

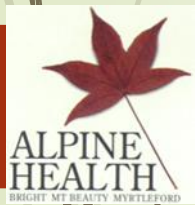
Partnering with Consumers @ Alpine Health

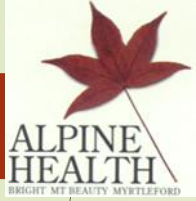
Community and Health Advisory Group Chair

Mr Peter Hopper-Bright

Ms Sue Howard-Myrtleford

Mr Nick Brown-Mt Beauty





Alpine Health-A Multi Purpose Service

What is a Multi-Purpose Health Service?

- ▶ A joint Commonwealth government/state initiative which aims to deliver a flexible and integrated health and aged care service for small rural and remote communities. MPS generally operate where there is:
 - ▶ an ageing population
 - ▶ a lack of, or limited, residential aged care accommodation
 - ▶ difficulty in sustaining stand alone health, community and aged care services.
- ▶ The MPHS Program provides the opportunity to 'pool' Commonwealth and state health and aged care funds allowing flexibility in the distribution of these funds across all health and aged care according to community need.
- ▶ An objective of the MPS delivery model is:
 - Improved community participation in the planning of local health and aged care services.



The CHAG

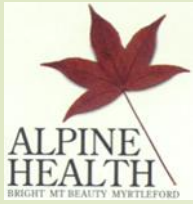
- ▶ Since 1997, Alpine Health has had 3 Community and Health Advisory Groups across the Alpine Shire. The CHAG meet in Bright, Myrtleford and Mount Beauty and are led by community members.
- ▶ Each Group is a committee appointed by the Alpine Health Board of Management.
- ▶ Consumer participation is an integral component of governance, service planning, health service delivery, evaluation, quality improvement and patient centred care.
- ▶ The CHAG assist Alpine Health to engage with and involve consumers, carers and community members in decisions about service operations, service planning and policy development

The CHAG CHARTER

- ▶ To provide advice and enable the integration of consumers, carers and community participation into health service operations including:
 1. Service planning
 2. Health service delivery
 3. Evaluation
 4. Quality improvement and
 5. Patient centred care
- ▶ To provide advice to Alpine Health on systems that are necessary for the organization to respond effectively to issues of disability, cultural, religious, linguistic and indigenous diversity
- ▶ To advocate to the Alpine Health Board of Management and where necessary the on behalf of the community, consumers and carers.

Service planning





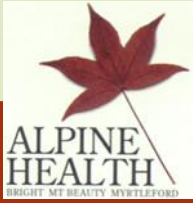
Corporate Planning Days



Feedback from evaluations process included:

- Invaluable to have a lot of voices from an extensive community
- Gave opportunity for all to have a say
- Good diversity

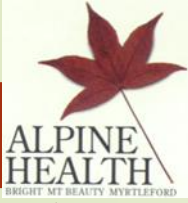





Community Participation in a Samoan Circle?

Facilitated sessions. Small group work to tackle priorities and set Corporate Plan for the upcoming year





Review Alpine Health and Alpine@Home Community Care Service consumer information as directed and provide recommendations in keeping with the *Checklist for Assessing Written Consumer Health Information*

 **Assessing Written Consumer Health Information**

CHECKLIST

The following checklist is to assist Alpine Health Staff and the Community and Health Advisory Group who are assessing the quality of written consumer health information.

Sections A, B and C are relevant to all such information.
Section D is relevant to products, such as pamphlets, that aim to help patients make decisions about their treatment and ongoing health care.

Document Name:..... Date:.....

Section A Presentation Please Circle

1. Is the print legible?	Yes	Unsure	No
2. Is it appropriate for the intended consumer group?	Yes	Unsure	No
3. Do the sections have clear headings?	Yes	Unsure	No
4. Is there suitable spacing between the individual sentences?	Yes	Unsure	No
5. Do the diagrams included provide useful information?	Yes	Unsure	No
6. Are the diagrams of an adequate size and labelled??	Yes	Unsure	No

Section B Language Please Circle

1. Is the language and tone used non-judgmental?	Yes	Unsure	No
2. Is the language used likely to be understood by the consumers who use it?	Yes	Unsure	No
3. Is the medical terminology, abbreviations, and jargon explained?	Yes	Unsure	No
4. Is it written in the second person (for example, 'you' instead of 'the patient')?	Yes	Unsure	No

Section C Content Please Circle

1. Are the aims or objectives of the product clearly stated?	Yes	Unsure	No
2. Is the intended audience clearly stated in the product?	Yes	Unsure	No
3. Is information presented in a sequence that is useful to consumers, that is, is the most useful information presented first? (This may not necessarily be a logical sequence)	Yes	Unsure	No
4. Is the information included in the product current?	Yes	Unsure	No
5. Is the evidence provided in the product referenced?	Yes	Unsure	No
6. Is the information presented in a balanced and non-biased way?	Yes	Unsure	No
7. Are there any omissions that the consumer needs to be aware of?	Yes	Unsure	No

