

Building a transformative Community Advisory Committee through a robust evaluation process

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Overview



1. RMH CAC
JOURNEY



2. EVALUATION
FRAMEWORK PILOT
2023



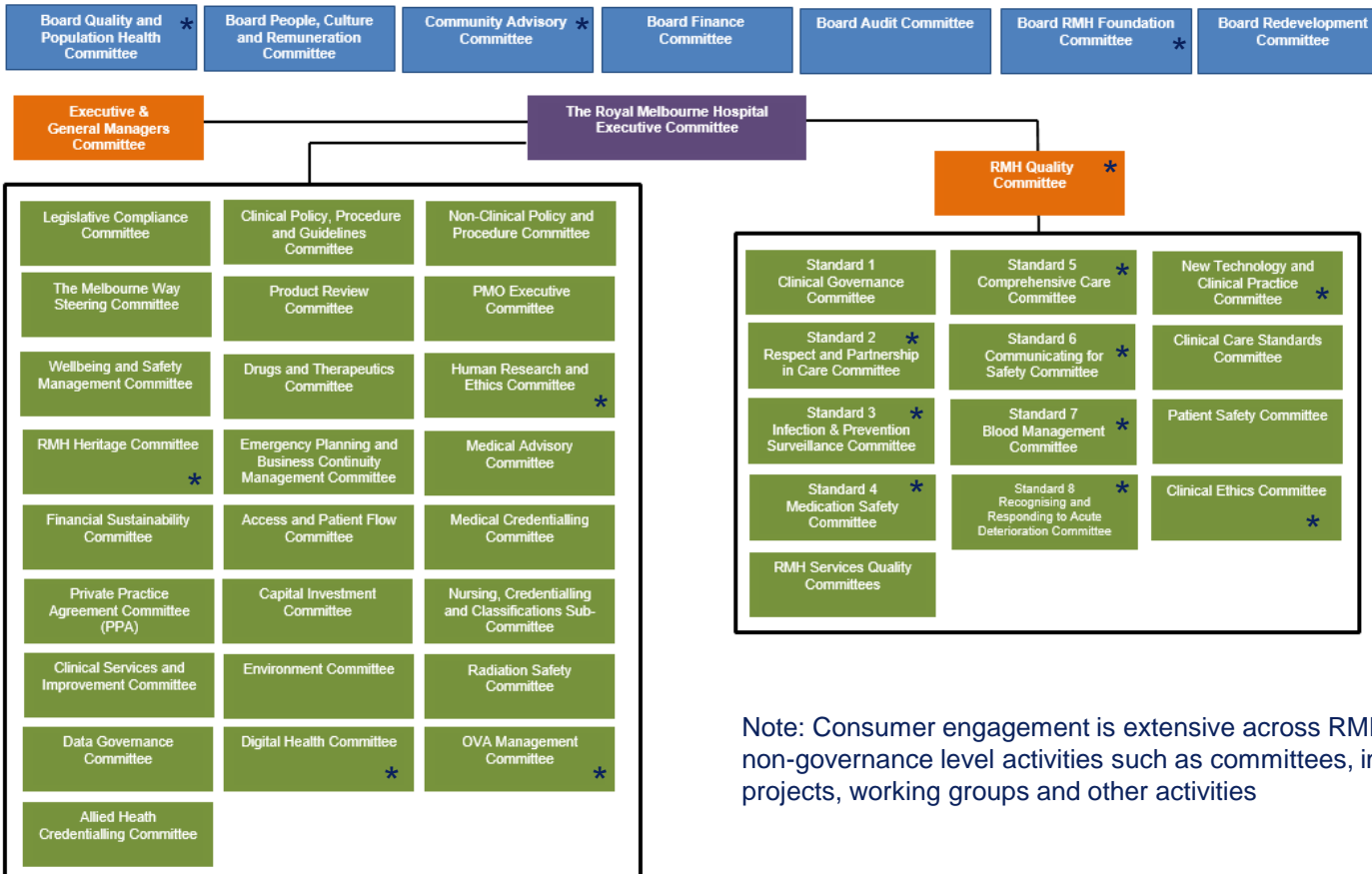
3. EVALUATION
OUTCOMES AND
FUTURE FOCUS

RMH CAC Journey

