

AUDIT OF THE RELATIONSHIP BETWEEN DIVISIONS AND THEIR COMMUNITY

Please fill out this cover sheet and return with your completed audit form

Division:

***Name of person
completing the audit:***

Date:

This audit tool is being offered to all divisions in Victoria. The audit results will be collated by GPDV and returned in aggregate form to participating divisions.

If you have any questions about completing the audit form, contact Emma Sartori GPD-V on 9341 5222 or e-mail e.sartori@gpdv.com.au

Please return the completed audit form to GPDV via e-mail, fax, or mail before the 2nd November 2001.

Background

In 1999 and 2000 GPDV provided Victorian divisions with an audit to assist them with reviewing and reporting on the extent of their relationship with the community.

Previously the audit was undertaken as a self-assessment to assist divisions to identify and describe the range of activities they undertake which involve them with consumers and their community. This year GPDV has extended the focus of the audit by enabling divisions to examine the effectiveness of consumer and community participation in their activities in order to consider models of best practice. The audit is being offered to all Victorian divisions.

The Audit

PART ONE lets you check the extent to which the community is involved in having input to your division's information gathering and decision making.

In PART ONE simply tick the box to indicate involvement. If you are unsure how to judge whether to award a tick or not, ask yourself:

“If an independent researcher asked this person/group/organisation whether they had provided input into the division's information gathering or decision making, would they say yes or no?” Only award a tick if you believe the answer would be yes.

PART TWO provides a check of the ways in which your division contributes to information gathering and decision making by other stakeholders within your community.

In PART TWO tick the relevant box to indicate whether your division contributes through direct GP input or through input by non-GP staff members.

PART THREE encourages a closer look at how consumer representatives are involved in the division. This part only applies to divisions which have a Consumer Advisory Committee or its equivalent.

In PART THREE tick the yes or no answers.

PART FOUR encourages a broader discussion about division's experiences of community involvement in division activities.

In PART FOUR simply answer the open-ended questions

PART ONE:

(A) ORGANISATIONS WITH A NATIONAL AND STATEWIDE FOCUS

Note here by ticking the relevant box which organisations have contributed to your division's decision making, program implementation/ program evaluation etc. during 00/01 Tick the relevant box ☒ to indicate involvement	Statewide Organisations <i>Eg. National Heart Foundation, Arthritis Foundation, Asthma Foundation</i>	Department of Human Services, at the central office or regional office level	Universities or other tertiary education bodies.	National govt or non-govt bodies <i>eg. National Prescribing Service, National Ageing Research Institute, HIC</i>
1. <u>Needs Assessment</u> Direct involvement in the division's Needs Assessment (direct survey/interview/focus group/meeting etc.) The division has had involvement in, or been informed by, needs studies or local research conducted by these other organisations	☐ ☐	☐ ☐	☐ ☐	☐ ☐
2. Strategic Planning group activities	☐	☐	☐	☐
3. <u>Membership of groups convened by the division.</u> Board of Management (or equivalent) Program Advisory Group (or equivalent group having oversight of all division programs) Reference Group or Advisory Group for Specific Program Areas eg. Diabetes Consumer Advisory Group (or equivalent) Other <i>(please describe)</i>	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐
4. <u>Ongoing involvement in program delivery through division programs</u> Joint program activities eg. Active Script Other	☐ ☐	☐ ☐	☐ ☐	☐ ☐
5. <u>Participation in evaluation of the division's programs</u> In evaluation design and supervision In giving direct input via interview/survey/focus group Conducting evaluation on behalf of the division eg. conducting interviews, GP audits, surveys, data collection etc.	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
6. Other.....				

(B) ORGANISATIONS WITH A LOCAL PRIMARY OR ACUTE HEALTH DELIVERY FOCUS

Note here by ticking the relevant box which organisations have contributed to your division's decision making, program implementation/ program evaluation etc. during 00/01 Tick the relevant box ☒ to indicate involvement	Community Health Services		Mental Health Services		Local services <i>eg. RDNS, M&CH, nursing homes, Alcohol & Drug, Attendant Care, Palliative Care</i>		Pharmacists		Hospital Networks/ Hospitals (public & private including ACASs)	
		PCP		PCP		PCP		PCP		PCP
1. Needs Assessment										
Direct involvement in the division's Needs Assessment (direct survey/interview/focus group/meeting etc.)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The division has had involvement in, or been informed by, needs studies or local research conducted by these other organisations	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
2. Strategic Planning group activities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
3. Membership of groups convened by the division										
Board of Management (or equivalent)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Program Advisory Group (or equivalent group having oversight of all division programs)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Reference Group or Advisory Group for Specific Program Areas eg. Diabetes	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Consumer Advisory Group (or equivalent)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (please describe)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
4. Ongoing involvement in program delivery through division programs										
Joint program activities eg. Active Script	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
5. Participation in evaluation of the division's programs										
In evaluation design and supervision	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
In giving direct input via interview/survey/focus group	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Conducting evaluation on behalf of the division eg. conducting interviews, GP audits, surveys, data collection etc.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
6. Other.....										

