

CONSUMER ENGAGEMENT FOCUSED PARTNERSHIP

Engaging consumers as partners in their care

 HURON |  Studer Group

GET RESULTS

Enhance your engagement with consumers through the implementation of focused evidence-based tools and tactics designed to improve the consistency of behaviours and communication.

Targeting results in:



Enhanced team engagement



Decreased readmission rates



Decreased length of stay



Improved quality outcomes



Improved Experience with care

Quality and safety outcomes are closely linked to the experience, engagement and understanding of our patients, residents and consumers. Ensuring healthcare and personal care needs remain at the centre of care is foundational to improving both experience and engagement.

It is our goal to help organisations improve their consumer's healthcare journey while providing the highest levels of safe, effective and compassionate care. We focus on processes that provide real time feedback, and build fundamental communication practices that directly influence care experience, engagement and understanding of your consumers.

Our results have shown that these processes support partner organisations to realise better consumer outcomes and ultimately provide an optimal patient experience. Through the Consumer Engagement Focused Partnership, Studer Group can assist in the development and delivery of a comprehensive plan designed to help you achieve and sustain results across key initiatives aligned with the National Safety & Quality Standards.

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Typically, a focused partnership is 6 - 24 months in length dependent on the agreed outcomes and will include:

A comprehensive assessment including:

- Identification and agreement of desired outcomes
- Identification of agreed time frames for engagement
- Assessment of current practices and outcomes
- Organisational Risk and Readiness survey

Customised detailed implementation plan developed in consultation with the organisation including recommendations based on assessment findings.

Advice and support in development and implementation of consumer engagement best practices, processes and guidelines for consistency in care.

Based on the assessment findings, tactics may include:

- **AIDET® (Fundamentals of Communication)**
- **Leader Rounding with Consumers**
- **Key Words at Key Times**
- **Consumer Promise**

On-site / Virtual coaching focused on Consumer Engagement tactics to support consistency and quality of behaviours and processes.

ADDITIONAL OPTIONS:

On-site / Virtual workshops focused on Evidence-Based Consumer Engagement communication behaviours and processes.

Installation of **Huron Rounding** software accelerator

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