



# Goulburn Valley Health Consumer Consultative Committee

## A model that works

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Consumer Consultative Committee

Participate in Health Conference 2007





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## First Impressions

- The “guidelines”
- How the health system worked at GV Health
- Our different name – CCC not CAC
- Jargon
- Mail and reading
- Where to start
- Overwhelmed



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## GV Health – the History

- Task group established prior to the mandate – GV Health recognised the value of formal consumer participation
- GV Health had already developed a Consumer Participation Plan
- Seen as part of the Quality & Safety process
- Detailed implementation planning, included terms of reference, budget, communication with Board and structure



## GV Health – the History

- Long discussion re name – Consumer Consultative Committee (CCC) was seen as more reflective of the partnership arrangement
- Decisions re the relationship with the Board of Directors
- Board of Directors approved and funded the establishment of the CCC (prior to the requirement to do so)



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## Up and Running

- Advertisement in local papers
- Rural networks
- Interview process
- Police checks
- Confidentiality agreements



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## The CCC at GV Health – what it looks like

- Provision for 10 Community members – sitting fee paid
- Key senior staff including the CEO
- Two members of the Board of Directors
- Chair is a Community member – deliberate and unusual



## The CCC at GV Health – what it looks like

- Chair is a full member of the Quality and Risk Management Committee (this is a key committee that monitors and drives Quality and Safety in the organisation)
- Supported by Resource Officer who is part of the Quality Unit (quarantined hours)



## Achievements so far:

- We asked questions
  - how many volunteer groups
  - map in admission papers
- Invited to give comments
  - Smoke free campus
  - Quality of Care Report formal review
  - Signage
  - Redevelopment of service areas for patients



## Achievements so far:

- Presentations by key staff/service areas
  - Midwifery
  - Smoke free campus
  - Hand hygiene
  - Dental
- Invited to be members of GV Health Committees
  - Signage
- One member attended the Quality and Safety Conference in 2006



## Achievements so far:

- Consumer publications, input into the feedback documents
- Feedback options
- Review and update the Consumer Participation Plan for GV Health



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## Where we are now:

- Fluid membership - ? Will regional members serve longer than metro
- Relationships established
- CCC is established as an important committee within the Health structure
- History of reporting and achievements – Quality & Risk Management and Board of Directors



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