



Eyre and Far North Local Health Network

Clinician Engagement Strategy

2020-2023



Health
Eyre and Far North
Local Health Network

Introduction

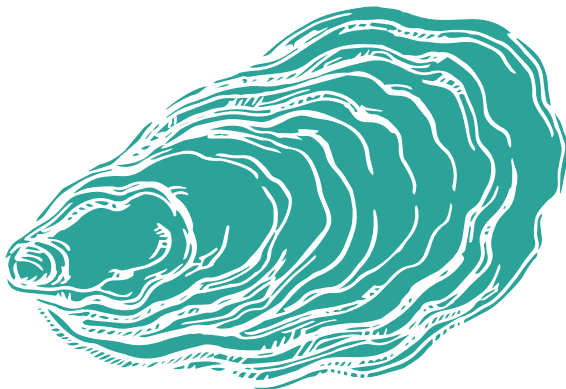
Clinician engagement is about how clinicians are involved in the design, planning, decision making and evaluation of activities that impact health services and the communities they serve. It is a key feature of successful, high-performing health services.

With the Eyre and Far North Local Health Network (EFNLHN) workforce leading, contributing and promoting an improvement agenda, we will improve our health service and meet the needs of the communities we serve.

The Eyre and Far North LHN commits to actively connect with staff, providing them means and opportunities to participate meaningfully in the organisation decisions.

The EFNLHN Clinician Engagement Strategy (CCES) 2020 – 2023:

- Outlines EFNLHN's approach and core clinician engagement strategies.
- Describes the infrastructure and governance mechanisms EFNLHN will use to support clinician engagement.
- Details how EFNLHN will measure, monitor, evaluate and improve our clinician engagement activities.



Who is a Clinician?

A clinician is a person who;

- holds clinical a qualification/s that is required to deliver a direct service to health service consumers (such as nurses, doctors, allied health professionals).
- is in a role that is designated to deliver a direct service to consumers (such as aged care workers).
- holds a clinical qualification and is employed in a clinical stream as a manager or administrator (such as Director of Nursing, Clinical Director, Some Program Directors).

Why we engage with Clinicians

Our clinicians are essential partners in the design, delivery and continuous improvement of our service because they:

- know and understand the needs of our consumers.
- know and understand their services.
- deliver care in changing and sometimes challenging environments.
- understand the complexity of service provision and are best placed to inform how changes can be implemented in their environment.

Engagement Continuum

There are varying levels of engagement, each level elicits a different response and has different uses. Given the different uses, no level is necessarily better than another. Levels of engagement are outlined as follows;

Inform	Consult	Involve	Collaborate	Empower
Provide information to promote understanding	Provide opportunities to discuss and ask for input from colleagues	Work with Clinicians in determining preferred solutions	Partners in decision making	Provide decision making opportunities

Benefits of Clinician Engagement



National Safety and Quality Standards

All hospitals are required to maintain accreditation with the Australian Commission on Safety and Quality in Healthcare Standards.

To comply with Standard One Clinical Governance (1.6), health services must support clinicians to;

- A** Understand and perform their delegated safety and quality roles and responsibilities; and
- B** Operate within the clinical governance framework to improve the safety and quality of health care for patients

This Clinician Engagement Strategy (CES) will support EFNLHN to meet its requirements under Standard One.

Key Engagement Values

EFNLHN's approach to clinician engagement will be guided by our core values; they are fundamental in guiding EFNLHN to successfully plan, manage and implement engagement activities. They are as follows;

Value 1: Inclusive of diversity

- Strengthening health system participation and partnership with diverse communities and engaging effectively with these diverse groups.

Value 2: Accessible and informed opportunities to participate

- Promoting engagement opportunities that are accessible to the broadest range of consumers, carers and community clinicians to meaningfully participate.

Value 3: Partnering in co-design, planning and evaluation

- Partnering with clinicians in planning, implementation and evaluation of EFNLHN services.

