

Community Participation in Community Health Quality of Care Reports

Community Participation in
Community Health Network
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Community Participation in Community Health Network

- Aims
- Purpose
- Membership

Quality of Care Reports

'Individual health services, together with their communities, should determine the most appropriate measures to report on in relation to their service type, their community and their geographic location.....the minimum reporting requirements should guide this process.'

- DHS Quality of Care Reports- guidelines 2006-07

Quality of Care Reports

The DHS guidelines state that a report should:

- Demonstrate the extent to which clinicians, consumers, carers and community groups were involved in developing the report
- Demonstrate a mechanism for incorporating feedback (from consumers, carers and community members)

The DHS guidelines describe the need for a report to:

- Be understandable and accessible to a lay audience
- Use clear formats and layout
- Be an appropriate length
- Be interesting to read

Quality of Care Reporting Paper

VHA/CP in CH Network
Community Participation in
Quality of Care Reporting
Paper

Aim

The aim of community participation in quality of care reporting is to ensure information about the quality and safety of a community health service is accessed and understood by members of the local community.

Steps in Report Development

1. Determine resource allocation
2. Allocation of responsibility for report development
3. Development of plan, timeline and responsibilities
4. Identification of potential content
5. Identify community representatives
6. Conduct community consultation
7. Develop draft and review with community representatives
8. Design, printing, distribution and launch of final report
9. Community Feedback on Quality of Care report
10. Evaluation and Recommendations for future reports

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Potential Content for Report

Identify a range of potential areas/ activities to include as content under the major categories in the report, from

- Data
- Anecdotes, quotes, personal stories
- Complaints, compliments, client feedback
- Publications

Potential Community Representatives



Community Participation in Community Health Network

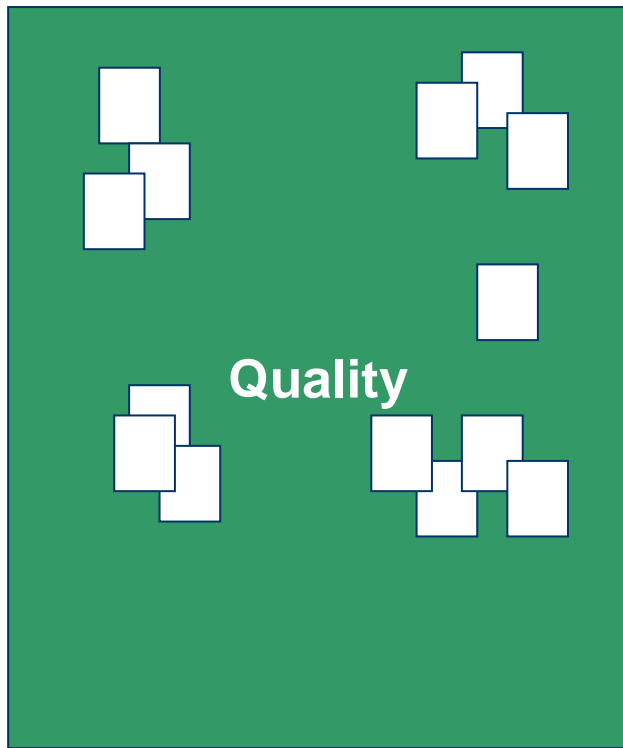
Community Consultations

- 2 - 3 community consultation sessions, depending on resources available
- Some preparation necessary, especially to engage CALD clients (e.g. Interpreters)
- 'Bottom up' approach

