

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 27 November

1:00pm – 3:00pm

Present

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Debbie Zauder (Consumer, Australian Crohns and Colitis Association), Sophie Hill (Cochrane Consumers & Communication Review Group), Mary Draper (Royal Women's Hospital), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), 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), Cath Harmer (Quality and Safety Branch, DHS), Gillian Webb (The University of Melbourne), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Tony McBride (Health Issues Centre), Craig Stanbridge (Sunraysia Community Health Services Inc.), Vera Boston (North Yarra Community Health Inc.), Robin Ould (The Asthma Foundation Vic), Caroline Clarke (Royal Children's Hospital), Melanie Fraser (Office of the Health Services Commissioner)

Chair: Mary Draper

Apologies

Linda Sorrell (Southern Health), Libby Wilson (Peninsular Health), Jan Snell (Barwon South Western DHS), Alison McMillan (Quality and Safety Branch, DHS), Deborah Parnell (Council of the Ageing),

Resignation

Michael Summers, representing Carers Victoria, has resigned from his position at Carers Victoria and consequently the Participation Advisory Committee. The new Carers Victoria representative is Nilgun Yuncel.

1. Welcome

The Chair welcomed Craig Stanbridge, Chief Executive Officer of Sunraysia Community Health Services Incorporated to the committee.

2. Report from the Department of Human Services

Lea Pope, Acting Director, Programs Branch, Metropolitan Health and Aged Care Services Division of the department presented on *Consumer participation in the Victorian cancer reforms*. Lea's presentation gave a thorough overview of the development of the reforms, how and where consumers, carers and community members have been and are currently involved across the levels of the health system in the reform process.

Action 1. The committee members thanked the Acting Director for her presentation and requested that the presentation on *Consumer participation in the Victorian cancer reforms* be made available to the public on the <http://www.health.vic.gov.au/consumer/> website.

3. Minutes

The minutes of the previous meeting held on Monday 25 September 2006 were accepted as an accurate account of the meeting after an amendment to the 'date of the next meeting' was.

It was noted that Action 1 and 2 as recorded in the minutes of the meeting held on Monday 25 September 2006 were completed and the website has been updated and the name changed.

Approved. The committee members approved the minutes of the meeting held on Monday 25 September 2006, as a true and accurate record of the meeting.

Action 2. The minutes of the meetings are to be placed on the website <http://www.health.vic.gov.au/consumer/>

Action 3. Committee members were reminded to submit their biographies and that a photographer will be taking photographs at the March meeting to accompany each members biography to be placed on the above website.

4. Implementation Plan

Updates to the plan for the last quarter of 2006 and for 2007 were highlighted to the committee. The inclusion of a new evaluation activity: the evaluation of the effectiveness of the legislated community advisory committees was discussed. It was noted that several members of the committee would be involved in the scoping exercise for the evaluation being held between the department, Health Issues Centre, community advisory committee members and their health services.

It was raised that a plan and commitment to resources for consumer participation from the department in the community health setting was not apparent. Members also identified that funding for activities from the department was still based on different sectors of the health service system and not occurring as an integrated systemic activity.

The department reported that the Primary Health Branch was currently reviewing its response to 'Doing it with us not for us'. The response would be reported on through the schedule of departmental executives and directors reporting to the committee, as outlined in Table 7 of the Implementation Plan.

In relation to completion of 'Table 6: Participation data sources' within the plan the committee raised the need for a regular forum or medium through which health services, non-government organisations and the community could report on and highlight consumer, carer and community participation activities in response to the policy's priority actions.

In reviewing the Implementation Plan members also raised that awards for health services for excellence in working with consumers, carers and their community should be clearly linked to the policy 'Doing it with us not for us'.

Action 4. The plan is to be completed by the department and posted on the website <http://www.health.vic.gov.au/consumer/> in January 2007.

Action 5. The presentation on the Victorian Patient Satisfaction Monitor has been postponed until the March 2007 meeting of the committee.

