

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 26 November 2007

1:00pm – 3:00pm

Present

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 (Melbourne Health), Robin Ould (The Asthma Foundation Vic), Sophie Hill (Cochrane Consumers & Communication Review Group), Mary Draper (Royal Women's Hospital), Tony McBride (Health Issues Centre), Jan Snell (Regional Directors DHS & Barwon South Western Region DHS), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Vera Boston (North Yarra Community Health Inc.), Beth Wilson (Health Services Commissioner), Alison McMillan (Quality and Safety Branch, DHS), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Jan Child (Metropolitan DONs & Peninsula Health) and Janet Laverick (Primary Health Branch, DHS).

Chair: Mary Draper

Apologies

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Maria Bohan (Carers Victoria), Michele Braid (Council of the Ageing), Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic) and Edward Manuel (Consumer).

Resignations

It was with regret that Caroline Clarke's (Medical Directors & Royal Children's Hospital), Gillian Webb's (The University of Melbourne), Peter McMahan's (Carer), and Melanie Fraser's (Office of the Health Services Commissioner) tendered resignations were accepted.

1. Welcome

The Chair welcomed Beth Wilson, the Health Services Commissioner, to her first meeting and Evaluating Effectiveness of Participation (EEP) project presenters:

- Sue Kirsas, Peter MacCallum Cancer Centre
- Peter Quin, Orbost Regional Health, University of Tasmania and Yarram & District Health Service
- Jodie Bateman, South West Health Psychiatric Services
- Sarah Moor, Moira Health Care Alliance & The University of Melbourne School of Rural Health
- Helen Dilkes, Cochrane Consumers and Communication Review Group

2. Report from the Department of Human Services & Health Services

Presenter apologies: Maree Guyatt, Director, Rural and Regional Health Services Branch, Department of Human Services

- **Presenter:** Sue Kirsa, Peter MacCallum Cancer Centre
EEP Project: *Improving medication safety through consumer partnerships during transitions from home to hospital and back again*
Research question: How can consumers best be empowered to participate in medication reconciliation process on admission and discharge from an acute care episode to reduce medication errors?

- **Presenter:** Peter Quin, Orbost Regional Health
EEP Project: *Conversations with the community: a dialogue model of community participation.*
Research question: Will a model of community participation that uses formalised capture and management of anecdotal data to nurture continuous dialogue between the health service and its community result in:

For staff:
 - a. An increase in formal attention to anecdotal input from clients and community:
 - b. In a more positive appraisal of the value of community input:
For the community:
 - a. A more positive appraisal of the value of passing on their comment to the service:
 - b. An increase in the number and range of community members providing input to the service?

- **Presenter:** Jodie Bateman, South West Health Psychiatric Services
EEP Project: *Both sides of the story*
Research question: To determine the impact of consumer and carer delivery of training ('Both sides of the story') on clinician attitude, confidence and satisfaction.

South West Healthcare Psychiatric Services Division strategic intent to improve participation at individual level of care:
 - Engagement of families in treatment planning
 - Consumer participation in treatment planningIt is hypothesised that the participation of consumers and their carers in delivering training to clinicians will bring about stronger changes in attitude, confidence and satisfaction than would family interventions training alone.

- **Presenter:** Sarah Moor, Moira Health Care Alliance & The University of Melbourne School of Rural Health
EEP Project: Nursing home case management and family or other carer involvement in residents' care
Research question: To evaluate the influence of nursing home case management on family (or other care-giver) involvement in the care of residents and family perceptions of nursing home care (including staff-family relationships).
Collaborators: Cobram District Hospital (Intervention site), Yarrawonga District health Service (Control site), Nathalia District Hospital & Numurkah District Hospital (Testing of data collection tools with consumers)

- **Presenter:** Helen Dilkes, Cochrane Consumers and Communication Review Group

EEP Project Support: Provision of support to all EEP projects

Current and ongoing CC&CRG support to EEP projects:

- **We are in contact** with EEP projects assisting with searches; and eliciting information to assist with construction of a Map.
- **Map** of EEP project interventions, outcomes and measurement tools - involves creating a picture/overview of what projects in the field are implementing, the expected benefits, and tools being used.
- **Our ongoing role** involves helping to clarify issues around studies' implementation; providing monthly bulletins; and assisting with report writing later.
- **28 March 2008 seminar** "What do you do when the evidence tells you something you don't want to know?"

Discussion followed each presentation with the arising key theme being *facilitation of the evidence based findings into practice*.

