

Policy Development Plan

Participation in Your Health Service System

November 2004

The Policy Development Plan covers the following sections of the development process:

- formation of Reference Committee and key contacts at health services
- promotion of the policy
- literature Review
- consultation process
- writing and reviewing the policy

The plan has been developed with the assistance of the policy Reference Committee.

Policy Development Plan: *Participation in Your Health Service System*

Action - Formation of Reference Committee and key contacts in health services	By Whom	Deliverables	Timeline
Write Ministerial Brief on policy development and copy to Executive Directors of Metropolitan Health & Aged Care Services and Rural and Regional Health & Aged Care Services and Regional Directors.	Project Officer	Ministerial Brief outlining aim, objectives and development of policy.	9 July
Write Terms of Reference for the policy Reference Committee	Project Officer	Terms of Reference that outline the role of the committee and what is required as a participant of the committee. These will be available to send out in draft form to potential members.	25 June
Invite and seek applicants for the Reference Committee.	Project Officer	Letters of offer and request posted.	9 July
Role of Reference Committee	Reference Committee	Accept role/suggest amendments of the Terms of Reference of the committee.	18 August
Finalisation of Development Plan	Reference Committee	Accept/suggest amendments to Development Plan particularly in relation to Consultation Plan component which is to be posted on website www.vic.gov.au/consumer .	18 August
Commence monthly meetings with the Reference Committee	Reference Committee and Project Officer	Terms of Reference are fulfilled with committee regularly updated on progress of implementation of Development Plan.	Ongoing

Action – Promotion of Policy Development	By Whom	Deliverables	Timeline
Write letters to all Chief Executive Officers of Victorian Health Services to inform of policy development and forthcoming consultation processes.	Project Officer	Chief Executive Officers to nominate a contact person within their health service for the development of the policy.	16 July
Website www.health.vic.gov.au/consumer	Project Officer	<p>Profile of Reference Committee members to go up on website with the permission of the individual.</p> <p>Highlight on website how people can have input re forthcoming consultations, and provide progress updates.</p>	<p>30 August</p> <p>Ongoing</p>
Reference Committee member websites	Reference Committee	Promotion of involvement in the development of the policy on their website and a link to www.health.vic.gov.au/consumer site.	Ongoing.
Presentations on the development of the policy and other opportunistic promotional activities.	Project Officer to coordinate	Raised profile of the policy within the community, health services, universities, colleges, professional associations and the Department of Human Services.	Ongoing

Action – Literature Review	By Whom	Deliverables	Timeline
Internet search for relevant Australian, State and Territory policies.	Project Officer	Comparison with national, state and territory policies on consumer participation in health.	31 Oct
Search through Department of Human Services library and Consumer Participation and Information Program resources	Project Officer	Critical literature review to inform policy development	31 Oct
Health Issues Centre Library	Project Officer	Critical literature review to inform policy development	31 Oct
National Resource Centre for Consumer Participation in Health internet library	Project Officer	Critical literature review to inform policy development	31 Oct
Search on MedLine, Psychlit and other relevant data bases for: "consumer participation" "Community participation" "patient centred care" "patient involvement" "public involvement/participation" (within acute health setting).	Project Officer	Critical literature review to inform policy development	31 Oct
Cochrane Consumers and Communication Review Group to assist in providing summary of reviews and for project officer to search the Cochrane library online.	Review Group Project Officer	Overview of Cochrane library information.	31 Oct

Action – Consultation Plan	By Whom	Deliverables	Timeline
<p>Key Contacts at Health Service Providers Advise all key contacts that Consultation Plan is on website so that they are aware of key stages of the consultation.</p> <p>Place copy of second draft on website for key contact persons to provide feedback on.</p>	Project Officer	<p>Place Consultation Plan on www.health.vic.gov.au/consumer. Provision of contact and input avenue for health service provider key contact persons.</p> <p>Draft 2 accessible on web.</p> <p>Comments back to project officer electronically in a word document with a page reference for each comment.</p>	<p>31 Oct</p> <p>May 2005</p> <p>31 May 2005</p>
<p>Consumer Consultation Following literature review and identification of gaps focus group will be organised where required. For example these may be with:</p> <ul style="list-style-type: none"> ▪ young people, ▪ older persons, ▪ culturally and linguistically diverse, and ▪ range of illnesses. 	Project Officer.	<p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	Early December and Feb 2005

<p>Community Consultation Conduct a workshop with Community Advisory Committee members on objectives of the policy.</p> <p>Electronic invitation for all community organisations listed in the Victorian Quality Council guide to <i>Finding Consumers and Carers</i> to provide electronic feedback on Draft 2 of the policy.</p>	Project Officer	<p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p> <p>Draft 2 accessible on web.</p> <p>Comments back to project officer electronically in a word document with a page reference for each comment.</p>	<p>By 30 Dec</p> <p>May 2005</p> <p>31 May 2005</p>
<p>Aboriginal communities Consult with Victorian Aboriginal Community Controlled Health Organisation: consultation method to be decided upon with VACCHO including invitation to join Reference Committee</p>	Project Officer	With respect to National and State Aboriginal frameworks how do they see we can meet the objectives of the proposed policy.	<p>Initial meeting and invitation by Sept.</p> <p>By 30 Dec</p>
<p>Aboriginal Health Workers, Hospital Liaison Officers and Health Service Commissioner's Aboriginal Liaison Officer Individual interviews and/or focus group discussion with respect to the objectives of the policy.</p>	Project Officer	With respect to National and State Aboriginal frameworks how do they see we can meet the objectives of the policy development. Particular focus on collecting enablers and barriers re examples of participation.	By 30 Dec.

<p>Carer Consultation Victorian Carers Association members consulted as required.</p>	<p>Project Officer</p>	<p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	<p>Feb 2005</p>
<p>Health Services Staff & Executive If gaps are identified from the literature review then consult with appropriate range of levels of staff and professional groups but CEO as per Reference Committee. Will look at focus groups, in-depth interviews and attending existing meetings.</p>	<p>Project Officer</p>	<p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	<p>Feb 2005</p>

<p>Community Advisory Committee Resource Officers Conduct workshop on policy objectives Provide draft Community Participation Plans for feedback. Provide draft Key Performance Indicators for feedback.</p> <p>Request to provide electronic copies of stories, examples, position statements etc.</p>	<p>Project Officer</p>	<p>Consensus on Community Participation Plan minimum requirements. Consensus on Key Performance Indicators relating to Community Advisory Committees.</p> <p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	<p>13 Oct. Consensus by 30 Dec</p>
<p>Board Members Consultation will be as per participation on the Reference Committee and through Community Advisory Committee Chairs meeting.</p>	<p>Project Officer</p>	<p>At Community Advisory Committee Chairs meeting. Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	<p>8 Sept.</p>
<p>Department of Human Services staff Presentations and workshops with Department of Human Services staff in Metropolitan and Rural and Regional divisions involved in acute, subacute and primary +services.</p> <p>Utilise the Department of Human Services' internal email network of consumer participation officers.</p>	<p>Project Officer</p>	<p>Collect stories, position statements, and examples in relation to the policy objectives.</p> <p>Conduct thematic analysis for each objective.</p>	<p>Feb 2005</p>

Action – Write policy document	By Whom	Deliverables	Timelines
Collate the information and articulate this within a policy document that is acceptable to the key stakeholders as represented by the Reference Committee.	Project Officer and Reference Committee	Draft 1 Draft 2 Final Version for print Printed	March 2005 May 2005 June 2005 July 2005.