Action 6. The thematic grouping of the committee members' comments identifying what they wanted to see achieved from the implementation of the policy, made at the 24 July 2006 meeting, was presented to the committee. The committee requested a further refinement of the items listed under the identified themes and that these items and themes should be reflected on annually to monitor the implementation of the policy.

Action 7. The committee will receive ongoing reports on the evaluation of the legislated community advisory committees. Committee members requested identification of diverse community membership of the community advisory committees; including Aboriginal and gay and lesbian membership.

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| Action 8. | The committee would like the department to develop a cohesive systemic approach to resources and support for consumer, carer and community participation in response to 'Doing it with us not for us'. |
| Action 9. | The committee recommended that the Victorian Public Healthcare Awards for 'Excellence in consumer and care participation' and 'Excellence in community engagement' both be clearly linked to 'Doing it with us not for us' over the period 2007-09. |
| Action 10. | The committee agreed that the biennial 'Participate in Health Conference', coordinated and resourced by the department, be promoted as the main forum through which the policy stakeholders can highlight consumer, carer and community participation activities in response to the policy's priority actions. |

5. General Business

5.1 Participate in Health Conference

The sub-committee reported that 70 conference registrations have been received to date. These are distributed across the policy stakeholder types: consumers and carers, health service providers and non-government organisations and government departments.

Workshop development is progressing well and the Program's Branch of the department coordinating Workshop 5 - Day 1 and Workshop 4 - Day 2 are planning to use the material developed at these workshops to assist in their ongoing work on consumer, carer and community participation.

The plenary sessions at the conference will use a variety of formats including: responding to submitted questions from conference delegates, discussion in relation to a story highlighting variation in standards from health professionals in the provision of care and treatment, and using psycho-drama to raise responses to the policy and areas requiring support for participation to occur.

Very few abstracts and stories have been submitted. The committee advocated for increasing promotion of the abstract and story submission process.

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| Action 11 | Committee members were asked to champion submission of abstracts and stories. |
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5.2 Second Set of Performance Indicators

The department proposed that the convening of a subcommittee to oversee the development of the second set of participation performance indicators, as outlined in the policy, be postponed until May 2007. This was suggested so that the other work being developed by the department (Evaluating Effectiveness of Participation projects, Community Advisory Committee Evaluation, Quality of Care Report Awards process and the Participate in Health Conference) could be implemented.

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| Action 12 | The establishment of the subcommittee to commence work on the refinement of the second set of participation performance indicators was postponed to the May 2007 meeting of the committee. Interested members are asked to review the discussion paper published on participation performance indicators as part of the policy's development. |
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5.3 Monitoring and Evaluation strategies: Evaluating Effectiveness of Participation projects

The department tabled an updated project brief on the Evaluating Effectiveness of Participation projects. The brief addressed the feedback made at the Monday 25 September 2006 meeting.

The department advised that a one-off grant would be provided to the Cochrane Consumers and Communication Review Group to support health services in developing submissions for the projects based on the principles of a Controlled Before-and-After study. The Cochrane Consumers and Communication Review Group outlined their role in supporting the development of submissions and the projects.

The content headings of the expression of interest guidelines for the projects were tabled and the formation of a sub-committee to assist the department in finalising the guidelines and reviewing submissions was discussed. Employees of health services and consumers and carers with links to health services that might apply for the funding were advised by the chair not to join the subcommittee.

- Action 13.** The committee accepted the project brief on the Evaluating Effectiveness of Participation projects.
- Action 14.** The subcommittee members for advising on the Evaluating Effectiveness of Participation projects will comprise Gillian Webb, Debbie Zauder, Sophie Hill, Anne Mitchell and Cath Harmer.
- Action 15.** The funding for the projects will be launched at the Participate in Health Conference: Making it Work in February by the Minister for Health.

6. Business arising

The Chair encouraged all members to attend and participate in the Participate in Health Conference: Making it Work on 22-23 February 2007.

7. Meeting closed

The Chair closed the meeting at 3:00pm and wished members a safe and happy festive season.

Next Meeting

Monday 26 March 2007

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