

# Participation Advisory Committee

## 'Doing it with us not for us'

Minutes Monday 23 March 2009

1:00pm – 3:00pm

### Present

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Evelyn Webster (Consumer, Primary Health Branch Consumer, Carer and Community Advisory Committee, DHS), Cath Harmer (Quality and Safety Branch, DHS), Mary Draper (Royal Women's Hospital), Tony McBride (Health Issues Centre), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Janet Laverick (Primary Health Branch, DHS), Beth Wilson (Health Services Commissioner), and Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee),.

*Chair: Mary Draper*

### Apologies

Debbie Zauder (Consumer, Monash Division of GPs), Jim Higgins (Regional Directors DHS & Barwon South Western Region DHS), Vera Boston (North Yarra Community Health Inc.), Robin Ould (The Asthma Foundation Vic), Linda Mack (Consumer Advisory Committee Resource Officer Network & Royal Melbourne), Sophie Hill (Cochrane Consumers & Communication Review Group), Maria Bohan (Carers Victoria), Patricia Reeve (Council of the Ageing) and Jan Child (Metropolitan DONs & Peninsula Health).

### 1. Welcome

The Chair welcomed all members to the meeting and thanked Linda Sorrell and Tony McBride for their hard work on the committee over the past two year period.

*Action: Resignations of Linda Sorrell and Tony McBride accepted.*

### 2. Report(s)

There were no reports from either the Department of Human Services' directors or health service providers.

### 3. Minutes

The minutes of 24 November and 15 September were accepted.

<b>Action 1.</b> The minutes of 28 November and 15 September were accepted and will be placed on the <a href="http://www.health.vic.gov.au/consumer/">http://www.health.vic.gov.au/consumer/</a> website.
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## 4. General Business

### 4.1 Review of policy implementation.

The Department of Human Services presented a summary of the findings of the *Audit of the 2007-08 Quality of Care Reports on consumer, carer and community participation for the Department of Human Services Victoria*. Overall implementation of 'Doing it with us not for us' was being reported on well by 94% of metropolitan health services; 63% regional and large rural health services; 28% of small rural health services and 58% community health services. It is important to note that small rural health services and community health services are at a disadvantage in terms of having relevant activity that they can report. For example, the low or non-treatment of people who identify as an Aboriginal or Torres Strait Islander, coming from a culturally and linguistically diverse background; and receiving minimal or no complaints. The Minister for Health is currently considering these finding.

*Action: Invite Steve Ballard, Senior Project Manager Aboriginal Affairs to update the committee on the Improving Care for Aboriginal and Torres Strait Islander Patient program (ICAP).*

### 4.2 Second set of performance indicators subcommittee

The consultants, Health Issues Centre, presented to the committee on the development of the indicators including the consensus forum held on 25 February 2009. In summary, 21 indicators were presented at the forum and using the advice provided by the participants, the subcommittee members were able to reduce the number to nine. The subcommittee will continue to work on the indicators, develop appropriate numerator and denominator, and present a final recommendation to the committee on 25 May 2009. The committee discussed reporting options for the indicators including the continued use of the Quality of Care Reports.

*Action: Update and market the policy with the new indicators.*

### 4.3 Conference – subcommittee, themes and keynote speaker

Statewide Quality Branch, Primary Health Branch, Programs Branch, Access and Metropolitan Performance, Aged Care Branch and Mental Health Division of the Department of Human Services have agreed to fund the conference. A conference organising consultant is being sought to assist a Conference Organising Committee to develop the conference. A member of the committee is required to participate on the Conference Organising Committee and report back to the committee and ensure the aim and objectives of 'Doing it with us not for us' are used in the development and embodied within the program of the conference.

*Action: Rita Bloomfield volunteered to represent the committee on the Conference Organising Committee.*

### 4.4 Determination of awards process for Action 7 of 24 November 2008 minutes

The Department of Human Services reported that it was not happy to have another series of awards and advised that the Minister of Health was going to have new Volunteer in Health Awards in May 2009. Discussion ensued on the differences between 'volunteers' and 'consumers' and the committee did not view them as being the same.

*Action: Currently no consumer awards will be sponsored by the Department of Human Services.*

### 4.5 Evaluating Effectiveness of Participation projects update

Taking into consideration the feedback from health services and consumers on the process used in the first round and the work of the four projects successfully funded, the grants program will again be run in 2009-10.

*Action: Tony McBride and Evelyn Webster volunteered to be on the subcommittee to manage the Evaluating Effectiveness of Participation grant process.*

#### **4.6 Quality of Care Reporting guidelines 2008-09**

Committee members made suggestions regarding the draft guidelines identifying the need to emphasise that health services consult with their staff members about the critical views of quality improvement to be included in the report. Health services are now, in the majority, skilled in consulting their community but not across their health service staff.

*Action: Quality of Care Reporting guidelines 2008-09 endorsed with changes by the committee.*

#### **5. Business arising**

##### **5.1 Updates from committee members**

*Action: No updates were called for due to time constraints.*

#### **6. Meeting closed**

The Chair closed the meeting at 3:00pm.

#### **Next Meeting**

**Monday 27 July 2009**  
**Room 13:01 Level 13**

(Take **middle lifts** (levels 13 -24) and the room is on your left inside the entry foyer area)  
50 Lonsdale Street, Melbourne  
**1:00pm to 3:00pm**