

Participation in Your Health Service System

Policy Reference Committee Meeting

MINUTES - 15 DECEMBER 2004

PRESENT:

Helen Kurincic	Melbourne Health Board Member (Deputy Chair)
Deborah Cerusa	Nursing Representative (Latrobe Regional Hospital)
Cath Harmer	Department of Human Services (DHS) Project Officer
Marija Joyce	Community Advisory Committee Resource Officer Representative (Royal Women's Hospital)
Graham Ludecke	Community Advisory Committee Representative (Bayside Health)
Dell Horey	Consumer Participant
Carol Makhoul	Consumer – CALD & Youth Representative
Tony McBride	Health Issues Centre
Judy Rynhart	Consumer Representative – Rural
Tracey Batten	Chief Executive Officers Representative (Eastern Health)
Graeme Roberts	Consumer Participant
Lesley Thornton	Victorian Quality Council
Trish Karadimos	Carer Representative
Regina Kalb	Representing Ian Pollerd, DHS Regional and Rural Health
Lynn Griffin	Representing the Health Services Commissioner

Chair of meeting: Helen Kurincic

1. Apologies:

Jenny Bartlett (DHS (Chair)), Robyn Ould (Asthma Foundation of Vic), Alan Blackwood (Multiple Sclerosis Society), Timothy Moore (Victorian Aboriginal Community Controlled Health Organisations), Paul Butler (Primary & Community Health Branch, DHS), Beth Wilson (Health Services Commissioner), Jill Thompson (Council of the Aging Victoria), Robyn Humphries (Northern Area Mental Health), Sophie Hill (Cochrane Consumers & Communication Review Group) and Ian Pollerd (Regional and Rural Health, DHS)

2. PREVIOUS MINUTES

The minutes of the meeting of 20 October 2004 were accepted with a correction to the website address. The minutes were approved to go on to the website www.health.vic.gov.au/consumer/howto.htm.

3. GENERAL BUSINESS

3.1 Feedback on draft literature review

General comments included:

- Agree to project worker suggestion to do executive summary of recommendations for the policy to go out for consultation to health services and the community.
- Keep the content concise and use appendices for tables and lists. For example, move the lists of different principles of participation to an appendix and expand upon explanation of recommended principles.
- Move section 4 on the importance of participation to follow section 1.
- Barriers to be listed in the review should include distance for rural consumers and carers and the difficulties in integrating policy across the system.

Specific feedback was sought on the 'evidence' section of the review and to be compared to the format tabled in the paper by Crawford *et al.*¹ Feedback included:

- Change to the format of presentation of evidence as used by Crawford *et al* but to include the categorisation headings of 'process, impact and outcome' in the description and to change the column headed 'Form of involvement' to 'Participation type' using the types outlined earlier in the policy review document.
- Change the title of the document to reflect that it is a critical review and includes recommendations for the development of the policy.
- Place evidence tables in an appendix
- Do not include case studies in review of evidence.
- Describe examples of key evidence in the body of the document.
- Retain division of evidence across the levels of the policy.
- A consumer fact sheet of the reviewed evidence based on the table format presentation of this evidence could be developed to go on the Department of Human Services consumer website.

Action 1. Implement changes as outlined in the above feedback lists and submit a completed review to the committee by Tuesday 11 January 2005, for discussion at the committee meeting on Wednesday 19 January 2005.

Action 1.1 Confirmation of production of the proposed fact sheet to be deferred until assessment of the final review document in January 2005.

3.2 Values and principles to be recommended

Recommendations for change to the literature review on these sections included:

- Section 2 information on values should be amalgamated with section 5 on principles.
- Information should be presented as a statement followed by a list of the Department of Human Services values. Do not add another layer of values specifically for participation.
- A table of the principles of participation as identified from the literature review should be retained, but the values should be deleted from this table.
- Fact sheets for consumers on the principles could be developed to go on the Department of Human Services consumer website once the principles have been refined through consultation with health service providers and the community.

Action 2. Implement recommended changes as outlined above by Tuesday 11 January for discussion at the committee meeting on Wednesday 19 January.

Action 2.1 Confirmation of production of the fact sheet to be deferred until agreement on this section of the policy has been reached.

3.3 Promotion and marketing of policy

The promotion and marketing of the policy was deferred until the meeting in February 2005.

Action 3. Agenda 'Promotion and marketing of policy' item to the February 2005 committee meeting.

3.4 Resource requirements

The identification of resource requirements was deferred until the March meeting to look at the priorities identified through the consultation with service providers and community members.

Action 4. Agenda 'Resource requirements' item to the March 2005 committee meeting.

3.5 Evaluation strategy of policy implementation

A sub-committee has been formed to look at key performance indicators and the first meeting is being held on 15 December 2004. The membership of the sub-committee is comprised of Dell Horey (Reference Committee), Cath Harmer (Project Worker), Sophie Hill (Reference Committee), Tony McBride (Reference Committee), Lesley Thornton (Reference Committee), Sandy Robinson (Health Issues Centre), Jackie Kearney (Department of Human Services), Peter McNair (Department of Human Services), Mary Draper (Royal Women's Hospital), Christine Petrie (Bayside Health).

Based on the input from the sub-committee the Health Issues Centre have been contracted by the Department of Human Services to write a discussion paper with recommendations on key performance indicators linked to the four levels of the proposed policy. A draft discussion paper to the Reference Committee is due on 31 January 2005 and the draft discussion paper will be tabled at the 16 February committee meeting for comment. The final discussion paper and recommendations are due on 4 March 2005 to the Department of Human Services.

Action 5. Agenda draft discussion paper on key performance indicators of participation at the February 2005 committee meeting.

Action 5.1 Agenda final discussion paper on key performance indicators of participation at the March 2005 committee meeting.

3.6 Project Officer update

The Project Officer outlined that the literature review was not completed and thanked committee members for their input on the current draft.

The consultations regarding the development of minimum guidelines for Community Participation Plans for Community Advisory Committees has been extensive and included representatives from the five new regional Community Advisory Committees. The Project Officer raised the concept of developing a third draft of the minimum guidelines to take out to the two Community Advisory Committees that will be visited in early 2005 to complete the development process of the guidelines.

Promotion of the policy and training work by the Project Officer and Graham Roberts (Consumer Participant, Reference Committee) to Department of Human Services staff in the Programs Branch was noted.

Action 6. The development of a third draft of the minimum guidelines for Community Participation Plans to be used in final consultations in 2005 was approved.

4. Other business arising

Marija Joyce representing the Resource Officers of the Community Advisory Committee Network has resigned from her position at the Royal Women's Hospital and consequently will be leaving the Reference Committee.

Marija was thanked for her input into the Reference Committee and the development of the policy. The committee members would like to wish her all the best with her new position and highlighted her commitment to the development of the policy.

Action 7. The Department of Human Services will, in consultation with the departing Reference Committee member, invite another representative of the Resource Officers Community Advisory Committee Network to join the policy Reference Committee.

5. NEXT MEETING

Wednesday 19 January
1:00am –2:30pm
Department of Human Services
Level 16, 555 Collins Street
Conference Room

Action 8. List of meeting dates, venue and times to be distributed to all committee members by 23 December 2004.

6. MEETING CLOSED: 1.45 p.m.

Reference

1. Crawford M, Rutter D, Manley C, Weaver T, Bhui K, Fulop N, et al. Systematic review of involving patients in the planning and development of health care. *British Medical Journal* 2002;325(1263-doi:1136/bmj.325.7375.1263).