

The CACA Committee: South Pacific Private's Commitment to Consumer and Carer needs

Supporting a consumer-focused healthcare service that is responsive to consumer and carer needs...

South Pacific Private's Consumer & Carer Advisory Committee (CACA) comprises of past patients and carers who advise on issues that relate to our clients and their carers / family members. Their meaningful and active contribution, consultation and feedback enable the hospital to ensure that our services remain proactive and effective.

The committee are engaged in an advisory position across all levels of management and all aspects of our program, policies, procedures and content.

The committee are actively engaged in:

- Making decisions for service planning
- Developing and feeding back on models of care
- Measuring all aspects of service and evaluating systems of care
- Safety and quality issues

They meet quarterly and have a clear agenda where suggested and ongoing improvements fed back to South Pacific Private by the committee are openly discussed and logged. The committee also discuss specific challenges as a focus group when topics are elected by the hospital.

"Effective partnerships, consumer experience and high quality health care are of the utmost importance to South Pacific Private and we feel privileged to work so closely with our consumers, carers and healthcare partners." Claire Barber, General Manager

The CACA committee enables South Pacific Private to seek advice and feedback on the needs of consumers and carers in relation to treatment and community service provision. The CACA committee is in a unique position to comment on the strengths and weaknesses of mental health services delivered within the private sector and this commentary and insight is highly valued and treasured.

Executive Director of South Pacific Private, Lorraine Wood, who founded the hospital in 1993 believes that consumer participation and family participation is central to the Hospital's philosophy of care, stating, *"We look forward to continuing our partnership with consumers to support ongoing improvements in the safety and quality of care and to ensure that we remain responsive to patient, carer and consumer needs."*

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The CACA committee are actively engaged annually in these activities (not exhaustive):

- Feedback specific to all printed materials and collateral
- Consulted as regards South Pacific Private's strategic planning for both inpatient and day programs
- Overseeing group and program processes and procedures
- Reviewing ongoing recovery support processes and continuing care activities
- Engaged in training and providing feedback about alumni specific training options

Case Study of Strategic Improvement: 24/7 and After Hour Call Service

In 2012 South Pacific Private initiated a long-term strategy to improve our enquiry response process for afterhours inbound calls and the way that we responded to consumer need for services provided overall. We aimed to better provision and facilitate efficient and appropriate access to care.

The objectives for this project were established at board level, but also in response to feedback from our Consumer and Carer Advisory (CACA) committee.

"After a great CACA meeting involving brainstorming about aftercare services, the idea arose to create 24/7 access to professional services. We all know that addiction & mental health issues don't have an 'off' button and that those struggling often feel very vulnerable at the day's end. And so the idea was born. The committee was delighted with how quickly and efficiently South Pacific Private took the idea under their wing and implemented it."
Consumer and Carer Advisory Committee (CACA) Representative.

In 2013 South Pacific Private were awarded a merit in Standard 2 in recognition of our partnership with consumers. The CACA committee meet quarterly and underpin South Pacific Private's dedication to standard 2 as part of the NSQHS standards.

Their goal in this project was to ensure that all calls were responded to as effectively as possible and that consumer's needs were being met rapidly and considerately. Four years later, in 2016, this call service is now a standard part of the service that we offer.

If you wish to find out more about the Committee, or are interested to join, please contact the Relationships Manager at 02 9905 3667 or email registrations@southpacificprivate.com.au