

# WE asked, YOU said, WE did? Consumer Consultation

## MSH Digital Health Strategy 2023-2028

### Background

Digital reform in healthcare will be the story of the 21st century. Metro South Health needs a digital health strategy to guide this important digital transformation, whilst meeting the current and future needs of our patients and community.

Bringing our consumers together with staff to co-create a Metro South Health Digital Health Strategy is essential for aligning with our consumers and community needs.

### Summary

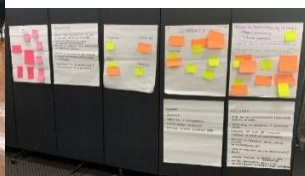
In March 2023, Metro South Health hosted a number of consumer and community consultations to gain your input, explore the benefits and your concerns of using digital tools and discuss supports consumers and the community require to use digital healthcare. Consultations included:

- MSH Digital Health Strategy consumer workshop held on 29 March 2023, involving 24 consumers and 9 staff.
- Face to face and email consumer consultations, involving 2 consumers and 1 staff.
- Community engagement stalls, held at Princess Alexandra Hospital on 30 March 2023, generating 58 ideas & Logan Hospital on 31<sup>st</sup> March 2023, generating 66 ideas.

Thank you for participating and making your time available to Metro South Health. We are now providing you with a summary of your feedback about digital healthcare.



MSH Digital Health Strategy consumer workshop



Andrew McKelliget, Aunty Tracey Dickman (Carer) & Amber Williamson

Aaron Van Garderen, Ross Wood (PAH Volunteer) & Andrew McKelliget

### Community Stall - PAH



### Why did we seek your input?

- To ensure the future digital healthcare suits the needs of consumers and the community.
- To bring together consumers and staff to co-create the Metro South Health's Digital Health Strategy.

### WE asked?

A series of questions were asked across all consultations which explored:

- What healthcare activities do you find challenging to manage and what is the risk to patient safety and quality of care?
- What concerns do you have using digital tools to improve your healthcare?
- What benefits would digital healthcare bring to you?
- How can we improve consumer confidence when using digital healthcare?
- How should we support consumers and community to use digital healthcare?



Kyara & Jimit Cholahi Logan Hospital (baby 8 weeks)

### Community Stall – Logan



Amber Williamson & Andrew McKelliget

Steve and Helma (Logan Volunteers) & Andrew McKelliget

### You SAID?

We were able to gain so much information from the consultations that occurred. We grouped and themed your feedback as part of our process. Some of the key themes included:

- Empowering consumers to play a more active role in their healthcare through digital health.

**Consumer Partner quote:** *“Digital healthcare makes it easier for consumers to participate and be involved in their own care”.*

- Ensure your information is secure and kept safe and only those involved with your healthcare have access.

**Consumer Partner quote:** *“You need to ensure when you launch digital solutions, the community feels their information is safe and secure”.*

- Ensure any digital systems consider accessibility and are inclusive and equitable to improve the experiences of consumers and the community.

**Consumer Partner quote:** *“If you design the digital technology to suit all needs in different languages, low health literacy and digital literacy, also pictures of cultural and spiritual needs you will gain trust”.*

- Provide any education and training for new digital systems and include consumers as part of the planning for any new digital technologies.

**Consumer Partner quote:** *“Be engaged with people who have lived experience re developing the technology and listen to them in user experience testing”.*

### WE Did, Next Steps?

- Digital Health and Informatics team are currently developing the draft MSH Digital Health Strategy, incorporating your valuable insights and feedback.
- In the next two weeks, you will receive a survey to provide your feedback on the draft MSH Digital Health Strategy.
- Following your survey feedback, we will present the draft strategy to the MSH NSQHS Standard 2 Committee.
- The final step of endorsement will be the MSH Executive Safety and Quality Committee to then be published.
- Future consumer partnership opportunities will exist as we implement digital solutions through MSH.

Thanks once again for your contributions.

### Key Contact

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