

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 25 May 2009

1:00pm – 3:00pm

Present

Debbie Zauder (Consumer, Monash Division of GPs), 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), 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), Michael Janssen (Health Issues Centre), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Janet Laverick (Primary Health Branch, DHS), Beth Wilson (Health Services Commissioner), and Raelene Lesniowska (Improving Care for Aboriginal and Torres Strait Islander Patients program DHS-St Vincent's Health).

Chair: Mary Draper

Apologies

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Sophie Hill (Cochrane Consumers & Communication Review Group), Maria Bohan (Carers Victoria), Patricia Reeve (Council of the Ageing) and Jan Child (Metropolitan DONs & Peninsula Health).

Attendance

Tony McBride (Consultant), Tere Dawson (Health Issues Centre), Melanie Fraser (Office Health Services' Commissioner), Leanne Andrews (Improving Care for Aboriginal and Torres Strait Islander Patients program, DHS), Steve Ballard (Aboriginal Affairs, DHS), Joyce Goh (Mental Health Division, DHS) and Keir Saltmarsh (Mental Health Division, DHS).

1. Welcome

The Chair welcomed all members to the meeting, particularly those in attendance to report to the committee on specific projects and programs.

2. Report(s)

There were two reports from the Department of Human Services. Firstly, from the Aboriginal Affairs, Improving Care for Aboriginal and Torres Strait Islander Patients program and secondly, from the Mental Health Division.

2.1 Improving Care for Aboriginal and Torres Strait Islander Patients program (ICAP)

The establishment of ICAP was in response to the assessment that the 2005 Koori Health Liaison Officer (KHLO) program was not able to meet the health needs of Aboriginal and Torres Strait Islander's (ATSI) across the system. Specifically the need to engage at an executive officer level as well as at an individual care level was paramount.

ICAP aims to make ATSI people's health everybody's business. ATSI people's health is now a high priority both nationally and at the state level through the *National Partnership on Closing the Gap in Indigenous Health Outcomes* initiative. The *2009-10 Budget* will provide \$47 million over four years to:

- promote healthy lifestyle choices for Indigenous young people including smoking cessation and healthy transitions to adulthood;
- assist universal health services to become more culturally competent; and
- provide training to the clinical health workforce in Aboriginal Community Controlled Organisations and Community Health Services.

A review of ICAP will commence shortly and this will include:

- appropriateness of the four minimum reporting criteria
- assessment of different reporting criteria for individual services based on numbers of ATSI people cared for and treated
- discharge linking by a KHLO to an Aboriginal Health Controlled Organisation (case management)
- balancing burden of reporting with asking the necessary questions to obtain information which tells the Department 'what is happening' – patient experience and access to care and treatment.

Action 1: The committee offered to work with the Aboriginal Affairs unit of the Department to: further governance arrangements; promote Reconciliation Action Plans; promote Orbest Regional Health's Evaluating Effectiveness of Participation community feedback program, as a method for getting advice from ATSI people about health services received; and supporting KHLO assistance for completion of patient experience survey's by ATSI health consumers.

2.2 Strengthening consumer participation in Victoria's public mental health services – Action plan

The new 'Strengthening consumer participation in Victoria's public mental health services: Action plan' was presented to the committee. The plan renews mental health services' focus on consumer participation with the goal being:

... to improve both the quality and consumer experience of services through the active participation of consumers in the planning, development implementation, delivery and evaluation of public clinical mental health and PDRSS [Psychiatric Disability Rehabilitation and Support Services] services in Victoria. (p.11)

It references 'Doing it with us not for us' and establishes the policy context within key mental health state and federal documents. The plan outlines key consumer participation actions and lead stakeholder's areas of responsibility. The six strategies of the plan are:

1. Improve involvement of consumers in their treatment and care-assessment, care, monitoring and discharge planning.
2. Improve the availability of information and education on topics of importance to consumers.
3. Increase consumer participation in mental health and generalist community support services.
4. Increase consumer involvement in local service planning, delivery and evaluation, and the provision of support to sustain this participation.
5. Involve consumers in systemic planning, policy development and evaluation.
6. Promote mental health research, mental health information and good practices in consumer treatment, care, support and participation.

The committee members commended the plan. Further discussions raised the question as to whether the indicators are for articulate consumers and were the considerations of other, less articulate consumers, being heard. To access the plan go to:

<http://www.health.vic.gov.au/mentalhealth/consumer-participation/index.htm>.

Action 2. The committee invited the Mental Health Division representatives to attend one of the committee's meetings in 2010 to report on the implementation of the plan.
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3. Minutes

The minutes of 23 March 2009 were accepted.

Action 3. The minutes of 23 March 2009 were accepted and will be placed on the http://www.health.vic.gov.au/consumer/ website.
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4. General Business

4.1 Second set of performance indicators subcommittee.

The project consultants Tony McBride and Tere Dawson of the Health Issues Centre presented the final draft indicators. Committee members discussed the indicators and recommended that the third standard and its associated indicators be moved up to number two in the listing.

Committee member Evelyn Webster identified that she did not agree with the definition of consumer used in the report nor the policy. Evelyn believes the definition of 'consumer' should be 'current or past users' and not 'potential users of services'. Discussion ensued on this and the committee, in the majority, recommitted to the definition used in the policy and the indicator report.

Action 4. The draft report be referred to the project reference committee for final approval and submitted to the Department of Human Services and the Minister for Health for endorsement.
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4.2 Review of policy

The committee referred the discussion on the new terms of reference and the material reviewing the implementation of the policy presented at the October 2008 meeting to the July 2009 meeting.

Action 5. New terms of reference for the committee and a draft Strategic Direction 2010 -13 for 'Doing it with us not for us' be drafted by the Department of Human Services and tabled as the first agenda item at the committee's July 2009 meeting. Following deliberation at the meeting the committee will make a recommendation to the Minister for Health regarding the second term of the Participation Advisory Committee and its role in advising on the implementation of 'Doing it with us not for us'.
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4.3 Participate in Health Conference – *'My story matters'*

The first meeting of the conference organising committee with the organising body, Health Issues Centre, was on 15 May 2009. Consumer member and committee representative Rita Bloomfield attended as well as staff from the Department's sponsoring branches. The organising committee decided a similar format to the first conference be adopted with amendments based on the evaluation feedback of participants from the first conference.

Action 6. Update on conference organisation accepted.

4.4 Evaluating Effectiveness of Participation projects update

No update provided.

4.5 Quality of Care Report guidelines 2008-09

The 2008-09 Quality of Care Report guidelines were presented to committee members. These guidelines incorporate committee recommendations made at the March committee meeting.

Action 7. The Quality of Care Reporting guidelines 2008-09 can be downloaded from <http://www.health.vic.gov.au/consumer/pubs/index.htm>.

4.6 New Members

Item deferred for discussion at the July committee meeting under proposed agenda item 1 New Committee considerations.

5. Business arising

5.1 Updates from committee members

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