Value 4: Systems, strategies and mechanisms for active engagement

- Ensuring systems, strategies and mechanisms to actively engage with clinicians.

Value 5: Clinician Engagement best practice

- Ensuring clinician engagement practices meet national standards and are informed by best practice.



Our Strategy

In EFNLHN our clinician engagement happens in a variety of ways, each tailored to the needs of the different professions within our health service. It is important that we design our engagement strategies in a way that ensures the right method to achieve meaningful, appropriate and purposeful clinician engagement.

We have consulted with our clinicians across EFNLHN and together agreed the following three key objectives;

- 1 A culture of engagement** underpinned by our organisational values that improves outcomes for our consumers and communities.
- 2 A health service that fosters and encourages innovation and creativity** within clinicians so that they drive local and system wide improvement.
- 3 A health service where clinicians, together with the communities they serve, influence decision making.**

To achieve these objectives, the EFNLHN Clinician Engagement Strategy sets out:

- Governance structures in place across EFNLHN to coordinate and manage clinician engagement activity.
- A suite of enabling tools and strategies for implementation across all levels of EFNLHN.
- Training and infrastructure opportunities for healthcare professionals, to support engagement.
- Mechanisms to capture and evaluate improvements resulting from clinician engagement activities.



EFNLHN Clinical Governance Structure

The EFNLHN Board is committed to clinician, consumer and community engagement. We have a system of governance where engagement is a key priority. There is clinician, consumer and community representation on our key governance committees, including:

- EFNLHN Governing Board
- EFNLHN Executive Committee
- Tier 1 Community, Consumer and Clinician Engagement Committee
- Tier 2 Consumer and Community Engagement Committee
- Tier 1 Clinical Governance Committee

The Committees that report to the Governing Board's Tier 1 Community, Consumer and Clinician Engagement Committee include;

- Clinical Leads Committee
- Consumer and Community Engagement Committee
- Research and Service Innovation Committee

The Tier 2 Clinical Leads Committee (CLC) will monitor and report to the Tier 1 Community, Consumer and Clinician Engagement Committee (CCCEC) on the implementation of this Strategy across the LHN.

How clinicians engage with EFNLHN

The Eyre and Far North Local Health Network has a number of avenues for clinicians to engage with the organisation. These include;

Clinical Networks:

- These Networks focus on clinical best practice in key clinical areas, such as Diabetes, Palliative Care, and Maternal Services. These Networks are often coordinated by the Rural Support Service (RSS).

Clinical Leads Meeting:

- This group provides professional groups a strong voice for clinicians across the LHN.

National Standards Workgroups:

- These workgroups assist the organisation to address the national standards, through ensuring best practice is implemented consistently across the organisation. They can also identify and inform the Executive or the Clinical Governance Committee of any issues that arise and how they can be resolved.

Service Meetings:

- A meeting for service based teams such as Corporate Services, Community and Allied Health and Mental Health, so that they are aware of changes to processes, policies, or clinical evidence. At this meeting Information/concerns can be fed up to the Executive Committee, directly or via the Clinical Leads meeting.

Site Meetings:

- Held to ensure that sites are aware of organisational processes, policies, and new clinical evidence. This meetings provides an avenue to feed information/concerns up to the Executive Committee, directly or via the Clinical Leads meeting.

STRATEGY 1. A system of governance where engagement is a key priority

Key Outcome	Lead
Development of a clinical leadership structure that will identify clinical leadership across the LHN and ensure clear linkages between State wide services, the RSS and between our sites and services.	Chair, CCCEC
Develop clinical networks across the LHN that serve to unify clinicians, promote best practice and provide networks of support across disciplines.	Chair, CCCEC

Engagement Tools and Strategies

In order to strengthen and improve the practice of clinician engagement, EFNLHN has a range of processes it uses to support clinician engagement. These include;

- All staff forums
- Rounding*
- Staff surveying
- Focus groups
- Newsletters
- SharePoint pages
- Medical Practitioners Advisory Committee
- Clinical Councils
- MS Teams

*Rounding involves a member of the care team going to the patient hourly (two hourly at night) and asking questions regarding pain, toilet needs, positioning, personal needs and their plan of care.

