

# Consumer Representative EOI From Better Care Victoria Specialist Clinics Partnership Steering Committee

**Western Health is seeking a consumer member for its BCV SPECIALIST CLINICS PARTNERSHIP - STEERING COMMITTEE.**

You will be part of a committee comprising staff members and consumers. Your role will be to provide a consumer perspective on issues relating improve health service performance against the following Specialist Clinics performance measures:

**This is a voluntary position.**

## **About Western Health**

Western Health provides a range of health services including emergency, elective, medical, surgical, obstetrics, paediatrics, community-based rehabilitation, acute geriatric medicine and subacute services from three acute hospital campuses - Western Hospital (Footscray), Sunshine Hospital Williamstown Hospital and Sunbury Hospital.

Western Health's catchment extends from Footscray and out to the growth corridors of Caroline Springs and Melton, up to Sunbury and down to Werribee. It numbers approximately 690,000 people and is growing at 4% per annum.

## Western Health Strategic Plan 2015-2020

### EMBODYING THE VALUES OF:

- Compassion
- Accountability
- Respect
- Excellence
- Safety

### ACHIEVING THE OUTCOMES OF:

- The best care for all our patients
- Improved health outcomes for our community
- Reduced waiting for patients and staff
- Partnerships that provide services where they best meet care needs
- Leading translational and health service research
- The best use of constrained resources

WE WILL  
DO THIS  
TOGETHER  
BY

### IMPLEMENTING OUR STRATEGIC AIMS:

#### AIM 1:

*Growing & improving  
the delivery of safe,  
high quality care*

#### AIM 2:

*Connecting the care  
provided to our  
community*

#### AIM 3:

*Communicating  
with our patients, our  
partners & each other  
with transparency  
& purpose*

#### AIM 4:

*Being socially  
responsible &  
using resources  
sustainably*

#### AIM 5:

*Valuing &  
empowering  
our people*

## **About the Committee:**

The Steering Committee will work collaboratively in alignment with Western Health's Best Care Framework. The steering committee is responsible for the oversight, development, implementation and monitoring of projects that facilitate Western Health's participation in the Better Care Victoria (BCV) Specialist Clinics (Outpatients ) Partnership. The stated aim of the Partnership is to improve health service performance against the following Specialist Clinics performance measures:

### **Primary Outcome Measures:**

1. Urgent patients seen within 30 days- 100%;
2. Routine patients seen within 365 days – 90%;

### **Secondary Outcome Measures:**

3. New to review ratio of clinics
4. Did Not Attend (DNA) rate in clinics;

### **Development Measures:**

5. Patient experience for patients utilising Specialist Clinics.
6. GP feedback regarding clarity of requirements for specialist clinics.
7. Hospital Initiated Postponements (HIPs).
8. Wait list clearance time

While the primary role of the Steering Committee will be to oversee the improvement of organisational performance against these seven stated performance indicators. The group has the scope to recommend initiatives that improve Specialist Clinics performance at Western Health. The operational leads from each specialist project are members of the steering committee. These individuals will be responsible for reporting project status of each speciality specific project back to the steering group monthly.

## **OBJECTIVES**

The function of the Western Health BCV Specialist Clinics Access Improvement Partnership (BCV - SCAIP) Steering Committee will be to:

- Provide leadership and direction to the activities of the BCV - Specialist Clinics Partnership at Western Health;
- At a minimum the group will engage five specialities throughout 2017/18 to improve access to their identified specialist clinics;
- Ensure that any change to systems and processes includes education and tools that can be used after the project ends that will build and sustain the capability of Western Health staff;
- Provide guidance and support the removal of barriers preventing goals from being achieved;
- Monitor the progress of project timelines for:
  - the status of the overall project
  - the status of the performance indicators
  - any sub projects that are required to meet the goals of the overall project
- Ensure appropriate communication of activities and progress to relevant internal and external

stakeholders;

- Identify, monitor and review project risks, recommending corrective actions and mitigations to manage risk;
- Work collaboratively to achieve project deliverables;
- Become the champions for positive Specialist Clinics change at Western Health;

## **MEMBERSHIP**

Divisional Director Clinical Support & Specialist Clinics (Deputy-chair)	Sally Martin
Clinical Service Director, Adult Specialist Clinics	Dr. William Renwick
Executive Director Medical Services	Dr. Bernard Street
Divisional Director Women's & Children's	Adele Mollo
Operations Manager – gynaecology, Paediatrics & Neonates	Maree Comeadow
Cancer Services Manager	Ilana Hornung
Podiatry Manager and Diabetes Foot Service Coordinator	Julia Firth
Manager Adult Specialist Clinics	Julie Jones
Manager General Practice Integration	Dr Jo Silva
Project Lead – BCV Specialist Clinics Partnership	Brad Van Ooi
Better Care Victoria – Specialist Clinics Industry Coach	Catherine Perrin
General Practitioner	Dr. Anita Munoz
Operations Manager – Emergency Medicine & Cancer Services	Jan Allen
Consumer representative	TBC

Other members may be added or called on an ad hoc basis as required.

## **REPORTING LINE**

The Committee receives reports from the speciality based projects.

The Committee will provide a monthly project activity report to the Specialist Clinics Improvement Group (SCIG).

The Committee will provide a monthly updates and quarterly in-depth project activity reports to the chair of Coordinated Care Committee.

## **FREQUENCY OF MEETINGS**

The meetings will be held fortnightly initially and then monthly after the diagnostic phase is complete.

The agenda and minutes will be distributed to the members five days prior to the meeting. All meeting documentation will be available at least five business days prior to the meeting.

## **QUORUM**

A quorum will comprise of no less than six members, including at least one of the chairs.

### **The role of a consumer member**

- The role of consumer member/s will be to bring a consumer perspective to the issues discussed at the Committee,
- Provide advice on how to report information back to the community.
- Provide advice on how to improve the service from a consumer perspective.
- Advocate on behalf of Consumers Carers and Community members.

### **As the successful applicant you will be required to**

- Participate in complex discussions with healthcare professionals and articulate the potential issues that confront patients, families and carers who receive services from Western Health whilst also embracing a broader view.
- Be able to listen to differing opinions and work constructively with fellow committee members and staff and management.
- Demonstrate a basic knowledge of the Australian public health care system.
- Abide by Western Health's Privacy and Confidentiality policy
- Be 18 years of age or over
- Be able to physically attend a minimum of four meetings a year
- Actively participate in meetings or any additional activities arising from the work of the Committee
- Reside in the primary patient catchment of Western Health. The Western Health catchment includes the local government areas of Hobson's Bay, Brimbank, Maribyrnong, Hume, Melton, Wyndham
- Be a Western Health, patient carer or family member of patient, or a former patient.

### **Meetings**

1.	12.01.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
2.	02.02.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
3.	02.03.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
4.	06.04.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
5.	04.05.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
6.	01.06.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive
7.	06.07.2018	9.00am - 10.30am	Ground Floor ASB Meeting Room East	Executive

8. 03.08.2018 9.00am - 10.30am  
Meeting Room

Ground Floor ASB Meeting Room East Executive

**Term of Appointment**

12 months

**Support**

Successful candidates will be provided with:

- Access to car parking.
- An orientation to the Committee
- Support from the Committee Secretariat and Chair
- Support from the Manager of Community Participation and Cultural Diversity

**For more information****Contact**

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Project Lead

BCV - Specialist Clinics - Partnership

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