

TASMANIAN HEALTH CONSUMER ORGANISATION

IMPLEMENTATION ADVISORY GROUP – MEETING 1

MINUTES

2 October 2018, 89 Brisbane St, Hobart

Present: Leanne Wells (CHF), Chair, Bruce Levett (Tasmanian HCO), Sue Leitch (COTA), Simone Favelle (Carers Tasmania), Mathew Etherington (Consumer Representative), Jennie Parham (Consultant), Claire Hadolt (Consumer Representative), Graeme Lynch (Heart Foundation), Kate Griggs (Consumer Representative), Anita Campbell (Consumer Representative), Darren Jiggins (Consumer representative).

Presenters: Susan Power (Primary Health Tasmania), Ross Smith (Department of Health), Ian Bell (Department of Health).

Apologies: Klaus Baur (Flourish Tasmania), Penny Egan (Cancer Council Tasmania), Kym Goodes (TasCOSS), John Pauley (Consumer Representative)

<p>Item 1 Welcome and Introduction – Leanne Wells (Chair)</p>	<p>Introductory comments included:</p> <ul style="list-style-type: none">• General introductions around the table.• IAG membership is inclusive and incorporates representatives from stakeholder organisations and consumer advocates formally nominated and/or identified through a mix of channels such as the PHN Community Advisory Group, Flourish and CHF’s Youth Forum.• Welcomed representatives from the funding bodies (System Sponsors Group) to the inaugural meeting.• Introduced Bruce Levett who has recently been appointed as the Executive Officer of the Tasmanian HCO.• Detailed the journey from undertaking the original scoping work for a Tasmanian HCO in 2016 through to the Consumer Health Forum of Australia (CHF) being appointed the auspice body for the Tasmanian HCO. CHF will provide the administrative, advisory and governance support to the Tasmanian HCO, including recruiting the current Executive Officer, until such point that the Tasmanian HCO can be run independently reporting to a separate board.
<p>Item 2. Overview of Context and Objectives of the HCO – System Sponsors Group (SSG)</p> <p>Attachment: Terms of Reference SSG was tabled for information purposes.</p>	<p>Ross Smith, Deputy Secretary, Department of Health Ian Bell, Manager, Department of Health</p> <p>Outlined the State Government’s vision for the Tasmanian HCO which included:</p> <ul style="list-style-type: none">• Engage and incorporate consumer advice (unbiased, representative and at the level required to influence the

issue at hand) to the State policy, program and service development.

- Seek consumer engagement across a range of areas ranging from larger systems-based issues through to local service level-issues.
- Support the Department to improve its internal capability to engage with consumers including when to engage, what information to seek and what mechanism to employ to best seek consumer input.
- Bring a consumer voice to:
 - a range of public health reforms; and
 - on how to best deal with alternative policy and service delivery approaches.
- In the longer term, engage the consumer voice into the big public health debates and be proactive in advocating for continuous and progressive reform.
- The Department needs a consumer perspective on prevention, non- acute and community health reform more so than on acute health, where there has been a longer standing series of arrangements for consumer input

Comments from the IAF members included:

- Departments need to be respectful to the ability of small community-based organisations to provide timely advice.
- As the HCO is in its formative phase, it is important that it's focus is not on the public political debate and that it takes time to mature before moving in public advocacy. It can play an important role to influence departmental policies in the early phase.

Susan Power, Acting CEO Primary Health Tasmania

In addition to the above, the following points were added to the discussion:

- Acknowledge existing consumer input.
- The need to know how to elevate the consumer voice across all systems and policy levels.
- The Tasmanian HCO will provide learning opportunities for PHT to improve its capability to engage meaningfully and to better understand what best practice health care means within the Tasmanian setting
- Make the consumer / patient centred care more meaningful.
- Keep PHT accountable to the community.
- Independence for the Tasmanian HCO and the consumer voice is important.
- The Tasmanian HCO needs to build to a level of maturity to provide meaningful advocacy.

The IAG members acknowledged the commitment of Phil Edmondson (CEO PHT) in supporting the establishment of the

	Tasmanian HCO and for having the vision to initiate the initial scoping study.
<p>Item 3. Terms of Reference – IAG</p> <p>Attachment: Terms of Reference IAG tabled for discussion.</p>	<p>The Terms of Reference for the IAG was discussed and endorsed. It was noted that the purpose of the committee is primarily two-fold: to provide advice and support to CHF and the Executive Officer on establishment, and to provide advice on the staged implementation of a consumer panel.</p> <p>Key Actions:</p> <ol style="list-style-type: none"> 1. Incorporate a reference in the Terms of Reference to include an evaluation step on its effectiveness, to occur after the proposed Stakeholder Workshop. 2. Incorporate a reference to how the IAG will provide collective support to each other and a mechanism to manage difference of opinions within a safe environment. 3. Consideration be given to the need for a carer position on the IAG.
<p>Item 4. Principles and Ways of Working</p> <p>Attachment: Document summarising Principles</p>	<p>A document summarising the underlying the Principles and Ways of Working for the Tasmanian HCO was tabled and discussed.</p> <p>Actions:</p> <ol style="list-style-type: none"> 4. Include in the introduction commentary on why the organisation is being established. 5. Include an additional principle on the IAG and consequently the HCO will provide candid advice and advocacy. 6. Use this document as the basis for a communique that will provide a public update on the progress of the Tasmanian HCO.
<p>Item 5. Discussion of the establishment of a Consumer Panel</p> <p>Attachment: Draft Project Plan</p>	<p>The Project Plan for the establishment of an inaugural consumer panel was tabled and included a proposed timeline, messaging, position descriptions and EOI.</p> <p>It was agreed that the organisation is not yet in a position to formally advertise publicly for consumers to be appointed on a Consumer Panel as the organisation does not have:</p> <ul style="list-style-type: none"> • the resources to implement the recruitment process, or • the appropriate policies to support, mentor or train applicants. <p>It was agreed that the proposed timeline was also unrealistic given the December holiday break and the resources available to implement it.</p> <p>It was agreed that a preferred approach would be to seek interest from consumers via the IAG membership and other relevant and strategic channels to determine a cohort of consumers interested in becoming involved in the HCO in various ways. This process may identify a small cohort of consumers with the necessary skills who</p>

	<p>could form a network or pool of consumers, as well as a small cohort who could form a small panel of consumer advocates available for committee representation in time. It will also help build a database of an interested community of consumers.</p> <p>Actions:</p> <ol style="list-style-type: none"> 7. Incorporate into the communicate a section that invites those who may like to be involved in the Tasmanian HCO and provide options to get an indication on the level or range of support they may wish to provide. 8. Consider a small survey that establishes level of interest (ranging from being kept informed to more active involvement) 9. Use the responses from the communicate to <ol style="list-style-type: none"> a. build a mailing list of interested persons, and b. identify a potential cohort of consumers that will form a network of consumers. 10. In conjunction with the DoH, TPH and THS, develop an initial list of placements that are ready for consumer representation.
<p>Item 6. Stakeholder Workshop</p> <p>Attachment: Draft Agenda</p>	<p>This item was deferred to the next meeting.</p>
<p>Item 7 Other Business</p>	<p>It was agreed that the next meeting be scheduled to occur between the next 4 to 6 weeks.</p>