

The C&C Experience is about to begin at this service!

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What is it?

The **C&C Experience** is a quality improvement initiative designed to gather information on consumer and carer experience of care and support. Your service is a participating pilot site. The initiative has three components: questionnaires completed with telephone interviewers as well as individual interviews and focus groups. The questionnaires will provide a platform for exploration of questions via individual interviews and focus groups facilitated by our consumer and carer project teams with consumers and carers at your service. Results from this initiative will inform quality improvement activities at your service.

List of pilot sites

Clinical	Key contact
Eastern Health	Kim Koop
Southern Health	Vrinda Edan
Ballarat Health	Tamara Irish
Bendigo Health	Lorraine Flynn
PDRS	Key contact
Prahran Mission	Mark Smith
Doutta Galla	Neville Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

Partnership

Your service is involved in this pilot project in partnership with the Victorian Mental Illness Awareness Council (VMIAC), the Network for Carers of people with a mental illness, DHS Mental Health Branch, and consumers and carers at this service.

Ethics

Approval through DHS Human Resource Ethics Committee (HREC No. 50/07) has been granted for this initiative.

Who will be selected?

The sample will be taken from consumers and carers who have had a contact with your service from 1 June to 30 November 2007. The following details will be extracted on 4 January 2008:

- Consumer full name, postal address, phone number
- Carer full name, postal address, phone number

Please ensure that all consumer and carer details in CMI are current, and include the best available phone contact for both consumers and carers.

Adult services

Consumers and carers will be randomly selected and invited to participate in this project. Consumers and carers not randomly selected from the adult mental health services are unable to participate in this particular process.

CAMHS, Aged, PDRSS

All consumers and carers will be contacted and invited to participate.



What if a participant is attending both PDRSS and a clinical service?

If a consumer or carer is accessing both a clinical mental health service and PDRSS that are participating in this initiative, there is a chance that they will be contacted twice.

While we know that doing the questionnaire twice is a lot to ask, it would be fantastic for both services they are involved with to receive feedback.

Exclusions

- In-patients in acute mental health inpatient units or those who have been discharged in the two weeks preceding the administration of the questionnaire.
- Residents in clinical bed based settings.
- Consumers who are under 15 years of age.

Contact process and anticipated timeframes

Invited participants will first receive a letter (January 2008) explaining the purpose and process of the initiative. This letter will also explain the voluntary nature of their participation, the option to refuse to participate or withdraw at any time, together with an explanation of the complaints procedure.

At least two-weeks after receiving the letter, participants will be contacted by Computer Assisted Telephone Interview (CATI) staff by phone and invited to participate (February 2008). Consumers and carers can complete the questionnaire over the phone, arrange a more suitable time or have a copy of the questionnaire sent to them to complete at their convenience. The questionnaire will take approximately 20 minutes to complete.

On completion of the telephone interview, participants will be invited to register interest in attending an individual interview or focus group, which will be conducted by the C&C Experience consumer and carer project teams. Participants will then be drawn from this list.

Voluntary participation

Participants are free to elect not to take part or can withdraw at any time during the process.

Confidentiality

All information will be de-identified to ensure complete confidentiality.

How can you help?

- Ensure the contact details for your consumers and their carers are up-to-date on the CMI.
- Encourage consumers and carers to participate in the project.
- Provide reassurance to your consumers and their carers that participation in the project will not have any negative impact on their on going care and support.
- Emphasise the value of consumer and carer participation in quality improvement activities and its potential to improve the service experience for all consumers and carers.

Staff focus group

A small staff focus group conducted by your service will be held at each pilot site (2 per clinical service). This is an opportunity for staff to explore items generated by consumers and carers in the questionnaire. The scope of the focus group, facilitator and details on who should attend is being developed. For more information please contact your pilot site representative.

Interested in finding out more?

- Download the **monthly e-bulletin**: www.health.vic.gov.au/mentalhealth/quality/consumer
- Contact your **site representative**