NMHS CAC Purpose, Priorities and Functions

Goal: As a result of our work together, NMHS and health consumers, carers and their families want to **improve the health outcomes of NMHS consumers**.

CAC Purpose

CACs contribute to improving health outcomes by…

Ensuring that the health experience and journey of NMHS consumers and their carers and families, is person centred.

Priorities that directly impact **consumers, carers and families**

Priorities that directly impact **health systems**

CAC Priorities and examples

CACs their efforts on these 5 areas to influence consumer experience and journey

Environments in which healthcare is delivered

Examples include:
- Contributing to the physical design of the hospital to ensure it is accessible and welcoming
- Developing quality Indicators

Communication and information between consumers, carers and health service providers

Examples include:
- Providing input on written information provided to consumers
- Reviewing consumer and carer feedback and making recommendations for improvement
- Developing quality Indicators

Safe, effective and quality health services

Examples include:
- Reviewing policies and procedures
- Providing advice about how to person centred care.
- Participating in reviews and audits
- Developing quality Indicators

Connections with and between consumers, carers, NMHS staff and leadership and networks

Examples include:
- Working with other CACs
- Strengthening connections between HSPs and consumers
- Raising awareness with community about opportunities
- Developing quality Indicators

Representation and participation of consumers, carers and families in mechanisms to improve person-centred care

Examples include:
- Facilitating the representation of consumers and carers on relevant hospital committees
- Providing recommendations to increase equity and diversity of consumer perspectives
- Developing quality Indicators

CAC Functions

CACs work in a range of ways to address these priorities including:

- Raising awareness
- Representing the perspectives of consumers, carers and families on NMHS and hospital committees
- Providing direction and recommendations
- Participating in reviews and audits and providing feedback about findings
- Contributing to design, implementation, and evaluation processes