Session 1

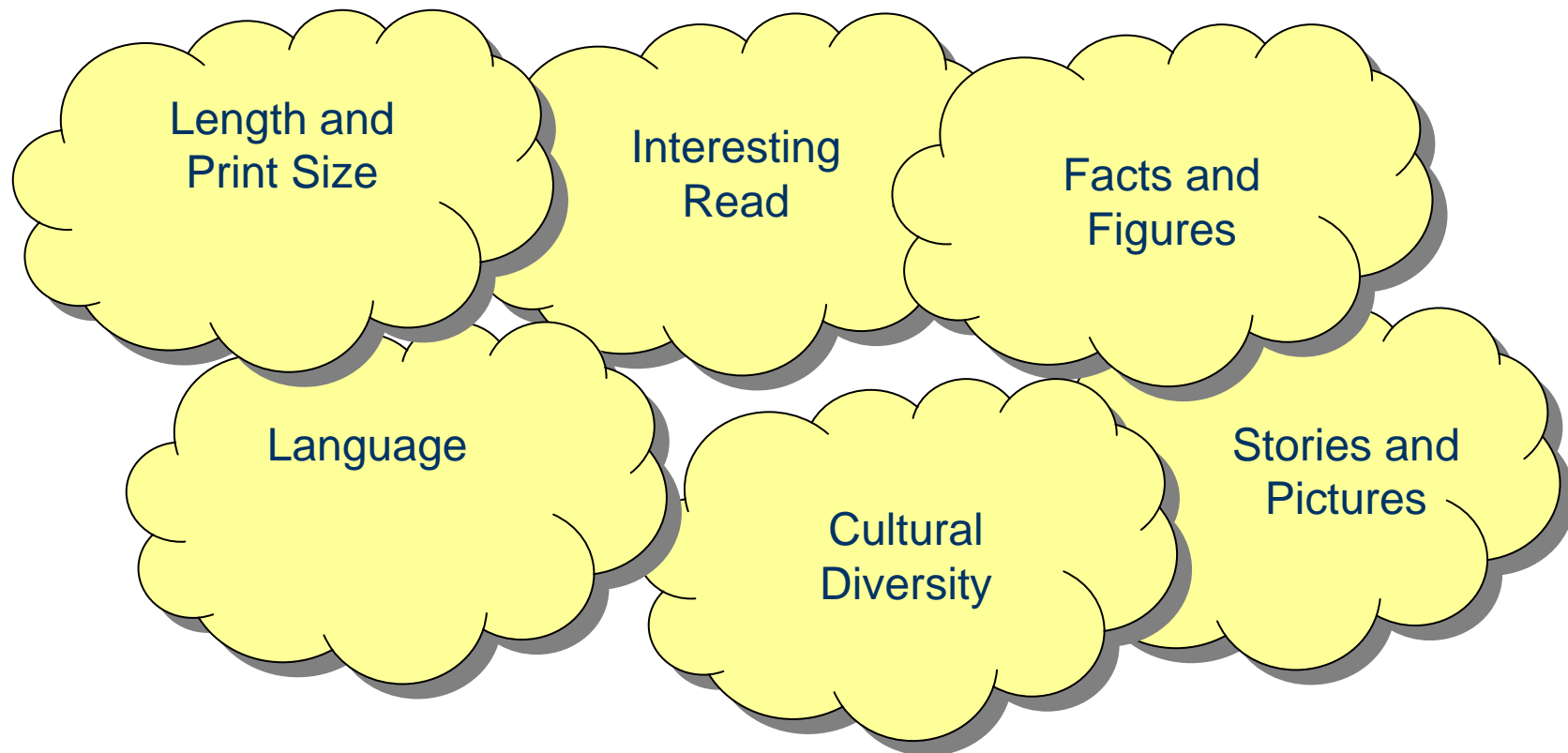
- Outline Principles for Participation
- Define quality/ shared understanding
- Discuss content
- Discuss format
- Show examples of other reports
- Summarise session & set date for next one

Content



Community Participation in Community Health Network

Format



Follow Up Session/s - Review Draft & Distribute

- Refresh previous discussion
- Review Draft report
- Discuss distribution methods

Evaluation

- Further community involvement
- Conclusion/ thank
- Evaluate (continuing quality improvement cycle)

Conclusion

- Suggest documenting the whole process
- Work towards expanding community participation into every aspect of this process, as well as into improving quality & safety generally