

CONSUMER ADVISORY COMMITTEE: Engagement plan 2021-2022

The purpose of the Consumer Advisory Committee is to ensure that EPC hears directly from and works in partnership with consumers, carers and potential consumers to improve the community palliative care services provided by EPC.

The role of the consumer on any EPC committee is to provide a consumer perspective on the issues discussed and any recommendations being made. Person centred care is a central part of any Committee's considerations

The Consumer Advisory Committee first met in April 2019, where the initial months focussed on awareness of EPC and general and information. As the committee has found its feet, the contribution has broadened. The group has quarterly meetings.

EPC is guided by the organisational values of Compassion, Dignity, Excellence and Partnering, along with the Consumer Partnering Models from Safer Care Victoria and the Health Issues Centre.

This Engagement Plan outlines the activities proposed through the Consumer Advisory Committee. They are categorised in three levels of influence: System Level, Service Level and a Direct Care (individual) level.

The plan documents Consumer Advisory Committee activities and provides a reviewing reference point.

Figure 1: Five domains of Partnering in healthcare



Partnering in healthcare for better care and outcomes, Safer Care Victoria. 2019, p 7.

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| Description | Activity | Progress | Support by | Outcome |
|---|---|---|---------------------|--|
| System Level: Consumers, carers, and communities participate in system-wide quality and safety improvement. EPC wishes to partner with consumers in clinical governance, organisational planning, projects and other initiatives. | May 2021: Consumer leadership of the Consumer Advisory Committee (CAC) | Deferred to August 2021 | | Aug 2021- Existing Chair re-selected for another 12 months |
| | May 2021: Consumer representative on the Clinical Governance Committee | Deferred to August 2021 | | Aug 2021- Current Consumer rep, re-selected for another 12 months |
| | 2021 EPC Accreditation | Participated in accreditation in March 2021 talking to the surveyors. | | March 2021- ACHS awarded EPC a MA (marked achievement) for the development of the CAC since 2019. |
| | 2021- EPC strategic planning | EPC strategic planning workshop on May 27 th 2021 with the external consultant who is working with EPC's Committee of Management | | May 2021-Worked through a number of key areas, contributing to word clarification, the focus on consumer and having community input across all levels of EPC |
| | Committee member feedback – 1:1 with chair | Deferred to 2022 | | Deferred due to ongoing Pandemic situation |
| | Consumer Advisory Committee section on EPC website | Commenced August 2021 | Quality Coordinator | |
| | May 2022: 2 nd yearly Group evaluation of committee effectiveness (as recommended at the initial HIC training) | | | |

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|--|---|--|--|---|
| System Level: | Consumer training | Being planned for mid 2022 | Quality Coordinator | |
| | Complaints overview | To be twice yearly item on agenda | Quality Coordinator | First tabled Nov 2021 |
| | Incident reporting overview | To commence in 2022 | Quality Coordinator | |
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| Service Level: EPC partners with consumers in various ways to reach decisions about the organisation and delivery of services, including through community advisory committees and working groups. Consumers provide feedback, ideas and personal experiences to drive change. | 2021: Carer section on EPC website | Developing Slowly (Nov 2021) | Manager HR& Communications; Quality Coordinator | |
| | Representation on different subcommittees/ projects | Aug 2021- EPC Ethics Committee are keen for a consumer rep. | Quality Coordinator | Dec 2021- Development of Consumer Advisor Role statements for Clinical Governance and Ethics Committees |
| | EPC Staff orientation video- what it's like to be a carer | Suggested by EPC Feb 2019 (preliminary CAC meetings) Deferred from 2020 to 2021 due to Covid-19 pandemic. Deferred again to 2022 due to pandemic | | |
| | EPC awareness of CAC i.e profiles in EPC staff areas (monthly rotation) | August 2021 Quality Update referenced CAC involvement in committees and seeking new members | Manager HR& Communications; Quality Coordinator | |

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| | CAC – presentation at Allied Health & Nursing forum. Deferred from 2020 due to Covid-19 pandemic | 2021 forums cancelled- defer to 2022 | | |
| | Staff champions | | | Bereavement Family Support workers have identified 2 people who joined the CAC |
| Direct Care: Consumers participate in their own healthcare, treatment, as do their family and carers. EPC enables and support consumers to be equal partners in their care. | Review of EPC symptom Management booklet | Started Nov 2019, deferred due to EPC Clinical work loads. Being addressed in 2021 | | Contributed to content revision. New version released October 2021 |
| | Consumer stories on what it is like to be a carer (recorded by EPC biography Volunteers) | stories for inclusion on new Care at home web page | Manager HR& Communications | Consumer stories in EPC newsletter June 2021; |
| | Community Conference (raised June 2019 meeting) | Planning Deferred until 2021; postponed until 2022/3 | Quality Coordinator | |
| | EPC Client/ carer information reviews | | Quality Coordinator | New catheter care leaflet developed and received CAC 'tick' in Feb 2021 Community Speakers program flier – Feb 2021 |
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