



BSWRICS

Barwon South Western Regional
Integrated Cancer Service

Consumer Participation Plan
2017-2018

Introduction

Barwon South Western Regional Integrated Cancer Service (BSWRICS) is committed to improving the experiences and outcomes of those affected by cancer in the Barwon South West region of Victoria. Consumer involvement in BSWRICS projects and activities has been an important part of our work since 2006.

The BSWRICS Consumer Participation Plan 2017-2018 aligns with the BSWRICS 2017-2020 Strategic Plan and provides a framework for the participation of consumers, carers and communities in BSWRICS projects.

Legislation & Policy Context

Consumer engagement in healthcare is now widely recognised as a key component to improving quality and safety in health care. The following are key policy/standards documents providing direction to health care services in relation to consumer engagement:

- *'Doing it with us not for us: Strategic Direction 2010-2013'* is the Victorian Government's policy on consumer, carer and community participation in the healthcare system.
- The *National Safety & Quality Health Service (NSQHS) Standards* are in place to drive implementation of quality and safety systems and quality improvement on Australian health care services and have been compulsory for public and private services since 2013. Standard 2: Partnering with Consumers provides direction to health care services around consumer involvement in the planning, design and evaluation of consumer centred health systems.

As a consequence of this direction, health care services have implemented a number of initiatives to support increased consumer and community participation in their health services.

The **2016-2020 Victorian Cancer Plan** provides a framework to improve cancer outcomes for all Victorians. The plan identified priority actions across the following areas:

- Primary Prevention
- Screening and Early Detection
- Treatment
- Wellbeing and Support and
- Research

Principals of person-centred care and equitable access underpin the plan with an emphasis on providing culturally responsive, competent, respectful and accessible services as core to improving cancer outcomes.

Local Context

The Integrated Cancer Services (ICS) are a network agency comprising of regional health services that deliver services for people with all types of cancers within a geographic area. The role of the ICS is to build relationships, implement best practice models of care, improve the effectiveness of cancer care and monitor systems and processes to improve performance.

'Improving patient experiences and outcomes by connecting cancer care and driving best practice' is the Barwon South Western Regional Integrated Cancer Service (BSWRICS) vision.

BSWRICS Strategic Plan 2017-2020

The 2017-2020 BSWRICS Strategic Plan focuses on the following strategic priority areas:

Themes	Strategic Goals
A NETWORKED CANCER SYSTEM	<ul style="list-style-type: none"> • Link services involved in cancer care (across all sectors including cancer centres, health services, community organisations) and work with these services and health professional to align priorities. • Strengthen linkages between metropolitan and regional cancer services providers. • Engage consumers and communities in the work of the ICS
HIGH QUALITY CANCER CARE	<ul style="list-style-type: none"> • Implement the Optimal Care Pathways including improvements to multidisciplinary care, supportive care and care coordination. • Analyse available data and information of relevant clinical evidence/innovation and disseminate it to drive quality improvement. • Support providers to apply cost-benefit considerations to care/service planning and delivery. • Continue state-wide tumour summits to drive consistent cancer care across tumour streams. • Continue to drive improvements in the patient experience of cancer care. • Continue to support workforce development initiatives.
A RESEARCH-INFORMED CANCER CARE SYSTEM	<ul style="list-style-type: none"> • Encourage providers to participate in clinical trials programs. • Support health service research. • Foster robust evaluation of cancer programs, models of care and ICS initiatives.

The relationships we build with our regional stakeholders, community organisations and consumers are essential to achieving our strategic directions and ensuring that we respond to regional needs.

To plan and deliver appropriate services for their communities, health and community services across the region regularly engage with consumers across a number of areas and have processes in place to support this. Consumers with a cancer experience are actively recruited for cancer specific project advisory and reference groups as required and are able to provide health services with necessary feedback on information or projects.

Consumer Engagement Framework

Consumer engagement occurs across a number of areas within the health system such as; service planning and design, service delivery and service monitoring and evaluation. Levels of engagement may occur at an: Individual level, Service Level, Network Level, System Level.