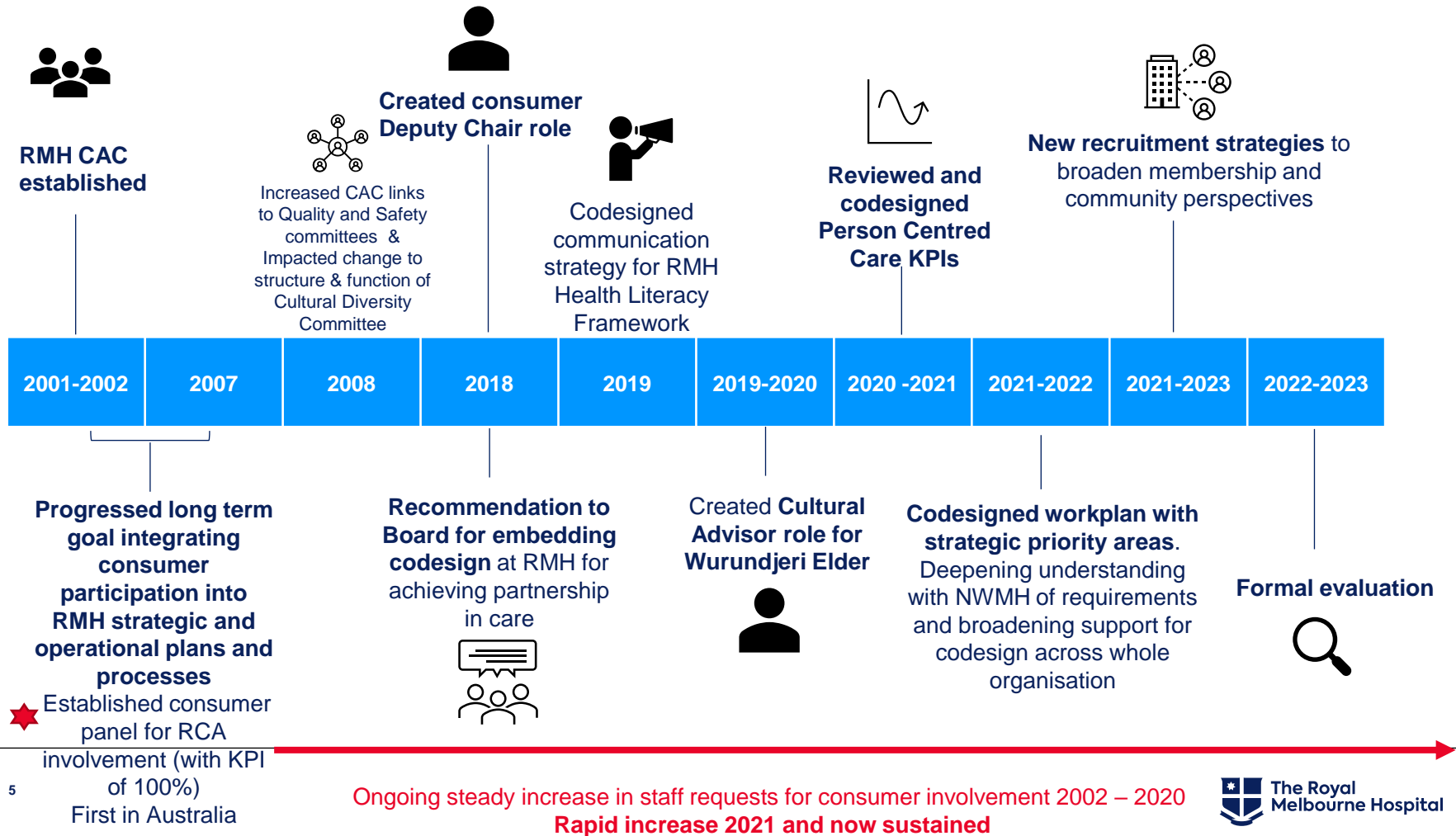


RMH Governance Structure

* Committees where a Consumer representative sits within the membership



Note: Consumer engagement is extensive across RMH, including other non-governance level activities such as committees, improvement projects, working groups and other activities



