

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 24 September 2007

1:00pm – 3:00pm

Present

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Debbie Zauder (Consumer, Monash Division of GPs), 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), Cath Harmer (Quality and Safety Branch, DHS), Linda Sorrell (Southern Health), Robin Ould (The Asthma Foundation Vic), Craig Stanbridge (Sunraysia Community Health Services Inc.), Anne Frost (proxy for Janet Laverick, Primary Health Branch, DHS), Sophie Hill (Cochrane Consumers & Communication Review Group), Mary Draper (Royal Women's Hospital), Maria Bohan (Carers Victoria), Michele Braid (Council of the Ageing), Caroline Clarke (Medical Directors & Royal Children's Hospital), Panayiota Romios for Tony McBride (Health Issues Centre), Chris Faulkner for Jan Snell (Regional Directors DHS & Barwon South Western Region DHS), and Janet Laverick (Primary Health Branch, DHS).

Chair: Mary Draper

Apologies

Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Vera Boston (North Yarra Community Health Inc.), Melanie Fraser (Office of the Health Services Commissioner), Gillian Webb (The University of Melbourne), Peter McMahon (Carer), Alison McMillan (Quality and Safety Branch, DHS), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Jan Child (Metropolitan DONs & Peninsula Health), Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic) and Edward Manuel (Consumer).

Resignation

Craig Stanbridge, CEO, Sunraysia Community Health Services, *Craig has a clash with commitments in Mildura and unfortunately has had to resign. This also means he has resigned from the Participation Performance Indicator subcommittee.*

1. Welcome

The Chair welcomed Maria Bohan (Carers Victoria), Michele Braid (Council of the Ageing), Panayiota Romios for Tony McBride (Health Issues Centre), Chris Faulkner for Jan Snell (Regional Directors DHS & Barwon South Western Region DHS) to their first meeting; and presenters Kathy Simons (Victorian Quality Council) and Lauren Cordwall (Health Issues Centre) to the meeting.

2. Report from the Department of Human Services & Services

Presenter apologies: Geoff Lavender, Director, Rural and Regional Health Services Branch, DHS *The person to fill his position has been invited to the November meeting (Geoff is moving positions to lead the Programs Branch of the Department)*

Presenter: Lauren Cordwall, Health Issues Centre

Topic: Consumer Nominee Program

The Consumer Nominee Program objectives are:

- To advertise opportunities for consumers to participate in state-wide advisory committees and other related consultation mechanisms
- To encourage consumers to nominate for committees and consultations
- To make nominations of consumers for committees and consultations
- To provide training and support for consumers involved on committees

This program is run by the Health Issues Centre and funded by the Department of Human Services.

Discussion followed the presentation on:

- the barriers to participation on Department of Human Services committees;
- forms of participation other than on committees;
- mentoring programs between consumers experienced in working with the Department and those new to the Department;
- to remind the Department that if they access consumers from other sources that these consumers can use the training and resources of the Consumer Nominee Program.

Presenter: Janet Laverick, Director, Primary Health Branch, Department of Human Services
(*NB. Janet is a member of the committee*)

Topic: Consumer, carer and community engagement

The Primary Health Branch has long been supportive of and promoted consumer, carer and community participation. This is evident across a range of programs including Primary Care Partnerships, Nurse Oncall, Care in Your Community and the Aboriginal Health Promotion and Chronic Care Partnerships. The branch has worked successfully with its own Primary Health Consumer, Carer and Community Advisory Committee and service providers such as stand alone Community Health Services have boards whose members are comprised of 50% elected community members. Currently the branch has engaged the Australian Institute of Primary Care to work with them to develop 'A way forward for consumer, carer and community engagement in primary health, 2007-2010'.

Discussion ensued around the idea that it would be good to ask the consumers on the branch's advisory committee how they think they are involved.

Presenter: Kathy Simons, Victorian Quality Council

Topic: Communicating with Consumers: An evidence informed approach to improving communication and participation in health care.

The projects aim was to extend the concept of evidence-based decision making to improve communication. The project comprised of a partnership between the Victorian Quality Council and the:

- Cochrane Consumer & Communication Review Group
- Northern Health – Broadmeadows Health Service
- Royal Women's Hospital
- Southern Health – Dandenong Hospital

Each site identified an issue for improvement

- Communication about admission for surgery
- Communication and decision making about vaginal birth after a previous caesarean section
- Communicating with culturally and linguistically diverse consumers in the emergency department.

The Cochrane Consumer & Communication Review Group undertook the literature search and identified the best-available evidence for each communication issue and proposed approach. This evidence then provided the basis for selecting a strategy to improve communication.

