

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 24 July
1:00pm – 3:00pm

Present

Tony McBride (Health Issues Centre), Sophie Hill (Cochrane Consumers & Communication Review Group), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Linda Sorrell (Southern Health), Caroline Clarke (Royal Children's Hospital), Libby Wilson (Peninsular Health), Michael Summers (Carers Victoria), Jan Snell (Barwon South Western DHS), Mary Draper (Royal Women's Hospital), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Gillian Webb (The University of Melbourne), Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic), Edward Manuel (Consumer, Headway Victoria), Linda Mack (Consumer Advisory Committee Resource Officer Network, Royal Melbourne), Evelyn Webster (Consumer, Primary Health Branch Consumer, Carer and Community Advisory Committee, DHS), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Robin Ould (The Asthma Foundation Vic), Maureen Wilson (Vic Quality Council), Vera Boston (North Yarra Community Health Inc.), Cath Harmer (Quality and Safety Branch, DHS)

Chair: Mary Draper

Apologies

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Debbie Zauder (Consumer, Australian Crohns and Colitis Association), Sue Hendy (Council of the Ageing), Craig Stanbridge (Sunraysia Community Health Services Inc.), Chris McGrath (Carers Network), Alison McMillan (Quality and Safety Branch, DHS)

1. Welcome

The Chair welcomed the committee members to the first meeting of the Participation Advisory Committee and invited members to identify what they wanted to see achieved from the implementation of the policy, 'Doing it with us not for us'. Members identified the following:

- evaluation of participation activities
- promotion of how evaluations can be undertaken
- work with people living with a disability and from culturally diverse backgrounds to improve their understanding of hospital procedures and flow of people through hospitals
- increase awareness of the opportunities for participation, particularly in the area of quality and safety
- let people know about their health service and how they can become involved
- make sure rural people know they can be involved in their health service, particularly quality improvement
- have patient and family centred care as a focus
- earlier involvement of consumers, 'not saying what we want, but asking what they want'
- getting the Aboriginal voice into health services and the quality area
- promoting alternative participation strategies to encourage Aboriginal peoples involvement

- a systems approach, making links between the strategies at the different levels of the policy
- implement the participation strategies
- encourage gay and lesbian voices in consumer participation
- improve health outcomes for gay and lesbian people
- evaluation should include the gathering of stories and diffusion of the knowledge gained
- shared understanding of what participation means and its benefits identified
- promote participatory strategies for engaging with hard to reach groups
- identifying the needs of carers as a separate group in participation strategies and actions
- sharing the information and knowledge gained from participation
- follow-up on the work of the policy Reference Committee and ensure that the policy is implemented
- ensure information on participation and its outcomes is exchanged between different organisations in the health system, consumers and carers
- highlight best practice to assist implementation of more participation strategies
- opening up support and knowledge to consumers to ensure participation
- evaluate participation; look at the worth of the work
- investigate effectiveness of participation through funding of participation projects
- encourage organisations to provide more support to consumers who are already involved so they can be heard
- training for consumers by consumers
- training for providers and government staff
- awards for consumer's to recognise their participation and for organisations doing participation
- promote participation to chief executive officers
- developing and supporting leaders and champions of participation
- promotion of participation within the training of health professionals
- use the strengths of the Participation Advisory Committee members to implement the policy
- the Participation Advisory Committee can see participation moved forward
- document participation activities to record what is happening in Australia and promote to the world.

2. Terms of Reference

The Terms of Reference were discussed by the committee members and concerns were raised in regard to: the term 'monitoring'; opportunity for leadership in implementation of the policy; the evaluation and monitoring framework of the policy not encouraging smaller rural services to implement the policy and report to DHS; committee can not act as police persons; need to receive reports on minimum indicators from DHS to inform work of the committee; the committee should actively promote solutions to participation barriers; need to add a conflict resolution process and inclusion of *acute services* and *education institutions* to the membership list.

Action 1.	Change the name of the committee to 'Participation Advisory Committee'.
Action 2.	The statement of purpose should highlight leadership on participation and the advisory role of the committee.
Action 3.	Add a new objective: <i>To review regular reports, collated by the Department of Human Services, outlining health services achievements towards meeting the strategic direction and minimum indicators.</i>
Action 4.	The Department of Human Services to provide a written implementation plan for the participation policy, which will form Appendix 1 to the Terms of Reference. The plan is to include a communication strategy for promotion and reporting on the implementation of the policy across the health divisions of the department.