How best to promote, to Chief Executive Officers and key personnel, the evidence from the evaluations of these new models of care and service development based on consumer and carer participation?

How can the Department encourage the implementation of the evidence based findings of the EEP projects by health services?

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 and be attached to the Committee's minutes.

Action 2. The committee asked the Department to draft a communication plan for each project and submit for discussion at the next committee meeting and to the EEP projects for their consideration. The communication plan should focus on promotion of the projects throughout the Department and to the executives of health services. Dissemination and presentations of the EEP project findings is already incorporated into the EEP funding guidelines.

3. Minutes

The minutes of the previous meeting held on Monday 24 September 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 24 September 2007 as a true and accurate record of the meeting.

Action 3. The minutes of the meeting of Monday 24 September 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

Sub-committee Chair reported that no further work had been undertaken due to members being unable to attend scheduled meetings.

4.2 Evaluation of legislatively required Community Advisory Committees

Consultants are currently being appointed to conduct the Evaluation of the Community Advisory Committees to Boards of Victorian Public Health Services. The Department has notified the 19 health services involved in the evaluation of the type of information they should be providing to be evaluated. An Evaluation Advisory Committee has been established to overseeing the evaluation process with the Department and is scheduled to meet with the consultants on Thursday 13 December 2007. The Evaluation Advisory Committee is comprised of Community Advisory Committee members, Board members, Executive sponsors and Resource Officers. The Committee's representative on the Evaluation Advisory Committee is Mr Graeme Roberts. Graeme is also representing Northern Health.

Action 4. The Department to continue to update the committee on the progress of the evaluation of legislatively required Community Advisory Committees to Boards of Victorian Public Health Services.
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4.3 Improving how the Department of Human Services involves consumers, carers and community members on advisory and ministerial committees

The Department provided a copy of the survey sent to all Regional and Branch Directors of the Department in relation to the recommendations in the Health Issues Centre's report on participation processes for Department and Ministerial Advisory Committees (see attachment to the minutes). The survey responses will be collated and recommendations made to the Department's Executive on new processes to support participation across the Department in early 2008.

Action 5. Update on the endorsement and implementation of recommendations made to the Department's Executive to be provided at the next Committee meeting scheduled for Monday 25 February 2008.

5. Business arising

5.1 Patient Charter Review

The Department advised the Committee that under the current Australian Health Care Agreement 2003-08 (AHCA) a review of the Victorian Public Hospital Patient Charter ('the Charter') is required by Victoria. It also indicates a national review of Public Hospital Patient Charters be coordinated by the Australian Commission on Safety and Quality in Healthcare ('the Commission'). Both processes are underway and the Quality and Safety Branch is in communication with the Commission on their review and developing the Victorian review.

The Department invited the Committee to be a reviewer of the national draft Public Hospital Patient Charter as coordinated by the Commission and be involved in the review of the Victorian Public Hospital Patient Charter.

Action 6. The Committee is invited to participate in both processes through electronic correspondence to all members by the Department. A written response is anticipated in relation to the Commission's call for comments on their draft Public Hospital Patient Charter. This should be coordinated through the Quality and Safety Branch's secretariat support to the Committee, but clearly be the views of the Committee.
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5.2 Victorian Public Healthcare Awards

Committee members raised at the meeting that they would like to review the criteria for the:

- Victorian Public Healthcare Award for Excellence in Community Engagement
- Victorian Public Healthcare Award for Excellence in Consumer and Carer Participation
- The Premier's and Minister's Awards

New award

The Committee also recommended that there be an award given to a consumer, carer or community member for greatest contribution to a health service or the Department in improving health care or service development or delivery processes.

Action 7. The Director, Quality and Safety Branch be advised of the Committee's discussion on the awards and that representatives of the committee be included in any review of the Victorian Public Healthcare Awards.

5.3 Member updates

Tony McBride wished to thank the Secretary of the Department for signing the certificates of appreciation to be given out to consumers, carers and community members who have contributed their time and experience to the Department and health services through the Consumer Nominee Program.

Evelyn Webster advised that Karen McPeak has recently been appointed as the new Chief Executive Officer of Ranges Community Health Centre and will be commencing in late January 2008.

Vera Boston informed the Committee that North Yarra Community Health's Community Advisory Committee was being independently evaluated by the Health Issues Centre.

6. Meeting closed

The Chair closed the meeting at 3:15pm.

Next Meeting

Monday 25 February 2008

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