

# 2019 ANNUAL HIGHLIGHTS

TO LISTEN, ACT, MAKE BETTER, TOGETHER



## We listened

over 2000

Consumers were interviewed about their experience

Consumers were satisfied with their overall quality of treatment and care they received

94%

Consumers provided more compliments on our service than any other type of comment

161

Consumers told us their views and concerns at 10 Listening Posts held across the Southern Adelaide Local Health Network

Launched the Consumer Engagement Framework and Plan 2019 - 2021



## We acted

To improve cultural safety of our services through planning, design, implementation and evaluation

72

Aboriginal & Torres Strait Islander consumers were partnered with

Our Shared Decision Making Model, Definition and Principles were co-designed with our consumers

## We made better



To improve the quality of food at FMC a Food Working Party was developed, as well as kitchen tours

Patient and Family Representatives roles increased to

30

Every division across SALHN now has a Patient & Family Representative to engage with consumers in their feedback and evaluation of services

Improved consistency of appointment attendance in the Paediatric Clinics

Flinders Cancer Infusion Centre increased their variety of snacks/meals and a Soup Trolley for patients

*"The Consumer Engagement Program is superb and its integration across all Divisions was highly evident..."*

(SALHN National Safety and Quality Health Service (NSQHS) Standards Nov 2019)



## Together

For further information on our consumer engagement strategies, please contact the Consumer Engagement Unit on 8204 6197 or via [Health.SALHNConsumerEngagement@sa.gov.au](mailto:Health.SALHNConsumerEngagement@sa.gov.au)