

DHAC Work Plan Guide

This guide is designed to assist DHAC's to develop their annual work plan due 30 March 2024.

The work plan provides purpose and direction for a twelve-month period and should include the following:

- Must be approved and signed off by the Executive Director.
- Align with the relevant region's strategic plan.
- Align with the roles of the DHAC: (1) Communication and Advocacy; (2) Supporting Safety and Quality Improvement; (3) Consumer Input into Health Service Planning; (4) Supporting Consumer Health Literacy.
- Be developed by DHAC members at a meeting dedicated to the work plan, (with support from the Operations Manager) taking into consideration the results of community consultation that identified the key issues. With suggested solutions and innovative ideas forming the actions to lead to the desired outcome – **Be Realistic!**
- Some issues identified within the community consultation may not be suitable to include in the work plan. However, they should be raised at a DHAC meeting and provided to the Operations Manager so that the appropriate actions can be taken by WACHS to address the issues and provide feedback to the community.
- The work plan should be achievable and measurable and should provide actions for DHAC members to work with to assist with improving the Patient Experience or improving Health Service Delivery in their area.
- Identify what support and resources are required from WACHS to achieve your desired outcomes.
- Work with your Operations Manager to identify what resources will be required to complete the actions and your ability to source them.
- The DHAC work plan should be shared with WACHS staff in the area to ensure the DHAC in the area has a purpose and staff can engage with the DHAC if required to support the actions to the issues.
- Progress of the annual DHAC work plans will be shared at the DHAC Chairs Forum with DHAC Chairs sharing successes and identifying barriers to success.
- The outcomes of the previous year's DHAC work plan forms part of the DHAC annual report due 30 March 2024. Could you identify any barriers to achieving the last year's actions and can they be carried over to the next years' work plan?
- The DHAC work plan is a standing item on the DHAC agenda and all members should be familiar with it and have involvement in the actions to achieve the desired outcome.
- The DHAC work plan achievements should be promoted within each Health Service, the community and at the DHAC Chairs annual Forum.
- The Patient Experience and Community Engagement Team at WACHS central office can provide guidance and support with the development of your work plan.

Some suggestions for 2024

- **Care Opinion promotion:** Working with your health service to identify how you can assist with promoting Care Opinion, or providing assistance for those that require assistance to post their story.

- **Patient First promotion:** Working with your health service to identify how you can assist with promoting and providing Patient First information to patients.
- **Aishwarya's CARE (Call and Respond Early) Call promotion:** Working with your health service to identify how you can assist with promoting and providing **Aishwarya's CARE** Call information to patients.
- **Disability and Inclusion plan:** Working with your health service to be an active participant in the implementation of the plan.
- **New Staff orientations:** Being involved, speaking about consumer engagement, the role of the patient experience, and promoting the DHAC.
- **Health Literacy:** Reviewing and endorsing the consumer information in your health service. Increasing the health literacy by visiting inpatients and providing information about a particular activity – such as *Falls Prevention*.
- **Cultural/Social Disadvantage awareness:** Identifying diverse consumer groups within your community and holding community meetings that provide cultural security and awareness to obtain feedback about the health service.
- **Mental Health Advisory Group:** Invite your Mental Health Advisory Group to join DHAC in a community engagement event.
- **Consumer Feedback:** Is a service area seeking consumer feedback on a planned change? Can you work with the area to design a platform for consumer feedback (survey, community café, event) to seek consumer feedback?

Evaluation of your work plan

- Did you achieve your DHAC's desired outcomes?
- Were they measurable?
- What changes were made to improve the patient experience, service improvement or community engagement?
- What actions were not achieved? What were the barriers?
- What were the lessons learnt?

How will you document, share and promote the DHAC's work plan?

- Your DHAC Chair will complete an annual DHAC report which will identify the previous year's work plan.
- Your successes can be promoted on the WACHS Facebook page, your health service's newsletter, on your health service notice board.
- The WACHS Patient Experience and Community Engagement (PEaCE) will receive a copy of each DHAC annual report.