Evaluation Framework Pilot

Evaluation readiness

2022

- RMH CAC aware of need for strategic leap
- Health Issues Centre Pilot of Safer Care Victoria CAC Evaluation Framework v1
- Board and Senior leadership support

Evaluation methodology



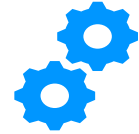
Established evaluation working group

50% consumers
50% staff



Program logic

Preparation workshops (HIC)



Stage 1

Determined RMH CAC need and purpose

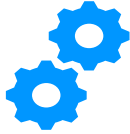
Completed **pre-evaluation logic model**

- Inputs
- Activities
- Outputs
- Impacts – short / medium / long-term
- Assumptions
- External factors / constraints

Program logic – pre data collection

Inputs	Activities	Outputs	Short-term impacts	Medium term impacts	Long term impacts
<ul style="list-style-type: none"> Chair Board Chair Deputy Chair 	<ul style="list-style-type: none"> Member recruitment Orientation Member training Nominate deputy Chair 	<ul style="list-style-type: none"> TOR Consumer / community member position description CAC self assessment and evaluation 	<ul style="list-style-type: none"> Understanding what are community needs and preferences for health services 	<ul style="list-style-type: none"> Inform the design and delivery of responsive health services that meet individual's and community needs 	<ul style="list-style-type: none"> Ensure the health service can respond to the needs of diverse communities
<ul style="list-style-type: none"> Consumer and community members 	<ul style="list-style-type: none"> Member connecting Consumer mentorship training 	<ul style="list-style-type: none"> Annual Workplan Report and presentation to Board 	<ul style="list-style-type: none"> Building organisation culture, capacity and capability for codesign 	<ul style="list-style-type: none"> Advice about codesign of services 	<ul style="list-style-type: none"> Better health outcomes and experiences for diverse communities
<ul style="list-style-type: none"> RMH staff: CEO, Exec Sponsor, Patient experience, Community Engagement 	<ul style="list-style-type: none"> Meetings Working groups Consumer-only pre-meetings Standing agenda item 	<ul style="list-style-type: none"> Advice to Board, Exec, other committees, community connections 	<ul style="list-style-type: none"> Influence awareness of patient story impact 	<ul style="list-style-type: none"> Advice about consultation and engagement with community 	
<ul style="list-style-type: none"> Budget Sitting fees 	<ul style="list-style-type: none"> Report to Board at AGM 	<ul style="list-style-type: none"> Involvement in RMH projects related to CAC priorities 		<ul style="list-style-type: none"> Influence the systems and processes for outcomes from patient stories 	
<ul style="list-style-type: none"> Other resources 	<ul style="list-style-type: none"> Annual self-assessment 	<ul style="list-style-type: none"> CAC briefing document for invited presenters 			
<ul style="list-style-type: none"> Vic Govt legislation 	<ul style="list-style-type: none"> Seek and discuss patient feedback and experience data and stories 	<ul style="list-style-type: none"> Increased community partnerships with stakeholders Presentations to external groups 	<div style="text-align: center;"> <p>Assumptions</p> <ul style="list-style-type: none"> •Board will act on advice provided by the CAC •Leadership and culture </div> <div style="text-align: right; margin-top: 20px;"> <p>External Factors/ Constraints</p> <ul style="list-style-type: none"> •Policy/ politics •Funding •Accreditation </div>		
<ul style="list-style-type: none"> SCV CAC Guide 	<ul style="list-style-type: none"> Support development of resources and processes for codesign training 	<ul style="list-style-type: none"> Advocate codesign Build consumer mentorship 			

