Score 4* (Specifically relates to code of expectations sections **1.1** and **1.6**). See more
	Systems are lacking and there is minimal consumer and whānau representation and feedback. *Score 1*	Systems are emerging and there is limited consumer and whānau representation and feedback. *Score 2*	Systems are established and while there is some broad consumer and whānau representation and feedback, there is limited evidence of actions taken. *Score 3*	Systems are established and robust. They involve: • gathering, understanding and responding to the experiences and views of consumers and whānau relative to the respective organisation • sharing the results and themes with participants and the wider organisation • involving consumers and whānau as partners in any resulting improvement activities. *Score 4* (Specifically relates to code of expectations sections **1.5** and **2.2**) See more
	There is neither a formal mechanism for senior leaders to hear feedback nor limited opportunity for any action. *Score 1*	There are some organised opportunities for leaders to hear feedback and some evidence that action has been taken. *Score 2*	There are regular, organised opportunities for leaders to hear the voices of consumers and whānau, and evidence that feedback is usually acted upon. *Score 3*	The voices of diverse communities are regularly sought and reported to senior leaders within the organisation and demonstrably acted upon. 'Closing the loop' *Score 4* (Specifically relates to code of expectations sections **2.1** and **2.2**) See more
	Information, resources and engagement opportunities are lacking. *Score 1*	There are limited information, resources and engagement opportunities, with limited variety and accessibility. *Score 2*	There are some information, resources and engagement opportunities, and some variety and accessibility. Barriers are identified. *Score 3*	Information, resources and engagement opportunities provided by the organisation are varied and accessible to all consumers and whānau. Barriers to any of the above are actively addressed and remedied. *Score 4* (Specifically relates to code of expectations section **2.4**) See more
	Māori have little to no power and influence with regard to decision-making. *Score 1*	Māori have limited involvement, no ability to veto or change decisions made. *Score 2*	There is some involvement by Māori, but ultimately no decision-making opportunities. *Score 3*	Māori report experiencing tino rangatiratanga (effective power, decision-making and leadership opportunities). A wide range of resources, determined by Māori, is available to support Māori participation. *Score 4* (Specifically relates to code of expectations section **1.2**) See more
	Co-design is not apparent in the policies, processes and actions of the organisation relating to the development of health resources and information. *Score 1*	Co-design is identified by the organisation as being desirable, however, there is still limited evidence of health resources and information being co-designed. *Score 2*	There are policies and processes in place to co-design health resources and information. Some examples illustrate resources are co-designed. *Score 3*	There is evidence that there are policies and processes in place to support the co-design of health resources and information. *Score 4* (Specifically relates to code of expectations section **2.5**) See more
	The organisation has undertaken no planned evaluation of health resources and information with consumers and whānau to show that information is accessible. Informal feedback from consumers and whānau is not routinely considered for action. *Score 1*	The organisation has undertaken very little if any planned evaluation of information with consumers and whānau to show that information is accessible. Some changes have been made following general feedback from consumers and whānau. *Score 2*	The organisation has evaluated information with consumers and whānau to demonstrate that information is accessible and involved them in making changes. No further follow-up or evaluation has taken place. *Score 3*	There is evidence that information is accessible for all groups (eg, websites are up to date, signage is clear). Health resources and information meet the needs of different communities and are regularly evaluated by consumers and whānau to ensure they are easy to follow and help build understanding between patients, whānau, and staff. *Score 4* (Specifically relates to code of expectations section **2.4**) See more
	There is no evidence of use of the <u>Accessibility Charter</u>. *Score 1*	There is limited use of the <u>Accessibility Charter</u> in relation to some aspects of communication with consumers and whānau. *Score 2*	There is evidence that the <u>Accessibility Charter</u> has informed most aspects of communication with consumers and whānau by the organisation. *Score 3*	The <u>Accessibility Charter</u> informs all aspects of communication with consumers and whānau in the organisation. *Score 4* (Specifically relates to code of expectations section **2.4**) See more
	No data focused on equity is used to understand inequities. *Score 1*	Equity data is available and reviewed. Some changes have been made as a result but these were not informed or reviewed by consumers and whānau. *Score 2*	Equity data is available, reviewed and sometimes used to inform improvements. Some consumers and whānau have been involved. *Score 3*	Data is actively used to inform improvements in health services and the pursuit of equity particularly for Māori, Pacific peoples and disabled people. *Score 4* (Specifically relates to code of expectations section **2.2**). See more
Experience **Wheako** The systems in place to gather consumer and whānau experience, and act upon the results. Ko ngā pūnaha kua whakaritea hei mau i te wheako kiritaki me te whakatinana i ngā mahi i runga i ngā hua.				
	There are no metrics or systems to gather experience in place. Nothing is reviewed. There are no actions or changes. *Score 1*	Few metrics and systems are in place. Review seldom happens and actionable changes are rarely made. *Score 2*	Some metrics and systems are in place and review happens occasionally. Some actionable changes have been made. *Score 3*	Metrics and systems are in place, well established and regularly reviewed. As a result of monitoring these metrics, actionable changes are made with the guidance of consumers, whānau and staff. *Score 4* (Specifically relates to code of expectations section **2.2**) See more
	Metrics are not shared with relevant stakeholder groups and are not accessible. *Score 1*	Metrics are rarely shared and are seldom accessible. *Score 2*	Some metrics are shared and are sometimes accessible. *Score 3*	Metrics are regularly shared with relevant stakeholder groups in an accessible way. *Score 4* (Specifically relates to code of expectations sections **1.4**, **2.2** and **2.4**) See more
	No accessible feedback options are available to consumers and whānau. *Score 1*	Few accessible feedback options are available to consumers and whānau. When feedback is received, it is not acknowledged or responded to. *Score 2*	Some accessible feedback options are available to consumers and whānau. Some acknowledgements of and responses to feedback are provided. Relevant data is sometimes used to underpin health, quality and safety, including consumer experience data. *Score 3*	There is evidence of a range of accessible options for consumers and whānau to provide feedback. As a means of 'closing the loop', all feedback is acknowledged and responded to. Feedback given leads to demonstrable change as appropriate. *Score 4* (Specifically relates to code of expectations sections **2.2** and **2.4**) See more