

Changes suggested by CAG

Below are a number of suggestions or changes considered by CAG recently:

- Process to identify sensory deficits
- Survey of DVA clients
- Ileo-alert system for patients with ileostomies
- Community volunteers to visit inpatients
- On site chapel
- National Standards Gap Analysis
- CAG balanced scorecard

CAG member testimonials

"This committee is a great opportunity to receive factual and timely information about what is going on in the organisation, and take real information back to community members"

"As a member of the Community Advisory Group I have a much better appreciation of issues that the hospital is facing because I get the information "from the horse's mouth".

"All members of the committee are encouraged to ask questions or raise concerns, even the negative ones, which are discussed openly amongst the committee members. Sometimes we find these have come about due to misperceptions or inaccurate information, and other times they need to be dealt with and are"

"The Advisory Group gives a good contact with other community groups to get a balanced health service outcome"

Vision

Swan Hill District Health will provide appropriate services in the right setting by dedicated people with and for our community

Values

- Respect
- Professionalism
- Caring
- Committed
- Collaboration

Strategic Objectives

A range of key performance indicators are



Community Advisory Group



Providing a forum for consumer participation in the planning and evaluation of health services provided by SHDH

For more information contact:

Primary Care Secretary
Swan Hill District Health
Ph - (03) 5033 9395
or email tkerr@shdh.org.au

www.shdh.org.au

Publication Date: Sept 2017

MEETINGS:

1st Monday bi-monthly (even months)
3.30 - 4.30 pm

VENUE:

SHDH Boardroom
Level 1



**Swan Hill
District Health**
my hospital

Purpose

A key challenge for health care organisations is to ensure they address the complex needs of what is often a diverse community.

To ensure appropriate care and improved health outcomes, health care organisations rely on information from members of the community that they service.

Similarly, community & consumer participation provides an opportunity to build effective partnerships with the organisation, which assists in health service planning & decision-making.

Role & function

The Community Advisory Group provides an important link between Swan Hill District Health (SHDH) and its consumers.

It offers an opportunity for information to be shared in two directions:

- Consumers and community members informing SHDH of issues and concerns, and offering or seeking solutions
- SHDH management informing consumers & community members of key operational challenges or changes

The Community Advisory Group also assists in building stronger relationships between SHDH and the general community.

Why become a member

Anyone from within our local community who has an interest in health care and would like to make a positive contribution, is encouraged to consider membership on the Community Advisory Group.

Members of the Community Advisory Group have a unique opportunity to provide ideas & feedback to SHDH management about the health services required & provided within their community.

If you are a member of a community group, or have a particular area of interest or expertise (e.g. aged care, immigration, youth, Aboriginal health) inclusion on the Community Advisory Group enables you to contribute information & ideas to the health service.

How do you become a member

Any community members interested in becoming a member of the Community Advisory Group are encouraged to contact the Primary Care Services Secretary directly on Ph. 5033 9395

You will be provided with an information pack and application form for completion.

Your application will be considered by the Community Advisory Group and you will be notified of the outcome.

Current membership

The Community Advisory Group contains the following members:

SHDH Representatives:

- Chief Executive Officer
- Board of Directors
- Executive Officer Primary Care
- Quality & Risk Manager
- Consumer Engagement Officer
- Primary Care Services Secretary

Swan Hill Rural City Council Representative

Community Groups Represented:

- Independent Retirees
- Low Vision Group
- RSL / Veterans
- Lions club
- Murray Human Services
- Legacy
- Red Cross
- CWA
- Probis
- Freemasons
- Meals on Wheels
- Women Touched by Cancer
- Business & Professional Women
- Rural Outreach Program
- Swan Hill Lodge
- Nyah District Action Group
- Anglican Church
- Youth Inc
- Cultural Community
- Rotary Club
- Ladies Auxiliary

Independent Community Members