CHAG members hold portfolio:

- Written Information for consumers
- Disability
- Cultural Responsiveness
- Aged Care

Advise on the community's expectations concerning the quality of service provided and on how this may be continually improved

- Creation of Alpine@Home –Home & Community Care, District Nursing, Package Care and Planned Activity Group. A partnership between Alpine Health and Alpine Shire following a recommendation from the community to CHAG



Make recommendations to Alpine Health and other health and community service agencies on health or community service matters of concern

A community concern highlighted the cost of radiotherapy for a local resident

\$333.33 per week for 6 weeks

The Victorian Radiotherapy Service Plan 2007 identifies the Hume region as the only Regional Integrated Cancer Service where the sole provider of radiotherapy is a private provider

Treatment Course	Other (6 weeks treatment, 4 daily fields) ←
Key financial terms	
Patient Medicare Refunds	<p>The Patient Medicare Refund applicable to a particular Treatment Invoice will be equal to the minimum amount that GenesisCare calculates you will be entitled to be reimbursed by Medicare in relation to that invoice. These amounts are set out in the Patient Payment Schedule attached.</p> <p>Generally, this will be an amount equal to:</p> <ul style="list-style-type: none">• the Medicare scheduled fee for the treatment covered by the Treatment Invoice; plus• 80% of the difference between the applicable schedule fee and the total amount of the Treatment Invoice. <p>Your Treatment Provider will be able to confirm the applicable scheduled fee in each case.</p>
Periodic payments (known as the 'Easy Pay Amount')	<p>You must pay to GenesisCare:</p> <p>\$ 333.33 weekly every Friday ←</p> <p>The first weekly payment is due on</p> <p>This amount may change if the details of your Treatment Course change with your consent, so that the overall cost of your treatment changes.</p>

Report and make recommendations to Alpine Health and other health and community service agencies on health or community service matters of concern

- ▶ A community concern regarding the cost of radiotherapy for members of Hume Region. CHAG have successfully lobbied for public access to cancer services.



Victorian Cancer Plan recommends *“an arrangement is sought for the provision of public outpatient radiotherapy services at the Wodonga facility”*. The time frame for this recommendation is within the 2009-2011 Victoria’s Cancer Action Plan.

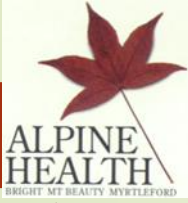
**Aldo Rolfo CEO of Radiotherapy Oncology Victoria-
Guest Speaker at CHAG meeting in 2014**

Extraordinary CHAG meeting with invited guests 2015

- ▶ Lobbying Issues-Access to public cancers services and Community Aged Care Packages

Dr Craig Underhill Cathy McGowan MP and Tim McCurdy MP respond to CHAG concerns





Provide advice on the development, implementation, monitoring and evaluation of the Alpine Health:

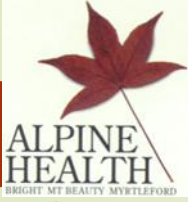
- Community Participation Plan
- Cultural Responsiveness Plan and the
- Disability Action Plan

in order to increase Alpine Health's effectiveness in its response to issues including disability, cultural, religious, linguistic, indigenous and diversity

Cultural Responsiveness Plan

- Chris Thorne educates CHAG -Annual Guest Speaker. CHAG recommend staff Cultural Competency Training to Consumer Participation Plan
- CHAG have developed a relationship with a regional ATSI health service to provide guidance on how to assess the needs of the local ATSI community. Bright P-12 College Aboriginal and Torres Strait Islander
- **Accreditation Recommendation**-*"Standard statements should accompany ATSI flags"*





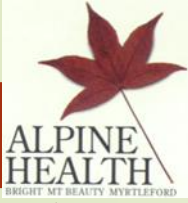
Increase Alpine Health's effectiveness in its response to issues including disability

- Alpine Health receives a donation of \$40K +
- CHAG advice sought regarding how it should be spent
- Transport access has been an issue on the Disability Action Plan
- Ovens Valley Specialist Medical Transport Service is created to provide access to specialist medical appointments
- Alpine Health purchase two cars and develop a partnership between Community Accessibility Inc., Alpine Health & Gateway Health
- Volunteers drive the clients to their appointments



PICC line expense for Cancer Patients

- The issue raised by the District Nursing Service regarding the cost of consumables such as PICC packs and dressings. One Alpine Shire resident is paying \$155 per month for dressings while having chemotherapy.
- A PICC line (peripherally inserted central catheter) is a form of intravenous access that can be used for long chemotherapy regimens.
- Weekly dressing and a PICC stabiliser.
- These consumables are not subsidised but the Government, Medicare Benefits Schedule or the Pharmaceutical safety net.
- These dressings can be needed for months at a time especially if the patient has a recurring cancer.
- This is an added burden on cancer patients. CHAG successfully fundraised to financially support **all Alpine Shire residents with cancer** who have a PICC line



Do you have a community or health issue to flag? Bring it to CHAG

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