

Victorian Quality Council

Associate Professor Christine Kilpatrick

Victorian Quality Council

A Victorian Quality Council presentation

- Was established in 2001 as an expert strategic advisory group to lead the safety and quality agenda for Victorian health services
- Is a Ministerial Advisory Council
 - Has 29 council members appointed by the Minister for Health
 - Has a management team supporting its work
- Works to a 3 year strategic plan covering key areas of health care safety and quality
 - Has 6 Working Groups focussing on key areas
- Develops practical resources, tools and strategies to assist health services improve safety and quality

Goal 1 – Governance & Leadership

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To enhance leadership in healthcare quality & safety

- Strengthen the consumer role in quality & safety
 - Develop leadership capacity in consumer involvement in quality & safety through education and information.
 - Identify and share best practice in consumer involvement and improvement.
 - Assist health services to better utilise consumer feedback to improve quality and safety.

Working Group 1 - Members

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Ms Linda Sorrell

- CEO Southern Health (Chair)

Ms Liza Newby

- Board Member, Peninsula Health

A Prof Christine Kilpatrick

- Executive Director Medical Services, Melbourne Health

Mr Phong Nguyen

- Chairperson , Ethnic Communities Council of Victoria

A Prof Marcus Kennedy

- Director Emergency Medicine, Royal Melbourne Hospital

Ms Christine Walker

- CEO, Chronic Illness Alliance

Dr Brendan Flanagan

- Simulation Centre Director, Southern Health

Consumer Leadership

Ms Liza Newby

If you didn't get a leader in your
Christmas stocking how do you find or
make one?

Literature Review

- Limited results
- Grey literature

Consultations

- Community
- Consumer
- Health

Key Findings

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1. Consumer leadership is representative and relationship based. It arises organically from the bottom up.
2. Health consumer leadership is based in consumer participation in health
3. Leadership skills can be developed

Support for Consumer Participation

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1. Visible commitment to participation
2. Bridging the cultural divide
3. Education for health and consumer sector
4. Provision of information
5. Resources

Developing Consumer Leadership

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- Expanding the opportunities for consumer participation.
- Leadership development education
- Peer support networks

Thank you

Today's Panel

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Ms Maria Bohan

- CEO Carers Victoria

Ms Linda Sorrell

- CEO Southern Health (Chair)

Mr Phong Nguyen

- Chairperson , Ethnic Communities Council of Victoria

Mr Terry Laidler

- Communications Consultant

Ms Kate Moore

- Nova Public Policy

Ms Tricia Malowney

- Convenor, Victorian Women With a Disability Network