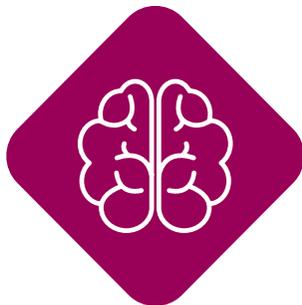




Partnership Model Theory of Change



Learning





Why use the Partnership Model?

NMHS seeks to improve the way the health system works for people who use it. Evidence tells us that involving consumers* and carers** in the design, delivery and evaluation of health services improves service accessibility, inclusivity and effectiveness and contributes to better health outcomes and quality of care. Partnering with consumers ensures that services are relevant and they work for the needs of people in their unique contexts. The NMHS Partnership Model has been co-created with consumers and NMHS staff. It provides a set of tools to guide staff and consumers to work together more effectively.



*A health consumer is a current, potential, or previous user of a health service. This can include a patient, their family or significant other.

**A carer is a person in an unpaid role who provides ongoing care, support and assistance to a person.



Partnership Model elements

How do we get started?

The **Partnership Principles** provide information and guidance to create the right environment for effective partnership.

How does it work?

The **Partnership Continuum and Case Studies** describe the different approaches to working together with real examples of how this is done.

How much do we pay consumers and how do we do it?

The **Partnership Contributions and Payments Matrix and Partnership Payment Toolkit** describe the different ways consumers and carers can get involved. It includes a toolkit to support consistent and appropriate payment.

What is a Community Advisory Council (CAC)?

A CAC is a **consumer-led committee** with clear purpose, priorities, functions and connection to the health service that is reflective of our unique communities.

What is the Community Partnership Network?

This is a voluntary register of consumers and carers who are interested in working together with NMHS.

How do we know the Partnership Model is working?

A suite of Measurement and Evaluation Resources has been developed to measure changes and effectiveness of partnership activities to improve quality and impact.





Partnership domains and outcomes

How does the Partnership Model support consumers and staff?

- It provides clear channels for staff to access consumers and carers who represent the diversity of communities NMHS serves.
- It provides consumers and carers with different ways to get involved, offering the ability to match their availability, skills, and partnership goals with the activity options available.
- It supports staff with information to ensure the environment for partnership is inclusive, accessible and welcoming and that the method of communication meets consumer needs.
- It ensures consumers and carers are better prepared for partnership and better able to influence decisions.
- It guides staff to provide appropriate and timely payment for consumer and carer contributions.
- It ensures consumers and carers understand how their contribution will be used and are able to see the results of their contributions.

How does the Partnership Model support health services and organisations?

- It provides tools and resources to embed the Partnership Principles within the organisation's philosophy and structure.
- It provides guidance on training requirements for organisational leaders and managers to support effective partnering with consumers and carers.
- It guides organisational policy setting and service delivery with improved consumer focus and efficiencies.
- It standardises consumer partnership practice in business and planning processes.
- It provides tools and processes to support continuous measurement and evaluation, allowing the organisation to continue to improve and evolve partnership practice as we learn from experience.





Expected benefits

What are the **immediate** and short-term benefits of implementing the Partnership Model?

- NMHS committees with consumer representation will increase.
- Activities with consumer representation will increase.
- Consumer participation and level of influence will improve.
- NMHS awareness of issues that impact consumers and carers in the community is elevated.
- Consumers, carers and staff have confidence, skills and resources to work better together.

What are the **intermediate** and long-term benefits of implementing the Partnership Model?

- NMHS works with consumers and carers within the community more frequently and in more ways.
- Consumer and carer voices are recognised and respected as an essential function within health services.
- Consumers and carers have greater confidence and trust NMHS.
- Feedback from consumer engagement activities will improve.
- Results from consumer experience surveys will improve.
- Consumer and carer experience within NMHS informs and influences decision making, contributing to services that deliver consumer-focused care with better health outcomes.





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