



Project News

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NEW INDICATORS FOR CONSUMER, CARER AND COMMUNITY PARTICIPATION

The Statewide Quality Branch of the Department of Human Services has commissioned Health Issues Centre to develop a comprehensive suite of consumer, carer and community performance indicators for Victorian health services.

The development of the performance indicators forms part of the requirements of the *Doing it with us and not for us* consumer, carer and community participation policy.

The policy includes an existing set of performance indicators that relate to governance, accountability and health care and treatment. Acute and sub-acute services have been reporting against these indicators in their Quality of Care Reports for the past few years.

However, the initial set of indicators did not apply to mental health, aged care and community health services, and they concentrated on processes, not outputs or outcomes.

NEW SUITE OF INDICATORS

The new indicators being developed will be broader and will include indicators for acute, sub-acute, mental health, aged care, community health and children's health services. They will also include indicators for outputs and outcomes, where possible.

The indicators will aim to support all Victorian health services in their work with consumers, carers and community members.

BULLETIN

This bulletin has been prepared to inform consumers, carers, health services and government departments about the development of the new set of indicators. You have been sent this bulletin as your role includes developing, implementing, monitoring or enhancing consumer, carer and community participation. A second bulletin will be available before Christmas and the final bulletin will be available in March 2009.

WHAT ARE INDICATORS?

Indicators are statistics or pieces of information that reflect the extent to which an anticipated outcome has been achieved. For example, an indicator for consumer, carer and community participation could be:

'A community participation plan has been developed and reports on the plan are being provided to the Department of Human Services annually'.

WHY ARE INDICATORS NEEDED FOR CONSUMER, CARER AND COMMUNITY PARTICIPATION?

Indicators can enable health services to systematically assess how effective they have been in their efforts to involve consumers, carers and community members in decision-making. Such decision-making may be in relation to an individual's treatment and care or it could be broader and focus on service planning, quality improvement, access or governance.

It is known that Victorian health services are undertaking significant work to involve consumers, carers and the community in decisions about their care and treatment, health policy and services and the overall wellbeing of the community. We envisage that these indicators will strengthen this existing work.

PROCESS TO DEVELOP THE NEW SUITE OF INDICATORS

- Stage 1: Consumer discussion group
- Stage 2: Literature review and mapping of existing indicators
- Stage 3: Development of a draft suite of indicators
- Stage 4: Consensus workshop with 100 stakeholders
- Stage 5: Indicators finalised

The project work is being guided by a multi-sector Reference Committee which reports to the Department's Participation Advisory Committee overseeing the implementation of *Doing it with us not for us*.

CONSENSUS WORKSHOP

This workshop will be held in February 2009. Representatives from your sector will be invited to provide input into the new suite of indicators. If you are interested in attending this consensus workshop email your details to info@healthissuescentre.org.au

HAVE YOUR SAY

The new indicators cannot be developed without input from the sector. To provide your input, click on the link below. This link will direct you to a short survey. The survey should take no more than 10 minutes to complete and is completely anonymous.

http://www.surveymonkey.com/s.aspx?sm=RjG076xze9CNkUvGrM2rHg_3d_3d

PROJECT TEAM

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| Lauren Cordwell | Coordinator of Consumer Participation, Health Issues Centre |
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CONTACT INFORMATION

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