

C&C Experience

Consumer and carer experience of care and support Initiative

Bulletin 15 May 2008



Welcome to the e-bulletin of the *Consumer and Carer Experiences Pilot Project*. Building on the recommendations of the *Review of the 2003-2004 Victorian Survey*, the Project incorporates new ways of collecting information about experience of care, of feeding it back to staff and participants, and of facilitating consumer and carer involvement in service quality improvement. This DHS-funded project is collaboration between Victorian Mental Illness Awareness Council, the Network for Carers of people with a mental illness, Mental Health Services and DHS. The pilot project is being conducted over 2006-2008. The four Clinical and four PDRS sites participating in the project are listed below along with the key contacts representing your service on the Reference Group. If you have any enquiries you are able to contact your representative.

List of pilot sites

Clinical	Key contact
Eastern Health	Mark Thornett
Southern Health	Vrinda Edan
Ballarat Health	Tamara Irish
Bendigo Health	Lorraine Flynn
PDRS	Key contact
Prahran Mission	Mark Smith
Doutta Galla	Neville Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Cath Murphy

For further information, please contact the project managers: Ms Anna Crowley at anna.crowley@arafemi.org.au, Ph: 9810 9352 or Mr Lei Ning at projectmanager@vmiac.com.au Ph: 9387 8317

May update

CATI interviews and interviews

The Wallis Consulting Group is preparing the results of the telephone interviews, and is conducting the psychometric testing of the questionnaire instruments. CATI interviewers praised the survey participants for their cooperation and valuable input.

Consumer and carer project teams have finished the data analysis of the individual interviews. The reports of the individual interviews are in progress.

Focus groups

Focus groups with consumers and carers at each site have been completed. The project teams organised the focus groups at neutral venues to ensure the confidentiality of the participants. This independent inquiry about the experience of consumers and carers has resulted in meaningful discussions and constructive recommendations that can be easily translated into services quality improvement activities.

Planning actions to respond to the findings

Services can expect to receive reports from the project in the coming month. We anticipate that services will develop a range of ways of communicating the findings from the project to their respective consumer and carer communities. An important part of this initiative is to respond to the input of the participants. Pilot sites will be consulted on a newly developed action plan to further involve consumers and carers in their quality improvement activities to respond to the project findings.

Extension for the project teams

DHS expressed further commitment towards this initiative and the project teams. This pilot project is growing into an innovation with high expectations from all stakeholders. The future of this approach has been drafted into the green paper, *Because mental health matters*.