

Participation in Your Health Service System

Policy Reference Committee Meeting

MINUTES - 4 May 2005

PRESENT:

Jenny Bartlett	DHS, Chief Clinical Advisor (Chair)
Helen Kurincic	Melbourne Health Board Member (Deputy Chair))
Graeme Roberts	Consumer Participant - Metropolitan
Cath Harmer	DHS, Senior Project Officer
Graham Ludecke	Community Advisory Committee Representative (Bayside Health)
Tony McBride	Health Issues Centre
Sophie Hill	Cochrane Consumers & Communication Review Group
Phill Goulding	Community Advisory Committee Resource Officer representative, Royal Children's Hospital
Judy Rynhart	Consumer Representative – Rural
Beth Wilson	Health Services Commissioner
Dell Horey	Consumer Participant
Robyn Ould	Asthma Foundation of Victoria
Adele Hamlyn	DHS, Primary and Community Health Branch (proxy for Paul Butler)

Chair of meeting: Dr Jenny Bartlett

Noted by the chair that Carol Makhoul (Consumer – CALD & Youth Representative) will now be participating via email communication providing feedback on the agenda items and policy documents due to changes in her commitments.

1. Apologies

Trish Karadimos (Carer Representative), Timothy Moore (Victorian Aboriginal Community Controlled Health Organisations), Jill Thompson (Council of the Aging Victoria), Ian Pollerd (DHS Regional and Rural Health), Paul Butler (DHS, Primary & Community Health Branch), Deborah Cerasa (Nursing Representative (Latrobe Regional Hospital), Lesley Thornton (Victorian Quality Council), Robyn Humphries (Northern Area Mental Health), Tracey Batten (Chief Executive Officers Representative (Eastern Health)).

2. PREVIOUS MINUTES

The minutes of the meeting of 16 March 2005 were accepted and approved to go on to the website www.health.vic.gov.au/consumer/howto.htm.

3. GENERAL BUSINESS

3.1 Community Participation Plan Minimum Guidelines

Members of the Reference Committee individually submitted feedback on the draft of the Community Participation Plan Minimum Guidelines and in addition the following comments were made:

- the guidelines are an easy reference tool for community advisory committees
- section 5.1: need to include people with a disability in the definition here and in the final policy document
- section 5.3: needs to make clearer the responsibilities of the board members, ie. they are ultimately responsible for clinical governance and need to reference the new legislation in relation to health service boards
- section 6: need to include a definition of capacity, why it is important to build your participation capacity and point to section 9 having tips on where to find the evidence
- section 6: add in sentence on importance of *using* capacity and that for clinicians it is an enabler of treatment compliance
- section 6: should be about learning about the evidence of the benefits of participation and that this can come from clinical trials
- section 9: need to include Cochrane and other sources of evidence, see the Consultation Paper for sources, plus tips of asking Resource Officer and Health Issues Centre for support
- section 10.1: mention all Victorian citizens and add in 'young people' to list
- section 10.1: add in new tip on knowing the different needs of first time and long term users of your service
- section 10.1: add in a tip using local government data as well as health services demographic de-identified data
- Appendix 4: to include the headings of the other sections of a plan so that it becomes a complete template

Action 1. The comments of the Reference Committee to be incorporated into the document to become a final draft.

Action 2. The final draft to go out for comment to all Community Advisory Committees and on to the web site www.health.vic.gov.au/consumer.

3.2 Key Performance Indicator Advisory Group Report

The advisory group members presented the draft paper on key performance indicators. Reference Committee members were pleased with the progress of the paper and discussed how the paper would proceed to finalisation and publication.

With respect to the development of indicators it was noted that the Department of Human Services had been contacted regarding the determination of whether an individual level indicator of consumer participation could be identified as a sub-index of the Victorian Patient Satisfaction Monitor. This has been achieved and represents a notable advancement in reporting on participation using a reliable and valid measure.

Action 3. Comments on the key performance indicator paper from the Reference Committee members are to be sent to t.mcbride@healthissuescentre.edu.au by Friday 13 May.

Action 4. Advisory group to focus on table 5 and ensure that it matches with the Community Participation Plan minimum guidelines template in Appendix 4 and with the suggested policy framework.

Action 5. The paper on the determination of the subindex of consumer participation to be distributed to all Reference Committee members.

3.3 Future role of Reference Committee

This item was deferred to the next meeting where consideration to changing the terms of reference and inviting new participants should also be considered.

Action 6. The future role of the Reference Committee to be considered at the next meeting of the Reference Committee.

3.4 Project Officer update

The project officer spoke to the report and highlighted that 755 copies of the 800 copies printed of the report have been distributed to health services, community/consumer/carer organisations, primary care partnerships, community health services and within the department. Over 20 questionnaires (paper copies) have been received and the closing date for online submissions is the 4 May 2005.

The focus groups have been completed with a total of 27 groups held plus 4 telephone interviews with individuals unable to attend a group. Of the focus groups 16 were conducted in a metropolitan setting and 11 in rural or regional Victoria. In conducting all the consultations 12 were held with consumer/carer/community members; 13 were held with health service providers; 4 were held with community organisation staff; and 2 were held with department staff.

The Community Participation Plan minimum guidelines were rewritten as a 'How to Guide' and distributed to the Reference Committee prior to the meeting for comment.

Action 7. Project officers report was accepted by the Reference Committee.

Action 8. The Reference Committee thanked the Project Officer for the extensive distribution of the Consultation Paper; work on the minimum guidelines and in undertaking the focus group consultations.

Action 9. The Reference Committee asked that the notes from the focus group be distributed back to the attendees of the group and that they be thanked for their contribution.

4. Other business arising

4.1 'Participation by health consumers: the difference it makes'

The Cochrane Consumer and Communication Review Group has invited the Minister to launch their symposium 'Participation by health consumers: the difference it makes' on Friday 21 October. The purpose of the symposium is to stimulate interest in improving the evaluation of participation by consumers and carers at the individual, organisational and system levels. The department is assisting in the organisation of the symposium and will be hosting the event on Level 12 of 555 Collins Street.

4.2 Community Advisory Committee Conference

The Health Issues Centre's conference for community advisory committees has been moved to October and the Minister has been invited to open the conference. It will include presentations from community advisory committees about the work on participation that they have been engaged in.

4.3 3rd Australasian Conference on Safety and Quality

The Office of Chief Clinical Advisor of the Department of Human Services announced that it would be providing a scholarship for a consumer/carer/community member of each of the required Community Advisory Committees to attend the forthcoming conference on safety and quality. The health services are to be advised of this funding and to seek the nomination of a member of their Community Advisory Committee to attend this conference. The scholarship will be for \$2000 per member and the person attending must be a consumer, carer or

community member. Further information on the conference can be found at <http://www.sapmea.asn.au/conventions/aaqhc2005/index.html>.

- Action 10.** All Reference Committee members were invited to attend the 'Participation by health consumers: difference it makes' symposium.
- Action 11.** All Reference Committee members were invited to attend the Community Advisory Committee conference.
- Action 12.** The Reference Committee thanked the Chief Clinical Advisor for the participation scholarships to the 3rd Australasian Conference on Safety and Quality and commended this initiative.

5. NEXT MEETING

The next meeting date was rescheduled to permit the project worker time to assess the questionnaire feedback and provide an initial draft of the policy.

The meeting will be held on:

Wednesday 1 June 2005
1:00pm –2:30pm
Department of Human Services
Level 10, 589 Collins Street
Conference Room

6. **MEETING CLOSED:** 2.15 pm.
