

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 28 May 2007

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), 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), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Tony McBride (Health Issues Centre), Alison McMillan (Quality and Safety Branch, DHS), Janet Laverick (Primary Health Branch, DHS) and Jan Child (Metropolitan DONs & Peninsula Health).

Chair: Mary Draper

Apologies

Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic), Edward Manuel (Consumer), Linda Sorrell (Southern Health), Nilgun Yuncel (Carers Victoria), Melanie Fraser (Office of the Health Services Commissioner), Gillian Webb (The University of Melbourne), Robin Ould (The Asthma Foundation Vic), Peter McMahon (Carer), Deborah Parnell (Council of the Ageing), Craig Stanbridge (Sunraysia Community Health Services Inc.), Vera Boston (North Yarra Community Health Inc.), Caroline Clarke (Medical Directors & Royal Children's Hospital), Jan Snell (Regional Directors DHS & Barwon South Western Region DHS).

1. Welcome

The Chair welcomed two new members to the committee: Janet Laverick (Primary Health Branch, DHS) and Jan Child (Metropolitan DONs & Peninsula Health).

2. Report from the Department of Human Services

Mary Swift, from the Access and Metropolitan Performance Branch of the Department of Human Services, reported on the Victorian Patient Satisfaction Monitor (VPSM). Through a mailed out survey, the VPSM monitors on an ongoing basis the level of adult consumer satisfaction with the care and services provided by the State's public acute and sub acute hospitals. The project is funded by the Department of Human Services, and administered under contract by an independent company. For the period 2005–2008, this company is UltraFeedback Pty Ltd.

In Year 5 (2005-06) the response rate was 40.5% with 16,771 completed surveys returned from 41,427 mailed out. A hospital's size, service configuration and location determine the number of surveys forwarded to its potential respondent group. The bracketed number in the table below is

the number of surveys mailed to potential respondents per year for each hospital in the identified category:

A1 Hospitals: (888)	Major teaching hospitals with the exclusion of the Royal Children's Hospital.
A2 Hospitals: (888)	Major teaching hospitals with a lesser range of specialised services than A1 hospitals.
B Hospitals: (444)	Medium sized suburban and regional/rural base hospitals.
C Hospitals: (444)	General hospitals in suburban and rural areas, which are generally smaller than Category B hospitals. Between 1,000 – 4,000 inpatients per Year.
D Hospitals: (222)	Area Hospitals with 500 – 1,000 inpatients per Year.
E Hospitals: (222)	Local Hospitals with less than 500 inpatients per Year.
M Hospitals: (222)	A Multipurpose Service (MPS) manages Commonwealth and State aged care, hospital and other health care services' funds. MPS organisations are established in remote or isolated rural communities, unable to maintain viable, separate aged care, hospital and other community services.
Z Hospitals: (222)	Sub-acute hospitals.

In addition to the six VPSM indices that comprise the Overall Care Index, the survey now includes the Consumer Participation Indicator (CPI). This indicator was developed as part of the *Doing it with us not for us* (2006) participation policy. The CPI provides an account of consumer self-assessed participation in their health care.

The three CPI statements are:

The opportunity to ask questions about your condition or treatment

The way staff involved you in decisions about your care

The willingness of hospital staff to listen to your health care problems

Hospitals are required to report to the Department on the standard of 'health care and treatment' and if 'improvements have been achieved over time' as measured by the CPI index.

For further information on the VPSM and annual reports please refer to the Internet site <http://www.health.vic.gov.au/patsat> and Attachment 1 to the minutes for a list of hospitals surveyed by category type.

<p>Action 1. The committee will be sent a copy of the 2006-07 VPSM Annual Report by the department for comment. Comments will be collected at the July meeting of the committee and will then be directed to the Access and Metropolitan Performance Branch of the department.</p>

3. Minutes

The minutes of the previous meeting held on Monday 26 March 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 26 March 2007 as a true and accurate record of the meeting.

Action 2. The minutes of the meeting of Monday 26 March 2007 are to be placed on the website <http://www.health.vic.gov.au/consumer/>

4. Implementation Plan

Members photographs were taken and these will be added to the biography section within the implementation plan document and placed on to the website.

Action 3. Photographs will be approved by individual members and the biography section of the implementation plan placed on the website <http://www.health.vic.gov.au/consumer/> . The photographer, Bernie Phelan, was thanked for his services.

5. General Business

5.1 Participate in Health Conference

The evaluation report on the conference was tabled at the meeting. Discussion canvassed the concept of structuring the 2009 conference around the four levels of the health care system that the policy addresses: individual care, program, organisational and department/government. The recommendations were approved with the exception of 'recommendation 4.' being altered and an additional recommendation added in relation to the speakers market.

