



Project News

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NEW INDICATORS FOR CONSUMER, CARER AND COMMUNITY PARTICIPATION BULLETIN

This third bulletin has been prepared to inform consumers, carers, health services and Department of Human Services' staff about the project to develop a new set of participation indicators for health services in Victoria. You have been sent this bulletin as your role includes developing, implementing, monitoring or enhancing consumer, carer and community participation. This is the final newsletter for the project.

Below is a description of the project and its objectives.

CONSENSUS WORKSHOP

This workshop was held on Wednesday, 25 February 2009. Representatives from your sector were invited to provide input into the new suite of indicators.

Participants contributed via interactive sessions facilitated by Health Issues Centre and Global Learning and aided by computer-based technology (iMEET). The technology allowed participants to document their input and comments as the day progressed and real time voting took place.

The workshop was well attended with 56 participants from across all sectors, as well as the Reference Group. The workshop voting and small group discussions produced an enormous amount of valuable information. Much of the input and voting from the discussions was processed on the day by the Reference Group members and a report back given to the participants. The original 21 indicators were synthesised down to nine main indicators: these subsumed some indicators that were too specific and/or included some text contained in targets and measurements. Also following feedback from participants, some of the original 21 indicators were considered to be service standards (ie already legislated/required) and not indicators of consumer participation. These were eliminated from the list.

The evaluation via electronic survey after the event had an excellent response rate (76.8% or 43 of 56 participants). The evaluation was much more positive than negative and the workshop was seen as broadly successful. Responses were very positive about the facilitation of the workshop and the use of technology to record information and the real time voting. People appreciated the opportunity to meet with others from other sectors who were involved in consumer participation, as staff or consumers, and sharing in-depth conversations about key aspects of its meaningful implementation. Some improvements were recommended, eg some people thought facilitation and note-taking at the small group discussions could have been better supported. Some participants considered the work undertaken by the Reference Group to be too rushed. Lastly, the workshop aimed at achieving consensus about the suite of indicators but some participants considered that this was not achieved (esp. in regard to the details of the targets and measurements) considering the short time available to participants and the Reference Group.

Further work on the indicators is being undertaken by Health Issues Centre in collaboration with the Reference Group and based on the detailed input received at the workshop. One of

the main areas of work, given slightly different definitions in different sub-sectors, has been to try to agree on which of the indicators we will see as standards and which are actually indicators of those standards. Then using the feedback from the Workshop, we are aiming to produce a small but powerful set of final standards, linked to a set of appropriate quantitative indicators, where possible, and other associated qualitative targets and measures.

ABOUT THE PROJECT: 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.

The 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.

PROJECT TEAM

- Tony McBride CEO, Health Issues Centre
- Dr Tere Dawson Senior Project and Policy Coordinator, Health Issues Centre
- Dr Panayiota Romios Deputy CEO, Health Issues Centre (from February 2009)
- Pam Kennedy Director, QICSA, Australian Institute for Primary Care, La Trobe University
- Dr Ian Gardner Senior Research Fellow, Lincoln Centre for Research on Ageing, Australian Institute for Primary Care, La Trobe University
- Lauren Cordwell Coordinator, Consumer Participation, Health Issues Centre (until December 2008)

CONTACT INFORMATION

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