Evaluation methodology



Stage 2

- Developed Evaluation questions 16 in total (process and impact)
- Developed Data Plan
 - Data collection over 4 months (Dec – end March'23)

Data Plan	Collection method
Document review	Distribute documents to evaluation team members
Consumer, carer, community member perspectives self-assessment	Framework survey tool – Evolving or Expert
Consumer, carer, community member perspectives - iterative post self assessment	Focus group
Staff perspectives	Focus group
Board perspectives	Interview with Chair and Board member by Deputy Chair
New CAC member perspectives	Focus group
All committee workshop	Workshop – 2 or 3 hrs, facilitated, blue sky thinking

RMH CAC evaluation results pre-workshop

Overall findings

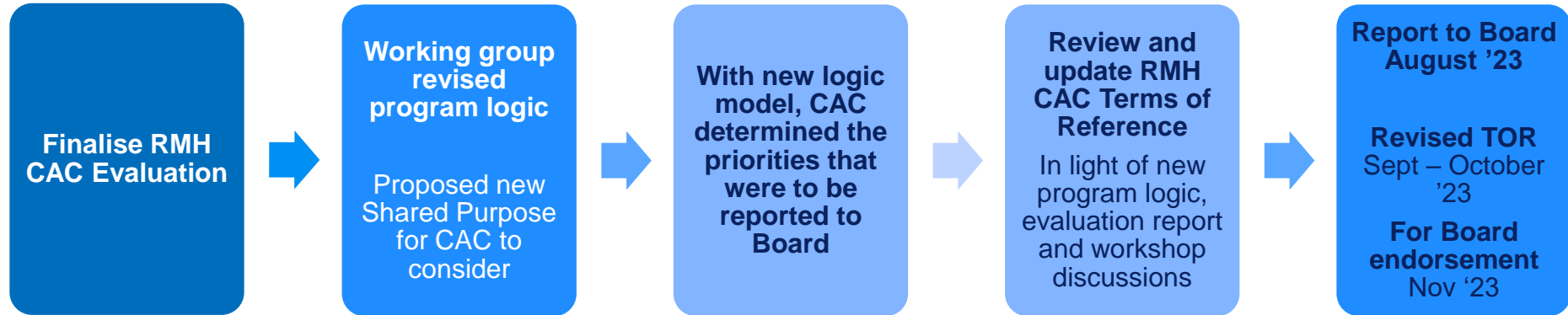
1. **Need to understand influence and impact** – stakeholder clarity of common goal for future success
2. **Early engagement essential** – codesign with earlier consumer engagement, strategic focus still not adequately achieved
3. **Communicate and celebrate** – the CAC purpose and journey, to build connections to patients, other consumers, committees and community
4. **Ongoing strengthening of inclusive and community based input to CAC membership and issues**
5. **Negotiate processes for success** – engaging dialogue, feedback loops, meeting structure, future focussed workplan

CAC Workshop



- **Facilitated** by Sarah Barter on behalf of Health Issues Centre
- **Introductory session:** optional session to introduce people (new committee members) and introduce concepts to be explored at full workshop
- **Full workshop:** to brainstorm and imagine the CAC of the future and its identity/ role in working with RMH to meet the needs of the community.
- **Structure:**
 - Background
 - Future State
 - Gap analysis
 - Where next

Post data collection process



Evaluation Outcomes

Evaluation outcomes



- **New Shared Purpose**
- **CAC to oversee a service wide Patient, Consumer, Carer and Community Engagement (PCCCE) Strategy for RMH**
- Positioning CAC to drive activities and outcomes that improve culture and support strategic planning decision making
- **Cocreate a multi-level person-centred health service that effectively engages** with consumers, carers and communities

RMH CAC Post Evaluation outcome – new shared purpose

CHANGE IDEAS FOR LOGIC

To *improve and embed the culture of engagement with consumers, carers and community* at Royal Melbourne Hospital

Influence the way everyone thinks about the person they are connecting with. This involves building awareness, understanding and worldview related to engaging with others.

