

Consumer Engagement Success Stories



Clinical Redesign of Rehabilitation Services

Background

The Rehabilitation Services Clinical Redesign project aims to establish an integrated Rehabilitation service across multiple sites within West Moreton Health to deliver a more sustainable service and model of care into the future.

Overview

As a part of the project diagnostics, consumer interviews were undertaken, the project team met with two consumers who had received care at two of the West Moreton facilities. Some additional informal consumer discussions also occurred with current inpatients in Boonah Hospital. The consumers had very different journeys of care which meant their differing perspectives and experiences provided the project with feedback that will assist with the solution design planning. The consumers told us that it was important for them to know about the service details in advance, should they be considered for transfer during their period of care, and the importance of feeling cared for by the staff during their recovery. Being able to provide feedback on their experience after they were discharged was not a high priority for them.

Outcomes, benefits and learnings

The insight provided by the consumers will add to further consumer engagement activities that will be utilised during the solution design phase. This is likely to include the review and/or development of a communication plan with consumers to ensure patients are provided with the right information the facility they may be transferred to. Development of a support materials and additional guidance on feedback on the implementation of changes will also be sought as the project progresses.

