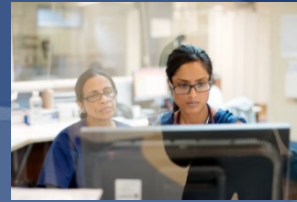


# Our strategies to involve consumers in committees beyond the CAC



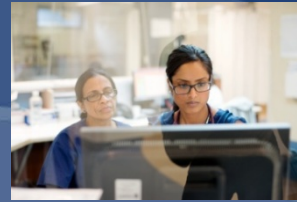
2013 & 2014 Premier's Health Service of the Year



# Let's start with the Community Advisory Committee (CAC)

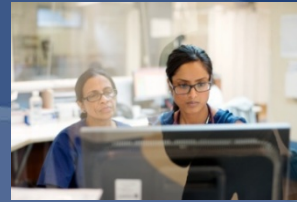
- Nine community members who are active and engaged
- Robust recruitment process
- Ongoing training and support





# Consumers on clinical governance committees

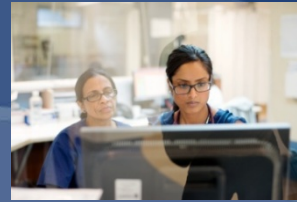
- Board Quality
- Expert Advisory Committees (on 12 of 15)
- Program Quality & Strategy Committees
- Carrot vs stick



# Consumers on redesign committees

- Specialist Clinics
- Surgery 2015
- Rehabilitation and Geriatric Evaluation Management

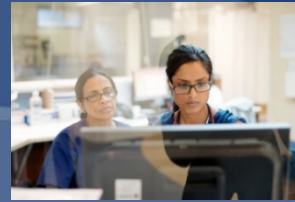




# Consumers on planning committees

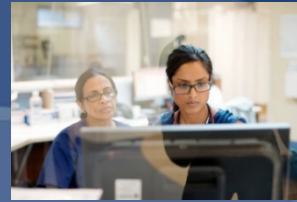
- Healesville Redevelopment Liaison Group and Stakeholder Engagement Steering Committee
- Consumers on user groups
- Consumer Participation in Planning Practice guideline under development





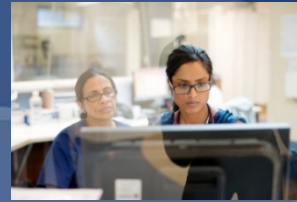
# Consumer Information Committee

- Established August 2014
- Five consumers who meet monthly
- New practice guideline and method of recording and storing consumer information
- CAC involvement in *Quality of Care Report*



# Consumers on research and 'other' committees

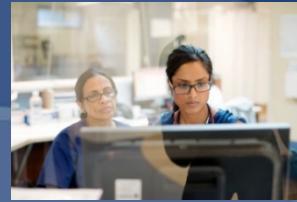
- Steering Committee for NHMRC partnership grant
- Integrate research project
- Projects: Health Assistants Nursing, musculoskeletal physiotherapy, women and children practice guidelines, falls project etc.



# How we've got consumers involved...and kept them!

- Multi-pronged recruitment:
  - Via consumer register
  - Advertising and targeted recruitment
- Orientation and support
- Building relationships: with staff and other consumers
- Financial support
- Broad staff acceptance and appreciation
- Making it an enjoyable experience





# Next steps

- More robust evaluation of consumer and staff experience
- Continuous recruitment to the consumer register
- Further consideration of diversity
- Ongoing promotion to staff
- Ongoing support and training