

VOICE: Validating Outcomes by Incorporating Customer Evaluation

Aim

To develop and introduce customer evaluation of primary health care (PHC) episodes of care as a quality indicator in its own right, but also as a means for facilitated discussion around reorientation of PHC services to better meet customer needs.

Overview

Background: This project builds on previous work through the CRE-IQI in developing a National Health and Medical Research Council (NH&MRC) grant application on the Development of a Community Engagement Toolkit for Quality Improvement in Primary Health Care. Submitted in early 2015 the grant application was unsuccessful, but the work underpinning it provided an important foundation and stimulated substantial dialogue that has fed into the development of this new proposal.

Project description: This project focuses on developing and introducing customer satisfaction assessment of PHC episodes of care as a quality indicator in its own right, and also as a means for facilitated discussion by health centres around the reorientation of their PHC services to improve their ability to meet customers' needs. The hypothesis is that achieving better customer satisfaction can lead to stronger community engagement with PHC services leading to improved health outcomes in the longer term. A new application for a NH&MRC Partnership Grant has been made to fund this project.

Next steps

- + To progress the project pending the outcome of the current funding application.

<i>Project team</i>	Paul Burgess (Team Leader in Transition) ¹ , Ross Bailie ² , Frances Cunningham ³ , Louise Clark ³ , Deborah Askew ⁴ and teams from Aboriginal Health Council of SA, Aboriginal Medical Services Alliance NT, Central Australian Aboriginal Congress, James Cook University, Menzies School of Health Research
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<i>Project status</i>	On hold
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<i>Further information</i>	Professor Ross Bailie T +61 266 207 231 E ross.bailie@sydney.edu.au
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- 1 NT Department of Health
- 2 University Centre for Rural Health (University of Sydney)
- 3 Menzies School of Health Research (Charles Darwin University)
- 4 The University of Queensland