

# The CAC at GV Health

## The History

Margo Koskelainen



# CAC at GV Health

## Secrets of Success

- GV Health recognised the value of formal consumer participation in 2002.



# CAC at GV Health

## Secrets of Success

- Task Group by established by the Board to develop a framework to introduce consumer participation to GV Health.



- The framework included:
  - A detailed implementation plan
  - Terms of Reference
  - Budget
  - Structure
  - Communication with Board
    - Provision to develop a Consumer Participation Plan



# CAC at GV Health –

## Secrets of Success

### \*Importantly

- Decisions regarding the relationship with the Board of Directors were made.
  - Sub-committee of the Board

Other elements recommended by the Task Group were:

- A consumer as Chairperson
- Elected by the consumer members
- Only consumer members would have voting rights
- A dedicated Resource Officer with quarantined hours

# CAC at GV Health

## Secrets of Success

- The Board approved the Task Group recommendations and funded the establishment of the CCC [now CAC].

## Secrets of Success

- Set up - 2004:
  - Advertisements for consumer members in all the local papers and through rural networks.
- Recruitment was more successful by word of mouth



## Secrets of Success

- Support Set up:
  - Advertisements for a specific, dedicated Resource Officer in all local papers and through rural networks.



## Secrets of Success

- Set up – Board support:
- Board members were appointed to the CAC.
  - I served as a Board appointee for three years
  - On my retirement from the Board I applied for lay membership and retired from the CAC in 2015.

## Secrets of Success

- Consumers do make a difference to how Health Services provide care for our community.

# The CAC at GV Health

## - the Early Years

Rita Bloomfield



**GV**Health



# CAC at GV Health

## Secrets of Success

- The first formal Consumer Consultative Committee [CCC] meeting was January 2005



- The Task Force had established excellent foundation guidelines
- Membership comprised
  - 11 consumer members
  - 2 Board representatives
  - Key senior staff members including the CEO





- Most importantly:
  - A consumer chair
  - A Sitting Fee

# CAC at GV Health –

## Secrets of Success

- Education:
  - Health Issues Centre's consumer forums in Melbourne
  - National Conferences in Brisbane, Adelaide and Perth
  - International Conference in Melbourne





## Secrets of Success

- Encouraged to visit other Health Service's CAC's
  - Opportunities to hear the positive aspects and pitfalls of consumer participation



## Secrets of Success

- Role of the Resource Officer important for the consumers
  - Direct contact at GV Health
  - Providing information relevant to consumer participation

- Projects

- The red Tray Initiative
- Name badges
- Red Socks program
- Consumer publications
- Consultation to implement a Smoke Free Campus
- Annual Quality of Care Report

# CAC at GV Health

## Secrets of Success

- Tours of GV Health
  - Emergency Department
  - Hotel Services [Kitchen]
  - Clinical Skills Laboratory
  - MRI
  - Sanctuary



- Additional consumer committees
  - Infection Control
  - Ethics
  - Primary Care and Population Health
  - Signage

# CAC at GV Health

## Secrets of Success

- Active consumer participation continues at GV Health



# The CAC at GV Health

- the last Five Years

Wendy Hunt



# CAC at GV Health

## Secrets of Success

- Has been operating continuously now for 11 years
- Board still supports a CAC Resource Officer and quarantined hours





- Have set KPI's for consumer members
- Lot of pressure on consumer members with the introduction of Standard 2 consumer requirements





- Consumers now on more Governance Committees
- Annual consumer “Patient Centred Care” Award initiated

# CAC at GV Health –

## Secrets of Success

- More consumers supported to attend consumer fora /workshops each year
- GV Health service presentations have evolved into a one hour workshop with all GV Health consumers invited to attend



# CAC at GV Health

## Secrets of Success

- Victorian Clinical Governance Framework
- GV Health's Patient Centred Care Campaign
- GV Health's Disability Action Plan
- GV Health's Master Plan Business Case
- Advanced Care Planning
- Health Literacy
- Annual Quality of Care Report



- GV Health CAC members appointed by the Minister to the Department of Health to the GV Health Redevelopment Advisory Group