Elements of Engagement

The International Association of Public Participation (IAP2) Model has been developed to help clarify the consumer or community role in planning and decision-making processes. The model identifies five stages of engagement and suggests that elements of engagement occur along a spectrum with an increasing level of consumer and community participation from information through to empowerment.



As a network agency which is made up of a number of regional health services who deliver services for people with cancer across the region there is an opportunity to link more directly with regional health services and their existing consumer engagement models. A significant proportion of the work undertaken by BSWRICS occurs in partnership with health services who also have relationships with local consumers and community groups and consumer engagement processes in place.

BSWRICS will commit to maintaining representation from two consumers in the region on the BSWRICS Governance Group. The consumer representative/s will role on the Governance Group will:

- Provide leadership and vision for the development of cancer services in the Barwon South West region
- Ensure strategies are in place for engaging with consumers and community groups in all aspects of project work and
- Support the development of strategies which facilitate multi-disciplinary care by public and private service providers for the patients cancer journey

The table overleaf provides an overview of the goal of each of the elements, the engagement mechanisms and how this will be used by BSWRICS in its regional work with health services.

Elements	Information	Consultation	Involvement	Collaboration	Empowerment
<i>What is the goal of engagement?</i>	To provide consumers and community with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain consumer and community feedback on analysis, alternatives and/or decisions.	To work directly with consumers and community to ensure their concerns, and aspirations are understood and considered.	To partner with consumers and community in each aspect of the decision including the development of alternatives and identification of preferred solutions.	Final decision making is in the hands of the consumers and community.
<i>When will BSWRICS use this element?</i>	When projects and initiatives focus on enhancing knowledge and understanding of cancer related information across the region.	When projects and initiatives focus on gathering information and having discussions with consumers and communities regarding their cancer experiences and perspectives.	When projects and initiatives want to reflect consumers and communities views in the planning and evaluation of BSWRICS projects.	When projects and initiatives are undertaken in partnership with regional health services and seek to work in partnership with consumers and communities to identify joint solutions and develop initiatives	When seeking to enable consumers and communities to decide solutions, ideas and outcomes and implement them
<i>What are the engagement mechanisms?</i>	Web-sites Educ. Programs Fact Sheets Displays	Focus Groups Surveys Discussion Papers <i>(Recruitment via Health Service EOI)</i>	Workshops Panels Working Group Conferences <i>(Recruitment via Health Service EOI)</i>	Advisory & Planning Committees <i>(Recruitment via Health Services EOI)</i>	Steering Committees Boards 2x consumer reps on BSWRICS Governance Group

BSWRICS Consumer Engagement Work Plan 2017-18

Strategic Goals	Action Areas	Activities	Progress
Engage Consumers in the work of the ICS	Develop and implement the regional cancer consumer engagement model to make full use of existing health service and other structured cancer consumer engagement.	Undertake a review of existing health service consumer engagement models which engage people with an experience of cancer to inform the future BSWRICS Engagement Model.	
		Transition of the BSWRICS Consumer Advisory Group from a regional advisory committee to consumer group able to contribute to short-term, time limited BSWRICS projects.	
		Maintain consumer representation on the BSWRICS Governance Group.	
		Inclusion of consumer representatives in the planning and evaluations of all BSWRICS projects.	
	Engage with regional consumers on their experience of cancer services via regional and state-wide surveys (DHHS Patient Experience Survey).	Maintain awareness of state-wide activities relating to DHHS Patient Experience Survey and Patient Reported Outcomes Measures (PROMS).	
	Communicate the work of BSWRICS and regional cancer related information to consumers and community groups.	Ensure BSWRICS website content regarding consumer information is up-to-date and accurate.	
		Develop a proposal for a 'Consumer Project' which will increase awareness of OCPs, regional cancer services and other identified cancer information and implement agreed activities.	
		Work toward transition of consumer cancer resources to Barwon Health, Cancer Services.	