

Consumer and Community Participation Self-Assessment

Part I: Organizational Level

Rating Scale: 5=Excellent	4=Very Good	3=Good	2=Fair	1=Poor	
Criteria					Self-Rating
Consumer and community participation have been incorporated into the organization's vision, values, and any philosophical statements.					
The organization clearly has identified its consumers and community.					
The organization clearly has defined the purpose and mechanisms for involving consumers and community members at different levels.					
The organization involves consumers and community members in assessments of health service needs.					
The strategic directions of the organization respond to the needs expressed by consumers and community members.					
The leaders, champions, or staff members delegated with the responsibility for consumer participation clearly are defined and identifiable within the organization.					
The organization has key consumer policies in place, such as: <ul style="list-style-type: none"> • consumer rights and responsibilities • complaints • consumer access to information • consumer participation 					
The organization has well-functioning mechanisms to ensure that consumers find out about: <ul style="list-style-type: none"> • their rights and responsibilities • how to make a complaint or commendation • accessing information • how they are to participate in decision making 					
Staff education programs are in place to support the implementation and maintenance of consumer policies.					
Organizational resources have been allocated to support the incorporation of consumer and community input into strategic planning.					
Consumer participation is an element in everyone's job description.					
Consumer participation efforts and achievements are a component of employee performance management and staff recognition activities.					
Consumer and/or community input is a key part of organizational decision-making processes.					
The organization has methods for recognizing the contribution of consumers.					

Part II: Department Level

The department has identified who its consumers are.					
The department have identified the purpose and mechanisms for involving consumers.					
The department has a plan for obtaining consumer feedback and participation.					
The organization's consumer policies are reinforced through the department's performance management system.					
Resources are allocated at a department level for enabling consumer feedback and participation.					
The department uses specific strategies to involve consumers in decision making about care processes and service improvement.					
Individual performance reviews include evaluation of the staff member's attitude toward and achievement of consumer participation in care processes and service improvement.					
Staff members attend education programs about consumer participation and consumer policies sponsored by the staff development department.					
The department has links and feedback mechanisms with other services/facilities outside the organization to ensure consumer satisfaction with continuity of care.					
Consumers routinely participate in the development and evaluation of the department's consumer education/information resources.					
The department has working relationships with key support/community groups associated with the consumers who routinely are served by the department.					
The department regularly reports its consumer participation activities and outcomes to staff.					
When consumer feedback indicates an improvement opportunity, appropriate staff members are held accountable for taking action.					