(C) LOCAL ORGANISATIONS WITH A SOCIAL / COMMUNITY SUPPORT FOCUS AND CONSUMERS

Note here by ticking the relevant box which organisations have contributed to your division’s decision making, program implementation/ program evaluation etc. during 00/01 Tick the relevant box ☒ to indicate involvement	Local Government		Local organisations <i>Eg. local schools, Migrant Resource Centres, Carers groups etc.</i>		Consumers from organised consumer groups (excluding the divisions own Consumer group)		Individual consumers not affiliated with any group	
		PCP		PCP		PCP		PCP
1. Needs Assessment Direct involvement in the division’s Needs Assessment (direct survey/interview/focus group/meeting etc.) The division has had involvement in, or been informed by, needs studies or local research conducted by these other organisations	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
2. Strategic Planning group activities	☐	☐	☐	☐	☐	☐	☐	☐
3. Membership of groups convened by the division. Board of Management (or equivalent) Program Advisory Group (or equivalent group having oversight of all division programs) Reference Group or Advisory Group for Specific Program Areas eg. Diabetes Consumer Advisory Group (or equivalent) Other <i>(please describe)</i>	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐
4. Ongoing involvement in program delivery through division programs Joint program activities eg. Active Script Other	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
5. Participation in evaluation of the division’s programs In evaluation design and supervision In giving direct input via interview/survey/focus group Conducting evaluation on behalf of the division eg. conducting interviews, GP audits, surveys, data collection etc. 6. Other.....	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐

PART TWO:

RECORD THE WAY YOUR DIVISION HAS INVOLVED ITSELF IN LINKAGES WITH OTHER STAKEHOLDERS AND THEIR WORK.

These are some of the opportunities the division may have used to integrate with other stakeholders and their work. <i>Under each category, specify the particular activities/groups relevant to your division.</i>	Who is involved from your division?				What hours are allocated (if any) per week?	At the bottom of this page is a scale which sets out key steps for successful inter-agency collaboration. <i>Tick each step which has been completed to date. (There may be more than one tick per line)</i>						
	CEO	Staff	GPs	Consumer Rep	1	2	3	4	5	6	7	
Example Municipal Health Planning Groups Central Coast Shire MHP Implementation GP.		✓	✓		GP 2 hrs per week	✓	✓	✓				
Municipal Health Planning Groups a)												
Regional Health Promotion Groups a) b)												
Primary Mental Health Team												
Primary Care Partnerships a) b) c)												

STEPS FOR SUCCESSFUL COLLABORATION / PARTNERSHIPS BETWEEN AGENCIES

- | | | | | | | |
|---|-----------------------------|--|--|---|-----------------------------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Have identified necessity to work to achieve agreed goals | Developing the relationship | Division is better informed about other service providers/agencies issues and perspectives | Other organisation is better informed about GP issues and perspectives | Other service provider has modified their practice(s) | GPs have modified their practices | Division and other organisation taking joint action |

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	CEO	Staff	GPs	Consumer Rep	1	2	3	4	5	6	7	
Membership of Boards of Management a) b) c)												
Membership of Program/Service Advisory Groups - ongoing a) b) c) d)												
Membership of working parties/reference groups – short term, time limited a) b) c)												

Other.....

STEPS FOR SUCCESSFUL COLLABORATION /PARTNERSHIPS BETWEEN AGENCIES

- | | | | | | | |
|---|-----------------------------|--|--|---|-----------------------------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
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PART THREE:

AUDIT OF ROLE OF CONSUMER ADVISORY GROUP (or equivalent).

	Yes	No
Have Terms of Reference been developed and agreed by the Division's Board for the Consumer Advisory Group?	☐	☐
Does the Consumer Advisory Group receive copies of relevant background papers, Board minutes etc.?	☐	☐
Does the Consumer Advisory Committee have representation on the following?		
Division's Board of Management (with voting rights)	☐	☐
Division's Board of Management (without voting rights)	☐	☐
Program Advisory Group (or equivalent having oversight of all division programs.	☐	☐
Strategic Planning activities	☐	☐
Evaluation of division programs	☐	☐
Does the Consumer Advisory Group have involvement GP services?		
Professional development / CME	☐	☐
Accreditation support	☐	☐
IT/IM	☐	☐
GP Health	☐	☐
Other	☐	☐
Does the Consumer Advisory Group have involvement in Primary Care initiatives?		
Enhanced Primary Care Package	☐	☐
Primary Care Partnerships	☐	☐

	Yes	No
Does the Consumer Advisory Group have involvement in any of the following areas related to Illness Management Programs?		
Diabetes	☐	☐
CVD	☐	☐
Asthma	☐	☐
Mental Health	☐	☐
Other	☐	☐
Does the Consumer Advisory Group have involvement in any of the following program areas related to Health Promotion/ Public Health?		
Immunisation	☐	☐
Aboriginal Health	☐	☐
NESB health	☐	☐
Active Script	☐	☐
Quality use of Medicines	☐	☐
Other	☐	☐
Does the Consumer Advisory Group have a role in activities relating to Patient education?	☐	☐
Does the Consumer Advisory Group contribute to the writing of funding submissions?	☐	☐
Does the Division provide a % of EFT staff time to support the Consumer Advisory Group?	☐	☐
Does the Consumer Advisory Group have an annual budget allocation from the division?	☐	☐
Does the Division fund a GP to liaise with the Consumer Advisory Group?	☐	☐
Does the Division offer remuneration to members of the Consumer Advisory Group?	☐	☐

PART FOUR:

EXPLORATIVE QUESTIONS

1. Does your division have a consumer involvement policy?
2. In what ways does the board connect to and feel responsible for the health of the community?
3. What is the appropriate role for consumers and the community in division's work? **PRIORITISE** what is the most important? Why?
4. Are there things you were doing in consumer and community involvement that you are not doing now? What are they? What are the lessons to be learnt from that?
5. What consumer and community involvement have you got in mind for the next triennium? Why?