Action 4. The committee thanked the Conference Organising Committee for their hard work in organising the conference and making it such a success.

Action 5. The evaluation report and its recommendations were accepted with the inclusion of:

Recommendation 4. Charge health service providers a minimal fee to attend but presenters, consumers and carers to remain free.

Recommendation 7. Speakers' market presenters to be provided with a brief that recommends they have at least two presenters to share the work; provide a concise overview of their project and initiate discussion points with each market stall group.

Action 6. The evaluation report is to be placed on the Internet site <http://www.health.vic.gov.au/consumer/>

5.2 Second Set of Performance Indicators

The draft development model for the second set of participation performance indicators was tabled at the committee meeting. The proposal was accepted with the following points being highlighted in discussion:

- need for specific sector indicators
- need for whole of health sector indicators
- focus on effectiveness not on processes being undertaken
- awareness of diversity issues and needs in relation to indicators and meeting indicator targets
- seeking out health services willing to trial the new indicators prior to implementation across the system.

<p>Action 7. A new sub-committee of the Participation Advisory Committee to work on the Second Set of Participation Performance Indicators is to be convened. Membership of the sub-committee will include: Jan Child, Mary Draper, Health Issues Centre staff member, Royal Children's Hospital staff member, Evelyn Webster and representatives from the areas of Mental Health, Primary Health, Aged Care and the Department of Human Services.</p>

5.3 Monitoring and Evaluation strategies: Evaluating Effectiveness of Participation projects

A total of eight submissions were received. Three in the metropolitan category, one in the regional/large rural category and four in the small rural health service category.

The EEP Review sub-committee met to review the submissions and the following recommendations for funding were made and accepted by the Director, Quality and Safety Branch, Department of Human Services:

- 1. Peter MacCallum Cancer Centre – Metropolitan Health Service Category**
Improving medication safety through consumer partnerships during transitions from the home to hospital and back again.
Addresses policy at: individual care level and program or department level
- 2. South West Healthcare, Psychiatric Services Division – Regional/Large Rural Health Service Category**
The impact of consumer and carer delivery of training on clinician attitude, confidence and competence in working in partnership with consumers and families.
Addresses policy at: individual care level and program or department level
- 3. Cobram District Hospital (Lead agency) & Yarrawonga District Health Service (Control group) - Small Rural Health Service Category**
Nursing home case management and family involvement in resident's care
Addresses policy at: program or department level and individual care level
- 4. Orbost Regional Health – Small Rural Health Services Category**
Conversations with the community: a dialogue model of community participation
Addresses policy at: health service organisational level

The Review Sub-committee noted that originally provision for funding two submissions in the Metropolitan Health Service Category had been planned but upon review of submissions against the selection criteria listed in the guidelines only one project was recommended for funding. However, the high quality of submissions in the Small Rural Health Service Category led to the sub-committee recommending two of these submissions be funded.

Feedback on the submissions is being provided to the funded and non-funded services. The workshop requested by health services at the EEP project briefing session is scheduled for Tuesday 14 August 2007 at 50 Lonsdale Street, Melbourne.

The first quarterly meeting of the EEP projects together with the subcommittee, Cochrane Consumers and Communication Review Group and the department is scheduled for Tuesday 17 July 2007.

Action 7. The committee commended all organisations who developed submissions for the EEP projects and congratulated those services whose projects were chosen to be funded.

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

The department provided a verbal report on the progress of the recommendations made in the discussion paper researched by the Health Issues Centre (commissioned by the Quality and Safety branch of the department) into how consumers, carers and community members are involved in advisory and ministerial committees.

In summary, the research identified there was no central point within the department where staff could find support for involving the public on these committees. Some branches had developed their own resources, ministerial committee guidelines were used but few staff new of the guidelines for advisory committees. Consistency in process was recommended and a centrally accessible support system for staff.

Action 8. The committee accepted the report and requested that the department update the committee on the outcomes of the recommendations at the 23 July 2007 meeting of the committee.

5.5 Evaluation of legislatively required Community Advisory Committees

The department reported that the evaluation had been approved by the Minister for Health, The Hon. Bronwyn Pike, and registered on the procurement teams list for tender.

The next stage will see the formation of a committee to develop the tender with the department, advertising of the tender and review of applications. The processes for government tenders will be followed and the committee will include a committee member, Community Advisory Committee members, staff from health services and the department.

Action 9. The department report to the committee at the next meeting on the progress of the tender process for the evaluation of the legislatively required Community Advisory Committees.

6. Business arising

The committee noted the correspondence from the Health Issues Centre on their training for consumers, carers and community members.

7. Meeting closed

The Chair closed the meeting at 3:05pm.

Next Meeting

Monday 23 July 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