1. **Welcome**

   Rita Bloomfield (Deputy Chair) welcomed all to the meeting.

2. **Minutes**

   The minutes of 24 February 2014 were accepted for placement on the website.

   **Action 1**


3. **Health literacy and information sub-committee**

   Sophie Hill (Chair of the Health literacy and Information sub-committee) reported on the health literacy and consumer health information policy statement development workshops conducted since the last Participation Advisory Committee meeting: two Melbourne metropolitan and seven in regional Victoria.

   The sub-committee also received a small number of written submissions.

   A draft report has been prepared using as a structure the Institute of Medicine’s (USA) template for *Ten attributes of health literate health care organizations*.

   The report describes the issues and needs and suggested actions at the:

   1. Department of Health
   2. Health service
   3. Community and community agencies (Primary Care Partnerships, Medical Locals and Non-Government Organisations)
The sub-committee are providing feedback on the report at a meeting later today 28 April 2014.

Arising from the workshops and submissions, the main areas of focus for the sub-committee will be:

- communication skills training for health professions
- consumer health information
- enhanced role for the Better Health Channel
- role of universities
- increasing the roles of consumers and carers as advocates in health services
- understanding the relationship between caring for a consumer and having access to information about the consumer that is relevant and necessary in providing care
- the need for simplicity in health information without 'dumbing it down' to a point where it loses its usefulness
- health professionals communicating clearly with each other is as much about health literacy as anything else.

Following feedback from the sub-committee, the health sector will be given the opportunity to provide feedback before presenting the final report and recommendations to the Participation Advisory Committee for endorsement and consideration of inclusion as part of a new consumer participation policy.

**Action 2:** The sub-committee will review the draft report and circulate to the health sector for comment.

### 4. Victorian Healthcare Experience Survey

The Department will establish a reference committee for the new Victorian Healthcare Experience Survey, which has replaced the Victorian Patient Satisfaction Monitor. The reference committee will function as a sub-committee of the Participation Advisory Committee, which will report to the Department of Health’s executive. Dr Mark Garwood and Evelyn Webster have offered to represent the Participation Advisory Committee on the sub-committee.

Currently the second month of a pilot survey is being undertaken using the five continuous survey questionnaires developed for adult and child inpatient and emergency department consumers, and the maternity client questionnaire. The survey proper will commence with the surveying of persons in these population groups who are discharged home during the period April to June 2014.

**Action 3:** The Department of Health will establish a Victorian Healthcare Experience Survey sub-committee of the Participation Advisory Committee and include Dr Mark Garwood and Evelyn Webster as representatives of the Participation Advisory Committee.

### 5. Evaluation of *Doing it with us not for us*

KPMG attended the last meeting and brought the committee up-to-date with the outcome of their analysis of the current state of consumer participation in Victoria, other Australian jurisdictions and selected international jurisdictions. They also sought the committee’s feedback on the evaluation strategy, which has been completed, and will be circulated to committee members.
KPMG has completed a survey of health services including Chief Executive Officers, senior executives, and consumers and carers who are associated with health services through the Consumer Advisory Committees and registries. KPMG has also surveyed Department of Health staff, and consumers and carers who are involved with Department of Health committees.

Currently KPMG is conducting a desktop review of all relevant documentation associated with the implementation of Doing it with us not for us, for example, the Quality of Care reports and Cultural Diversity Plans developed by health services. Department of Health policies are also being considered to see how they reflect the Doing it with us not for us policy.

The next step is for KPMG to conduct focus groups and one-on-one interviews at a number of selected sites in regional Victoria and metropolitan Melbourne to test the understanding of and the implementation of the policy, and capture how consumers and carers and those who implement the policy believe consumer participation might be enhanced and improved.

**Action 4:** The Department of Health to circulate final version of the evaluation strategy to the Participation Advisory Committee.

### 6. Conference 2015

The Department of Health intends to convene a conference in April 2015 with the primary focus on launching a new consumer participation policy.

