

Participation in Your Health Service System

Policy Reference Committee Meeting

MINUTES - 16 February 2005

PRESENT:

Jenny Bartlett	Department of Human Services (DHS) Chief Clinical Advisor
Judy Rynhart	Consumer Representative – Rural
Graeme Roberts	Consumer Participant - Metropolitan
Cath Harmer	DHS, Senior Project Officer
Graham Ludecke	Community Advisory Committee Representative (Bayside Health)
Tony McBride	Health Issues Centre
Tracey Batten	Chief Executive Officers Representative (Eastern Health)
Lesley Thornton	Victorian Quality Council
Beth Wilson	Health Services Commissioner
Paul Butler	DHS, Primary & Community Health Branch
Robyn Ould	Asthma Foundation of Victoria
Robyn Humphries	Northern Area Mental Health
Sophie Hill	Cochrane Consumers & Communication Review Group
Dell Horey	Consumer Participant
Carol Makhoul	Consumer – CALD & Youth Representative
Phill Goulding	Community Advisory Committee Resource Officer representative, Royal Children's Hospital
Sue Kearney	Latrobe Regional Hospital (Proxy for Debra Cerusa)

Chair of meeting: Dr Jenny Bartlett

1. Welcome

Mr Phill Goulding was welcomed on to the committee as the representative of the Community Advisory Committee Resource Officers network.

2. Apologies:

Helen Kurincic (Melbourne Health Board Member (Deputy Chair)), Timothy Moore (Victorian Aboriginal Community Controlled Health Organisations), Jill Thompson (Council of the Aging Victoria), Ian Pollerd (DHS Regional and Rural Health), Trish Karadimos (Carer Representative), and Deborah Cerusa (Nursing Representative (Latrobe Regional Hospital)).

It was noted that Alan Blackwood (Multiple Sclerosis Society of Victoria) has resigned from the committee due to competing work commitments.

Action 1. Alan Blackwood's resignation was accepted.

3. PREVIOUS MINUTES

The minutes of the meeting of 19 January 2005 were accepted with the addition of apologies being noted from Mr Phill Goulding. The minutes were approved to go on to the website www.health.vic.gov.au/consumer/howto.htm.

4. GENERAL BUSINESS

4.1 Project Officer update

The report was presented and it was indicated that approximately 5 more services and/or community organisations had requested consultations. There is a good spread of service types and locations. Consumers and carers include people with chronic illnesses, parents of children, older persons, and some culturally and linguistically diverse groups. There is under representation of young people in the focus groups.

A verbal summary on the consultations held to date was provided and it was not possible at this stage to identify common themes or different issues for particular levels of the policy or sub-groups of those participating in the consultations.

Action 2. Project officer to consult with Reference Committee member representing young people and Royal Children's Hospital based member to identify other options.

4.2 Key Performance Indicator Advisory Group Report

A verbal report from the advisory group was provided that outlined the following key points of the work undertaken to date. The points also include suggestions raised by the Reference Committee during the report back session.

- A framework in which to base the indicators was being developed from the literature review
- Identified a large range of possible indicators that now need to be narrowed down to a group that meet the needs of the policy and the health services
- The aim should be to identify indicators that will build an evidence base on participation that is useful for the health services and the Department of Human Services to plan and improve health care.
- Indicators will need to include measures that are useful to the range of health services across the state.
- Issue of burden of reporting and data collection needs to be considered for health services.
- Department of Human Services is liaising with La Trobe University re investigation of identification of a sub-index of consumer participation from existing questions within the Victorian Patient Satisfaction Monitor.
- Need to address how we are going to identify change over a period of time.
- Investigation when piloting indicators will need to identify the meaning of a score on a state wide indicator. For example what does getting 80% mean in relation to that particular indicator and type of health service.
- Need to develop indicators with health services to meet their implementation and feedback needs and to target where resources need to go to improve services.
- Check if information and data is easily collectable. This could be done in discussion with the Reference Committee, as there is representation from a range of health services on the committee.
- Could trial with focus groups and integrate into the policy if time and resources permit.
- Indicators need to be based around the four levels that the policy is addressing: individual, ward, organisational and state (Department of Human Services).

Action 3. A one page overview of performance indicators to be provided with the minutes of the meeting to Reference Committee members.

Action 4. A presentation on the framework and possible indicators to be delivered to the Reference Committee at the meeting on 16 March 2005.

4.3 Priorities for the Policy: Reference Committee brainstorm

The priorities outlined in the attachment to the minutes will be considered by the Reference Committee along with those identified from the consultations with the health service providers, consumers, carers and community organisational staff.

- Action 5.** Notes from the brainstorm to be circulated to all Reference Committee members prior to the next meeting of the committee for comments and additions.
- Action 6.** The Reference Committee will review all identified priorities from the above list and the consultations at the end of the consultation period (11 April 2005) and recommend a final set for inclusion in the policy.

5. Other business arising

No other business was raised.

6. NEXT MEETING Wednesday 16 March 2005
1:00pm –2:30pm
Department of Human Services
Level 16, 555 Collins Street
Conference Room

7. MEETING CLOSED: 1.00 p.m.