In order to strengthen and improve the practice of engagement, SA Health has developed the Guide for Engaging with Consumers and the Community.

Whilst the Guide has been developed to assist consumer and community engagement, it contains a suite of methods, tools and templates that can be utilised throughout all types of the engagement processes. The Guide is available on the Consumer engagement and participation page at www.sahealth.sa.gov.au

EFNLHN will utilise the Guide when planning and preparing for consumer, community and clinician engagement across all levels of our organisation.

In addition, the Guide for Engaging with Consumers and the Community provides a detailed list of engagement methodologies and tips for their use. Methodologies include:

- Survey (written/telephone/email/face to face)
- Public meetings and forums
- In-depth interview
- Focus groups
- Workshops

EFNLHN services will utilise these methodologies as is best suited to the clinical group they serve

For detailed guidance on how and when to utilise these methodologies please refer to Section 6 of the Guide for Engaging with Consumers and the Community.

STRATEGY 2. Strengthen and improve the practice of clinician engagement

Key Outcome	Lead
EFNLHN Strategic Plan to be developed in partnership with clinicians across EFNLHN.	Chair, EFNLHN Board
SA Health Guide for Engaging with Consumers and the Community Tools and engagement methodologies will be made accessible to all staff through a SharePoint Clinician Engagement Hub to be developed.	Chair, CLC
EFNLHN will utilise social media platforms to keep clinicians as well as consumers and the broader community informed of important information about their health service.	CEO

Training and Infrastructure to support engagement

Building a culture of engagement across EFNLHN requires both staff and consumer and community representatives to possess knowledge and capacity.

EFNLHN believes that clinical staff must have access to support and training so that they can be effective influencers in our health service.

A Clinician Engagement Training page will be created on the Regional Health Hub [Learning and Development SharePoint page](#). The page will provide a central depository of training opportunities for staff to access.

In addition, engagement related training is available to staff through <https://www.saheducation.com/moodle/> Training units include;

- Transition to Professional Practice Program for Registered Nurses and Registered Midwives
- Representation and Consultation (WHS)
- Roles Responsibilities & Governance (WHS)

STRATEGY 3. Build Knowledge and Capacity

Outcome	Lead
Develop Clinician Engagement Training Hub available on the EFNLHN SharePoint platform	Chair, CLC
Populate Clinician Engagement Training Hub with training and development opportunities for health workers	Chair, CLC

Measurement and Evaluation

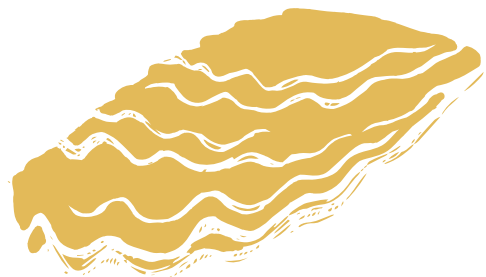
It is essential for EFNLHN to measure, evaluate and monitor our Clinician Engagement Strategy. The Tier 2 Clinical Leads Committee (CLC) will report against the progress of this Strategy through the EFNLHN governance structure to the Tier 1 Consumer, Community and Clinician Engagement Committee (CCCEC).

Feedback

Feedback from our clinicians about their experience is invaluable in the development of a better health service, it assists in directing improvement in the quality of services. EFNLHN is committed to developing strong mechanisms for collecting and measuring clinician feedback.

Strategy 4. Measure and Evaluation

Outcome	Lead
Committee Evaluation: Committee Member Evaluation Questionnaire (yearly)	Chair, CCCEC
Develop organisational wide mechanism for collecting and measuring clinician feedback	Chair, CCCEC



Emergency



Hospital Reception



Community Health



Miroma Place Hostel



Medical Practice





For more information

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sahealth.sa.gov.au/eyreandfarnorthlhn

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