Peak bodies from other Australian jurisdictions will be invited to attend and international keynote speakers will also be invited to speak on issues relevant to the direction of the new policy.

Rita Bloomfield and Demos Kroukos have volunteered to represent the committee on the conference development steering committee and the Department will invite quality managers and community advisory committee members from across Victoria to participate on the development committee.

**Action 5:** The Department of Health to invite quality managers and community advisory committee members to participate on the development steering committee.

### 7. Forum September 2014

Cath Harmer is working with Dr Heather Buchan (Director of Implementation Support, the Australian Commission on Safety and Quality in Health Care) to organise a forum on Monday 13 October 2014. Featuring Dr Dawn Stacey (School of Nursing and Scientist at the Ottawa Hospital Research Institute, Canada) and Professor Richard Thompson (Professor of Epidemiology & Public Health, Newcastle University, United Kingdom), the forum will focus on the topic of **Shared decision making**, which is part of the Doing it with us not for us definition of consumer participation.

### 8. Business arising

#### 8.1 Update from committee members

**Dr Grant Davies**

The Office of the Health Services Commissioner is designing and developing a new complaints resolution process it intends to implement from July 2014.

Lynn Coulson Barr has commenced her role as the new Mental Health Complaints Commissioner.

**Keir Saltmarsh**

The recent restructure of the Department of Health, has resulted in the re-establishment of the Mental Health Branch within the Mental Health, Wellbeing and Ageing Division. The Department of Health will circulate to members the new organisational chart.
**Graeme Roberts**
Northern Health completed its accreditation survey against the National Safety and Quality Health Service (NSQHS) Standards.

**Rita Bloomfield**
Goulburn Valley Health has likewise completed its accreditation survey against the NSQHS Standards. Standard 2 of the NSQHS Standards is a focus of much attention at Goulburn Valley Health, with members of the Community Consultative Committee being included in health service committees, for example, infection control, ethics, health literacy and cultural diversity.

**Dr Mark Garwood**
Western Health also completed its mid-cycle accreditation review last month and are awaiting the outcome report. In the last six months Western Health has recast their governance structure around patient experience and received some positive feedback from the surveyors.

**Evelyn Webster**
The Health Minister, the Hon. David Davis, MLC recently opened Stage two of the Mornington Centre. The centre is spacious and welcoming.

**Jan Child**
For their research a Masters student spoke with all the consumers and families six months prior to sub-acute care to ensure the design of the facility is well suited to dementia care. Two years ago one of the Community Advisory Committee members attended the Project Control Group (PCG) which prior to this had no consumer representation. The PCG has now changed its policy to invite consumers to be representatives.

**Dr Sophie Hill**
Whenever a Cochrane review is produced, a short summary called the Evidence Bulletin is sent around the sector. Two post-graduate students have been developing a method for writing evidence in the review in a structured way that relates to Victorian consumer participation policy settings. The next step is to meet with people from a health service to discuss what the implications of the evidence might be for their service and include a summary of their comments in the bulletin.

A review about to be released relates to a review of cultural competence education. This review was led by Lidia Horvat, Senior Policy Officer, Consumer Partnerships and Quality Standards, Department of Health. The review developed a conceptual framework for organising the information in this area, which is otherwise quite disorganised. This will be beneficial to health services that seek some guidance in evaluating their efforts in cultural competence education and training of their staff.

**Demos Kroukos**
Spoke about the potential impact of changes in the delivery of mental health and drug services in the community health sector, especially for those services that have been providing mental health and drug services over a long period-of-time, but will no longer be providers.

**Vikki Sinnott**
Opportunity to look at the National Safety and Quality Health Service Standards not only in how they relate to health services but also the work of the Department of Health with local government in terms of providing broader health related services. Local governments are being encouraged through the Healthy Together Communities program to see their work as being a major contributor to the health and wellbeing of their communities.

**Meeting closed**
The Chair closed the meeting at 12:50pm.

**Next Meeting**
Monday 2 June 2014  
Room 12.01, Level 12, 50 Lonsdale Street  
11:00am to 1:00pm