

From Patients to Partners: Building a Healthier, Engaged Community

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Background


 Consumer & Community Engagement (CCE) Unit, formerly Consumer & Community Participation, has been embedded in Camden-Campbelltown Hospitals for more than 20 years.

 COVID-19 pandemic has highlighted both the challenges and importance of engaging effectively with our community.

 The CCE unit aims to further build on its already strong foundation, by enhancing the way it communicates key information on services, information and events to the consumers of the Macarthur region.

Objectives

 Explore and identify effective strategies for enhancing community engagement at Camden-Campbelltown Hospitals.

 Improve communication pathways to our community, and ensure they are well informed & equipped with the necessary knowledge to navigate the health care system.

 Development a comprehensive contact list to disseminate key information and messages directly to the community, ensuring timely communication and fostering a greater sense of connection.

Methods

- 1 Scoping study to examine existing engagement practices and assess their impact.
- 2 Propose innovative approaches to integrate community voices in hospital decision-making and care delivery.
- 3 Create a community directory and assess its impact

Analysis

In a three month period (June to August 2024), there has been large buy-in from community groups, improving communication pathways with Camden-Campbelltown Hospitals.

We have engaged at:

- Interagency's and subcommittees led by council
- targeted forums including disability, youth and multicultural events

We have reached 50 local community groups, to promote the work of the CCE, and inform the group of the mailing list, and how they and their consumers can be involved with Camden-Campbelltown Hospitals to create a better health system.

What the community have asked

How can we share resources?

What happens with patient feedback?

Can you attend our local event?

How can we keep informed?

Can we form a partnership?

Our community has some concerns, how can we be heard?

Is there support for community leaders?

Does the hospital offer translated materials?

Conclusion

This project is still ongoing

Significant strides have been made in opening up communication pathways with community.

We have successfully expanded the reach of information about hospital events and services, to a broader audience.

The outcomes highlights the importance of sustained and meaningful engagement to achieve long-term health benefits and build stronger, well informed, and more resilient communities.