In discussing the reports on the above project the committee raised the following considerations:

- the report is not accessible to the community in a hard copy format only electronically;
- some sections could be pulled out and provided in tip sheet formats for consumers;
- a targeted mail out to the participation resource networks of the health services and community health services should occur;
- promote *Table 1. Interventions for communication and participation* to Community Advisory Committees.

Action 1. The committee members thanked the presenters for their presentations and requested that the presentations be made available to the public on the <http://www.health.vic.gov.au/consumer/> website.

Action 2. The committee asked that the Department consider its advice in relation to the Consumer Nominee Program when discussing item 4.4 on the committee's agenda.

Action 3. The committee asked the suggestions raised in relation to the Victorian Quality Council be directed back to the council for their consideration and action.

3. Minutes

The minutes of the previous meeting held on Monday 23 July 2007 were accepted as a true and accurate account of the meeting.

Approved. The committee members approved the minutes of the meeting held on Monday 23 July 2007 as a true and accurate record of the meeting.

Action 4. The minutes of the meeting of Monday 23 July 2007 are to be placed on the website <http://www.health.vic.gov.au/consumer/>

4. General Business

4.1 Second Set of Performance Indicators: Participation Performance Indicator Subcommittee

The Participation Performance Indicator Subcommittee has met twice during the intervening period of committee meetings. Mary Draper is the chair of the subcommittee and provided the following report back to the committee:

- Development plan has been revised and updated and is now expected to report back on a second set of indicators in July 2008 to the committee
- Mapping exercise across mental health, residential aged care, children's hospital services, community health and health services has commenced
- The Department is seeking literature review
- Second set of indicators will try to evolve along the continuum of indicators of processes to impact (short-term outcomes).

The committee identified that they would like to ensure that the indicators are practical and minimal in relation to reporting and would welcome them being piloted at health services prior to implementation across all health services.

Action 5. The literature review should be circulated to committee members.

4.2 Evaluating Effectiveness of Participation projects

The Department and several committee members who attended the learning session held on 14 August 2007 reported back that the session was very useful for informing future participation evaluation work, health services would like the funding to be offered again in future years and are keen to hear the outcomes of the funded projects.

The learning session explored what health services learnt in developing their designs, how support from the Cochrane Consumers and Communication Review Group can be used, and insights from the subcommittee of the Participation Advisory Committee to the Department of Human Services who reviewed the submissions.

The session aimed to better equip participants with: an understanding of using Controlled Before and After study designs to evaluate quality improvement interventions; ways to use and access evidence based findings; approaches for completing a Department of Human Services submission (Expression of Interest) process; and learning from the reviewers' perspective.

<p>Action 6. Committee members were directed to the website: http://www.health.vic.gov.au/consumer/conferences.htm to review the presentations made at the learning session and are reminded that the four funded projects will be presented on at the Monday 26 November 2007 committee meeting.</p>
--

4.3 Evaluation of legislatively required Community Advisory Committees

Interviews have been held and the Tender Review Committee has made its selection. The approval process is now occurring regarding financial and legal checks on the selected organisation. This process will take approximately four weeks to complete.

The Department will send notification to the 19 health services involved in the evaluation of the pending appointment of the evaluator, the type of information they should be providing as part of the evaluation and for each health service to nominate a person to form the Evaluation Advisory Committee to oversee the project with the Department.

<p>Action 7. The Department to continue to update the committee on the progress of the evaluation of legislatively required Community Advisory Committees.</p>

4.4 Improving how the Department of Human Services involves consumers, carers and community members on advisory and ministerial committees

The review of processes used by the Department to work with consumers, carers and community members on Departmental Advisory Committees conducted by the Health Issues Centre in 2006 was tabled for discussion and comment.

The committee noted that the report was an audit of processes and that a comprehensive review should include consultation with consumers, carers and community members on such committees. Recommendations made by the committee included: changes should be relevant to the process of policy development; incorporate practical tools to assist Department staff, experts on committees and consumers, carers and community members to work together forming partnerships; and should not be limited to the use of committees as the sole participation strategy.

<p>Action 8. Committee members to email final comments and advice to be incorporated into a briefing document to go to the Department's Executive no later than Friday 5 October 2007. Emails should be sent to catherine.harmer@dhs.vic.gov.au</p>

5. Business arising

No further business was raised.

6. Meeting closed

The Chair closed the meeting at 3:00pm.

Next Meeting

Monday 26 November 2007

Level 17

Room 17:22

(Lonsdale Street end of building, turn right inside entrance foyer,
continue past kitchen and the room is to your right)

50 Lonsdale Street

1:00pm to 3:00pm