



Chronic Condition Self-Management

Linking CCSM Support Principles with National Safety and Quality Health Standard 2 - Partnering with Consumers

<p style="text-align: center;">CCSM SUPPORT PRINCIPLES →</p> <p style="text-align: center;">↓</p> <p>STANDARD 2: PARTNERING WITH CONSUMERS</p>	Person-centred	Empowerment and enhanced capacity	Participation by consumer, carers	Partnership between consumer and HPs	Shared responsibility	Coordination of support	Access to information	Holistic, lifelong
Consumer Partnership In Service Planning								
2.1 Establishing governance structures to facilitate partnership with consumers and/or carers	✓		✓	✓				
2.1.1 Consumers and/or carers are involved in the governance of the health service organisation	✓		✓	✓	✓			
2.1.2 Governance partnerships are reflective of diverse range of backgrounds in the population served by the health service organisations, including those people that do not usually provide feedback	✓		✓	✓			✓	
2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in: <ul style="list-style-type: none"> • strategic and operational/services planning • decision making about S&Q initiatives • quality Improvement activities 	✓		✓	✓	✓			
2.2.1 The health service organisation establishes mechanisms for engaging consumers and/or carers in the strategic and/or operational planning for the organisation	✓		✓	✓				
2.2.2 Consumers and/or carers are actively involved in decision making about safety and quality	✓		✓	✓	✓			
2.3 Facilitating access to relevant orientation & training for consumers/carers partnering with the organisation	✓	✓	✓	✓				
2.3.1 Health service organisations provide orientation and ongoing training for consumers and/or carers to enable them to fulfil their partnership role	✓	✓	✓	✓				
2.4 Consulting consumers on patient information distributed by the organisation	✓		✓				✓	
2.4.1 Consumers and/or carers provide feedback on patient information publications prepared by the health service organisation (for distribution to patients)	✓		✓				✓	

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2.4.2 Action is taken to incorporate consumer and/or carers' feedback into publications prepared by the health service organisation for distribution to patients	✓		✓		✓		✓	
Consumer Partnership In Designing Care								
2.5 Partnering with consumers and/or carers to design the way care is delivered to better meet patient needs and preferences	✓		✓					
2.5.1 Consumers and/or carers participate in the design and redesign of health services	✓		✓	✓	✓			
2.6 Implementing training for clinical leaders, senior management & the workforce on the value of and ways to facilitate consumer engagement and how to create & sustain partnerships	✓			✓				
★ 2.6.1 Clinical leaders, senior managers and the workforce access training on patient-centred care and the engagement of individuals in their care [ie Self-management support]	✓	✓		✓	✓	✓	✓	✓
2.6.2 Consumers and/or carers are involved in training the clinical workforce	✓	✓	✓		✓			
Consumer Partnership In Service Measurement & Evaluation								
2.7 Informing consumers and/or carers about the organisation's safety and quality performance in a format that can be understood and interpreted independently	✓						✓	
2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance	✓						✓	
2.8 Consumers and/or carers participating in the analysis of safety and quality performance information and data, and the development and implementation of action plans	✓		✓	✓			✓	
2.8.1 Consumers and/or carers participate in the analysis of organisational safety and quality performance	✓		✓	✓				
2.8.2 Consumers and/or carers participate in the planning and implementation of quality improvements	✓		✓	✓	✓			
2.9 Consumers/carers participating in evaluation of patient feedback data & development of action plans	✓		✓		✓			
2.9.1 Consumers and/or carers participate in the evaluation of patient feedback data	✓		✓		✓			
2.9.2 Consumers/carers participate in implementation of quality activities relating to patient feedback data	✓		✓		✓			



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