

Improving Cancer Patient Outcomes - Need Analysis Engaging with the Grampians Community

Scene Setting

The GICS mission is to improve the experience and outcomes for those with cancer and their carers and families to improve access to high quality integrated patient centred services close to home

GICS has a regional role in integrating cancer service planning and driving change at the local level. The main aim is improving the experience for people affected by cancer with considerable emphasis on a person-centred approach to support.

In order to better understand the needs within the Grampians Region, GICS is embarking on a major needs analysis activity which has four strands:

1. Building on the lessons learnt from the past (research, past consultation, local knowledge)
2. Working with service providers to identify needs and service gaps
3. Implement screening of patients for their supportive care needs. At the same time as identifying immediate patient needs, the collation of results will help identify local supportive care priorities.
4. A community engagement project (described in more detail in this document).

GICS recognises that it has a role in planning for capacity building for both health professionals and the community.

What is the community engagement project about

It's mainly about getting the community views and assistance with identifying the priority needs of those affected by cancer. We want to talk to anyone who is or has been affected by cancer (recent or in the past) whether it is patient, survivor, carer family member, concerned friend etc.

We will be looking to capture these views by

- Holding community **forums** across the region;
- Multiple **focus groups** looking at specific topics and held across the region;
- Targeted **activities to reach people who don't normally participate** in meetings or generally give their views;
- Community needs **questionnaires**;
- Grampians patient/carer **case studies/stories** (collected, analysed and published –web and printed publication).
- **Individual interviews**

The information gained through these community activities will integrate with other needs analysis work and play a key role in planning for capacity building across the region.

What the community engagement project will achieve

What we hope to achieve:

- Informed input to assist with service planning and service delivery customisation to meet local needs
- An engaged community
- Resource identification and priorities
- Consumer advocates
- Improved carer support
- Improved support for survivors
- Identification of ways to build capacity in the community
- **Noticeable difference for patients**

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Who we will work with

Anyone in the community affected by cancer

GICS wants as wide a range of community views as possible. We see it as particularly important to create openness of views and to this end it was considered important that the initial community engagement activities be coordinated by someone removed from the cancer clinical area.

The Project Coordinator

GICS has funded a project led on the ground by Professor Tony Love and involving University of Ballarat and Central Highland Primary Care Partnership. Tony Love has been involved for several years with GICS and is very passionate about recognising the individual needs of those affected by cancer. Having an academic background, Tony has ensured that we have applied rigour to the way we approach our community consultation and the maintenance of privacy of personal information.

Why the project is important

What are the needs

We need to identify differing supportive care needs across the region

- The needs of those affected by cancer may vary based on their location whether they are in a **regional centre** (Ballarat), **a rural area** (e.g. Nhill) **or a remote setting** (e.g. Birchip)
- The needs of those affected by cancer may vary based on cancer type, the point on the cancer journey or the **social context**, whether people are **socially connected or belong to traditionally disenfranchised groups** such as low socio-economic groups, have disabilities, having mental health issues, Koori, or CALD backgrounds etc.

Why important

- Identify priorities for resource allocation
- Provide information to our partners to help their local planning
- Look at capacity building within services and the community

Making it happen

Forum timetable

Initially we will be holding a series of forums. We will also schedule focus groups and will be looking for individuals and communities to identify their willingness to be involved so we can plan further community meetings.

Date	Venue	Time
11 March 2010	Chalambar Golf Club, Ararat	5.30 - 7.00
18 March 2010	The Education Centre, Stawell Regional Health	5.30 - 7.00
24 March 2010	GICS 804 Sturt Street, Ballarat	2.30 - 4.00
25 March 2010	Grains Innovation Park, Horsham	5.30 - 7.00
31 March 2010	Cooinda Disability Centre, Nhill	6.00 - 7.00
08 April 2010	GICS 804 Sturt Street, Ballarat	5.30 - 7.00
21 April 2010	Regional Support Group Meeting Ararat	10.00–3.00

Community Engagement Task Group

The GICS Executive has determined that it is important bring focus to all the past efforts in research, community consultation and interaction and embark on a significant community engagement activity this year. The result of past and current efforts will combine this into a cohesive and sustainable plan that is tailored to the needs of the Grampians community.

The GICS Executive has established a Community Engagement Task Group which comprises GICS Executive members GICS Director, GICS Program Manager relevant GICS staff, community representatives plus other coopted participants.

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Current project timetable & activities

	Key Activities	Month				
		Jan /Feb	Mar /Apr	May /June	Jul /Aug	Sept /Oct
1.	Research					
2.	Community forums					
3.	Focus groups					
4.	Case studies/stories					
5.	Questionnaires					
6.	Publication-Case studies/Stories					
7.	Report					

1. Research (commenced January)

On-going collection of past Grampians research obtained from earlier forums, earlier projects and all synthesised with generic research

2. Community Forums (commencing March)

Forums are where starter information is provided and where general community input is obtained

3. Focus Groups (commencing April/May)

Focus group will be held throughout the region and will be looking at specific topics and identifying priorities

4. Case studies/stories (commencing April)

Will be collected using a variety of methods (telephone interview, visits, web, structured form). These will include a collection of information about the journey (what was good and what could be better) and will help to identify lessons learnt that will help future planning.

5. Questionnaires (July/August)

Design of questionnaires will come from information obtained in forums, focus groups, research and case studies and will provide quantitative data.

6. Publication of Case studies and stories

As well as having useful information for needs analysis some of these stories and experiences may be published (booklet and web) as they may have relevance to people going through the cancer journey and

7. Report

There will be an interim report in April to help with short term planning followed by a project completion report in Sept/Oct 2010. This report will provide both needs analysis and the lessons learnt will help with the development of a sustainable Community Engagement Plan for GICS.

Further information

<p>Finding out about GICS Supportive Care activities contact: Michael Coleman, Supportive Care Project Officer GICS Tel 5320 6675 E-mail michaelc@bhs.org.au</p>	<p>Finding out how community members can participate in current project activities contact University of Ballarat: Tel 5327 9841 or E-mail community@gics.com.au</p>
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