Action 5.	Add <i>acute services</i> and <i>education institutions</i> to the Membership list.
Action 6.	Reporting arrangements will incorporate the Director Quality and Safety Branch reporting to the health division executives within the department and the opportunity for branches within the health divisions to present to the committee on the implementation of the policy.
Action 7.	Add a Conflict Resolution process to the terms of reference under section 9.3 of the proposed terms of reference.

3. Correspondence

Received	Sender	Content Summary
01/6/06	Christine Petrie, Community Development Officer Bayside Health	Bayside Health's <i>Participation</i> newsletter. Articles include: encouraging open communication even in uncomfortable situations, national day of healing event at the Alfred, community input through committee structures, community advisory committee update, client directed goal setting in action, establishing a cultural diversity committee.
30/6/06	Vickie Kyriakopoulos DHS (Head Office) Maternity Services, Programs Branch	Consumer participation in the update process of the consumer website 'Having a Baby in Victoria'. Testing of the website is involving consumers of the Family Birth Centre of the Royal Women's Hospital
20/7/06	Megan Pricor Cochrane Consumers and Communication Review Group	Review of interventions for improving communication with people about their health, and promoting people's involvement in health care.
21/7/06	Sue Milner Disability Division, DHS	Invitation to submit an article to the next edition of the Health Promotion Strategies bulletin. The focus is on disability and we would write on the 'Doing it with us not for us' policy, the PMC and members with a disability focus.

Action 8.	The Cochrane Communication and Review Group will email an invitation to join the Researching Consumer Participation (email) Network to the Department of Human Services. The department will forward the invitation to the Participation Monitoring Committee members electronically for their individual response.
Action 9.	The Department of Human Services will write an article with Edward Manuel (committee member) and submit through the department's approval processes to the Health Promotion Strategies bulletin editorial committee.

4. General Business

4.1 Participate in Health Conference

General discussion on the conference themes and format included:

- the primary keynote speaker should be a consumer, carer or community representative
- a wall to collect stories about people's experiences of participation, involvement in projects, and/or how they have achieved the policy's priority actions. Ask contributors to identify locality and/or service that they are from.
- survey friends, network members, colleagues and/or staff of Participation Advisory Committee members to find out what they want from the conference

- venues to investigate include the William Angliss Institute of Tafe and the University of Melbourne's, Copland Theatre.
- speakers need to be provided with a clear brief and the organising committee should review a draft of the proposed presentation
- a session on 'how do health services engage with communities as compared to individuals'
- themes are fine but need to refine specific topics and target groups within the themes. For example, specify ethnic groups, Aboriginal organisations and strategies for involvement
- 'Pearls' sessions for learning and development and working through barriers. For example, specify a time limit, 45 minutes, and number of slides/questions to workshop
- need a strategy to attract new people to participation activities and the conference
- concurrent workshops and/or skill development sessions as well as hearing from the experts
- make sure we hear from different areas across the system, for example, primary health, community health, mental health, aged care, palliative care, acute, emergency, and the Department of Human Services.

Action 10. Evelyn Webster, Graeme Roberts and Libby Wilson volunteered to be the Participation Monitoring Committee representatives on the Conference Organising Committee. The organising committee for the conference is a sub-committee of the Participation Monitoring Committee.

Action 11. Take comments from the discussion by the Participation Monitoring Committee to the Conference Organising Committee for their consideration.

4.2 Second Set of Performance Indicators

Agenda item deferred to next meeting.

4.3 Monitoring and Evaluation strategies

Agenda item deferred to next meeting.

4.4 Priority Actions

Agenda item deferred to next meeting.

5. Business Arising

No business arising.

6. Meeting closed

The Chair closed the meeting at 3:00pm and thanked members for their participation.

Next Meeting

Monday 25 September 2006

Level 17

Room 17:22 (Lonsdale Street end of building, turn right inside entrance foyer, continue past kitchen)

50 Lonsdale Street

1:00pm to 3:00pm