Enablement of voices for strategic planning and codesign of health services

Meaningful partnerships within RMH (Board and senior leadership) and beyond to community

Incorporate consumers / carers into organisational Staff training - build and codesign at all levels

New reporting communication with Board

General communication strategy with organisation and public (profile raising)

Oversight / codesign of PCCCE strategy

Promoting conversations (stronger voices)

Review and build a CAC that is purpose driven, effective committee

Stronger links with governance and senior leadership / quality committees

Create networks, including broader RMH consumer register / network and into community

More focus on needs of diverse community

2023 – 2024 CAC priority actions post evaluation: *To improve and embed the culture of engagement*

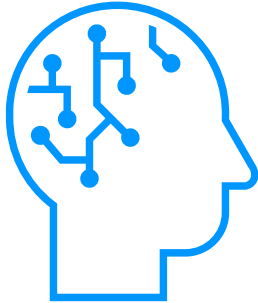
Action plan focus	6/12 focus By Mar 2024	12/12 focus By Dec 2024	KPIs
Building engagement worldview	<p>Revise CAC Terms of Reference to reflect post-evaluation purpose</p> <p>Oversight of <i>Patient Consumer Carer Community Engagement (PCCCE) Strategy</i></p>	<p>Create Communication Profile Plan to promote awareness across RMH of CAC</p> <p>Engage with committee chairs to build participation in annual Consumer Engagement Survey / Jointly analyse survey</p> <p>Support development of resources for codesign training (staff and consumers)</p>	<p>New TOR</p> <p>Meet with 8 committee chairs/ year</p> <p>Conduct and report on Annual Survey</p> <p>Review and report to the Board on outcomes of Survey</p> <p>At least two resources developed</p>
Enablement of voices	<p>Change focus of patient stories across RMH – diversity and impact</p> <p>Increased community interactions and partnerships with stakeholders, including external organisations presentation of needs to CAC</p> <p>On behalf of the CAC, Presentation and publication of committee initiatives and outcomes</p>	<p>Annual CAC half day review/planning workshop</p> <p>Annual 'CAC-led partnership' report to Board (progress with Engagement Strategy)</p>	<p>Annual workshop held</p> <p>Annual report to board</p> <p>Numbers of publications and presentations reported to CAC</p>
Meaningful partnerships	<p>Concurrent internal & external partnership building</p> <p>Invite external partners to meet with CAC</p> <p>Build cross consumer mentorship and communication</p> <p>Develop understanding of consumers experience and contribution and promote cooperation across RMH</p>	<p>Create strategic partnership map – internal and external (linked to Engagement Strategy)</p>	<p>Targeted partnerships (2/year)</p> <p>Processes established to enable cross consumer communication (linked to Engagement strategy)</p>

What ensured a successful evaluation process and outcomes?



- **SCV Framework and program logic an enabler**
 - Strategic approach & materials
 - Collaboration & codesign
 - Necessary conversations
- **All stakeholder engagement** (Board and CEO in-person time a strength of our evaluation)
- **Resourcing for external workshop facilitator** for final data collection

Reflections



- **Expect to be surprised**
- **Be ready for deep listening**
- **Everyone is on a journey** – build involvement and good foundations
- **Importance of senior executive and Board involvement** (not new, ongoing, but prepared to be interviewed by consumer)
- **Value of whole committee workshop** to openly explore issues

Evaluation pilot outcome

Contributions of five Victorian Health Services

Health Issues Centre & Safer Care Victoria CAC Evaluation Framework v 2



<https://hic.org.au/wp-content/uploads/2023/09/SCV-HIC-CAC-Evaluation-Framework-v02-Final.pdf>



**Community Advisory Committee
Evaluation Framework v02**

June 2023

Thank you

