

Voices heard, changes made

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SESLHD Drug & Alcohol Service
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Case for Change

- Consumer Participation ad hoc in D&A Services
- NSQHS Standard 2 – Partnering with Consumers
- SESLHD DAS Consumer Framework developed 2012
 - Embed in governance and core activities of service
 - Employ consumer workers- at systems/strategic level and at consumer level



Project Implementation

- Planning
 - Strong support from Executive
 - Culture change
 - Create a solid structure that supports staff, CWs and the program
 - Negotiating with HR
 - Training and orientation
- Implementation 2013
 - 3 PT Consumer Workers employed across 3 sites (first employed Consumers in NSW public health D&A Services)



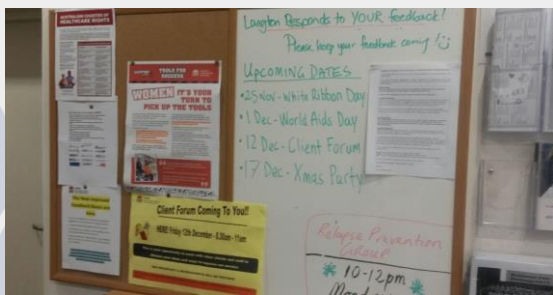
Key Initiatives: Improve communication

Client Gatherings



Improve communication

Information areas - notice boards ever changing



Improve communication

Feedback Boxes:

- 6 across the District
- All responses approved by the Exec
- > 186 entries since Aug 2014
- 57 compliments to service & staff
- 22 complaints
- 18 actions resulting in changes in the service



Key Changes Made

- Waiting rooms improved – Newly constructed open glass reception areas, new fans, water coolers, hand sanitisers.
- Ticket system for the streamlining the OTP dosing queue.
- Bike racks, dog tie up area.
- Weekly informal coffee mornings.
- Client BBQs with themes and innovative health promotion with intent.
- Phone system changes.

Physical site renovations



Other Outcomes: Empowerment/Recovery Capital



Integration into the organisation

- Consumer worker representation on PSQ, Management Committees, planning days & team meetings (co-opted)
- Consumer input into internal/external resources
- Over 370 “occasions of service” by Consumer Workers
 - 238 peer support
 - 70 internal referrals
 - 43 external referrals
 - 10 referrals to CWs by clinicians since June 2015

Staff praise

- “Thanks for sharing the load. We have been trying to get PH stable housing for more than 10 years, and to ETOH detox in the last 5 years..... I’m glad he made some effort to talk to more people... more voices to encourage him to make changes when he is ready.” *Case worker, Opioid Treatment Program, Langton*
- “This is why we need Consumer Advocates. You are **brilliant!** Great option. Thanks for the work on this.” *Dr, St George D&A Service*

Consumer praise

- “Staff seem to be a lot happier....makes being a client better when staff are smiley and happy”.
- “Thank you for all your help, most appreciated...”).
- “.....has helped me in changing my life for the better, I’m so grateful I will never forget this.....”
- “Thank you so very much for all your wonderful help and generosity....”

Key Achievements

- SESLHD Awards finalist – Patients as partners category
- Case Study – published in “Of Substance”
- Profile in Health Consumer NSW Annual General Report
- Clients feeling supported and having a better treatment experience
- Draft of “Clinic Guidelines” or “Respectful Culture”
- Development of consumer stamp of approval



Future Directions

- More interactive activities: Coffee Mornings, client gatherings, Peer zone workshops
- Health promotions and rotation of best resources, health literacy
- Quarterly Consumer Newsletter
- Surveys – consumers and staff
- Providing input to other D&A services in setting up Consumer Participation in their treatment settings
- Contributing to various district committees of relevance

Discoveries to date

- Set clear role definitions and communicate them widely.
- Ongoing training, induction and mentoring.
- Start small and slow then gradually build.
- Implement at systems/strategy level
- Consumer workers accepted as part of the staff.
- Work in a consultative manner.
- Active listening to facilitate gentle neutral advocacy.

The Consumer Participation Team would like to thank

- All the clients of Langton, St George and Sutherland DAS
- All the staff at Langton, St George and Sutherland DAS
- The SESLHD DAS Executive Team
- Members of CPP Advisory Group

