



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

Consumer, family, whānau experience

Arana Pearson, consumer and family
engagement advisor

Mental health and addiction quality
improvement programme



Project team

Who is part of your multidisciplinary team, and what is their role?

- Clinical
- Cultural
- Consumer
- Quality



Why have consumer engagement in quality improvement projects?

- Because these are the people who suffer the effects of a system that doesn't meet their needs.
- When we monitor and track the effectiveness and impact of medicines, we get better outcomes in the lives of those people.
- Better consumer outcomes means more fulfilled staff who enjoy being part of a more effective health system.



An example of gathering consumer views through a system within the Health Quality & Safety Commission

- This is an example of consumer views on medication monitoring.
- A Thought Exchange process.
- A process to gather the views of people we would not usually hear from.



Thought Exchange summary

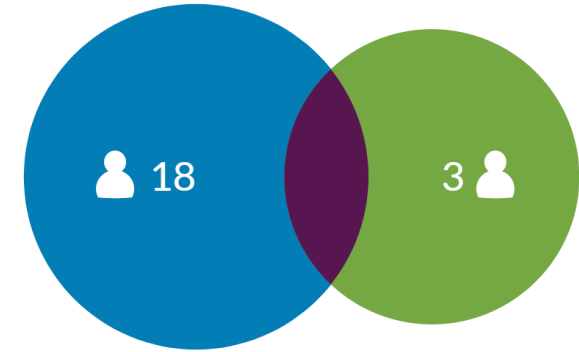
Health Quality & Safety Commission
3 October 2022

What matters most to you in managing your medicines?



Differences

Work, meds and medication [18 | 3]



Side A

What is the journey? How long will I be on this? How do I know it's working and continuing to work? I feel like I got put on meds with no end in sight to stopping them. They came with side effects and I was unsure if certain types worked for me

★ 4.5 ★ 1.5

I am on Parnate, which is not used often and has both dietary and medication negative interactions. Information is key for me to manage all my meds. I am on 14 different medications, prescribed by 4 different

Side A/B Common (high)

That I determine what I need or at least have the respect to lead this decision Because it's my tinana, and my journey. I know my experiences better than anyone and what does and does not work for me

★ 4.9 ★ 4.5

I have choices and those choices are listened to and respected I have a voice and a say in what I put into my body. If something isn't working for me I want to be able to voice it and someone listen to me.

★ 4.8 ★ 4.5

Side B

This group of participants rated Side A thoughts low. Review the common interest section to see thoughts that both groups rated high.

Identify the overlap of views in common

Identified two areas of feedback in common



Side A/B Common (high)

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I have choices and those choices are listened to and respected I have a voice and a say in what I put into my body. If something isn't working for me I want to be able to voice it and someone listen to me.

★ 4.9 ★ 4.5



Two examples of physical health outcomes from a consumer story/narrative

Based upon this consumer Thought Exchange



Example 1: That I determine what I need or at least have the respect to lead this decision

Because it's my tinana, and my journey. I know my experiences better than anyone and what does and does not work for me.



Example 2: I have choices and those choices are listened to and respected

I have a voice and a say in what I put into my body. If something isn't working for me, I want to be able to voice it and have someone listen to me.



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