Present

Mary Draper (Chief Executive, Health Issues Centre), Keir Saltmarsh (Office of the Mental Health Complaints Commissioner), Robin Ould (Chief Executive Officer, The Asthma Foundation Victoria), Dr Mark Garwood (Medical Director, Western Health), Vikki Sinnott (Health and Wellbeing Strategy, Department of Health), Janet Compton (Chief Executive Officer, Northern Health), Demos Kroukos (Chief Executive Officer, North Richmond Community Health Service), Dr Grant Davies (Acting Health Services Commissioner), Graeme Roberts (Consumer, Bundoora Extended Care & Northern Health), Evelyn Webster (Consumer, Peninsula Health – Rosebud Community Committee), Dr Sophie Hill (Centre for Health Communication and Participation), Andrew Clarke (Consumer Partnerships and Quality Standards, Department of Health).

Chair: Mary Draper       Deputy Chair: Rita Bloomfield

Apologies

Lynne Coulson Barr (Mental Health Complaints Commissioner), Jan Child (Metropolitan DONs & Peninsula Health), Darren Clinch (Project Officer, Programs Aboriginal Health), Ellen-Jane Browne (Mental Health, Wellbeing and Ageing).

1. Welcome & announcements

Mary Draper (Chair) welcomed all to the meeting.

2. Minutes

The minutes of 2 June 2014 were accepted.

Action: The minutes of 2 June 2014 were accepted and will be placed on the http://www.health.vic.gov.au/consumer/ website.

3. Business Arising

3.1 Policy development

Brigid Clarke reported that the next steps in the planned policy development may be delayed while approval is sought to release the relevant evaluation documentation and consultation paper. The Department is entering a busy time as government departments approach the caretaker period prior to the State election in November this year. The committee accepted that this delay was expected, and made the following observations:

- the policy development should not be rushed, but planned and executed in a thorough manner
- the current interest of the health services should be utilised and momentum created by the evaluation of Doing it with us not for us should be maintained
- the Department should consider developing a ‘position statement’ to inform the health services of the next steps in light of the evaluation outcomes.
It is important to carefully consider the way the three strands of the policy: cultural competency, health literacy and consumer, carer and community participation can be best integrated into one policy document.

It was observed that the presence or absence of a policy is not the only driver for health services. Health services do what is important to them and matches their values and culture. There are things in the evaluation findings that may assist health services in doing those things that are important to them. It is imperative that the sector is informed of the planned actions and expected timelines. This can occur reasonably quickly, whereas preparing for consultation is a more involved and lengthy process.

**Action:** The Department will inform health services and the community about the next steps in the development of the new policy.

### 3.2 Health Literacy

Sophie Hill reported the progress of the health literacy and equity standards work. Sophie has completed the draft consultation report reorganising the report to reflect the way the Department structured its policy around consumers, carers and community, health professionals and workforce, health systems and organisations. Each section contains recommendations and implementation considerations. The implementation considerations are a synthesis of many of the practical ideas raised in the workshops, and oriented to actions involved in ‘doing’ the implementation.

Following review by the Department the draft will be circulated to the health literacy sub-committee for approval and to those who participated in the workshops for information. The report will then be brought to the PAC for endorsement.

**Actions:**

1. sub-committee members will be given the opportunity to comment on the paper before the sub-committee approves its presentation to the PAC
2. the Department will send the paper to participants of the consultation workshops for their information
3. the sub-committee will bring the paper to the next meeting of the PAC.

### 3.3 Victorian Healthcare Experience Survey

Mark Garwood provided an update on the first meeting of the VHES sub-committee held on 27 June 2014 and included a presentation by Flink labs (who are creating and managing the VHES web-portal) and Ipsos who is managing the VHES program for the Department. There was also some discussion about peer grouping for Victorian public hospitals.

The first round of results will be available to health services on 4 September 2014.

A meeting is scheduled for 22 September 2014 at which training will be provided in how to access health service reports. A meeting of the sub-committee will follow.

A period of discussion followed Mark’s report focussing on the purpose of the VHES, the way it is reported, the timeliness of reports, and the way the information is used by the health services to bring about changes in practice. It was highlighted that the VHES is only one tool that can be used as part of a ‘whole of system’ approach to establishing organisational wide values that engender the consumer centred behaviours and practices that are desired.

The meeting heard that consumer members of the sub-committee require more information about the VHES to enable their effective participation in the sub-committee.

**Action:** Brigid will ensure that the consumer members on the sub-committee are provided adequate information about the VHES to enable effective participation.

### 3.4 Conference 2015

Andrew Clarke updated the committee on the conference to launch the policy.

The plan to use a conference in April 2015 to launch the new policy now appears to be unrealistic due to: the extension in the term of the evaluation project, and now the perceived
impact of the November election on the prioritisation of work and information flow within the Department.
As a result it is suggested that the Department aim to launch the new policy around mid-2015.

4. New business

No new business was raised.

5. Updates by members

*Dr Grant Davies* – The Office of the Health Services Commissioner has changed its processes for handling complaints. Previously an assessment conciliation model has been used to investigate and resolve complaints. The office has adopted a shared team approach that decreases the touch points internally to improve the consumer experience by reducing the times they are asked to repeat their story.

Historically the Commissioner has not dealt further with issues that have been dealt with by the Australian Health Practitioner Regulation Agency (APHRA) that APHRA considered not to require further action. The Commissioner will now consider these issues once APHRA has finished its investigation, and is also considering conducting concurrent investigations of complaints against health professionals.

*Demos Kroukos* – Spoke about his experience of the Victorian Health Care Awards. Demos observed that in the past submissions he has read have not focussed strongly on patient experience but on practice change and rarely do submissions demonstrate a real consultation with consumers about the value that innovations have for consumers, but on organisational priorities. Demos suggested that the issue should be raised with the organiser of the awards.

6. Meeting closed

The Chair closed the meeting at 12:50pm.

7. Next Meeting

Monday 25 August 2014
Room 17.22, Level 17, 50 Lonsdale Street
11:00am to 1:00pm