

# **C&C Experience**

(Previously "C&C Project")

## **NOVEMBER 2007 UPDATE:**

Welcome to the update of the C&C Experience.

The project is now titled:

## **C&C Experience A Quality Improvement Initiative**

### **Site visits**

#### *Consumer Consultants*

The consumer team visited consumer consultants at the pilot sites.

Aim...

- To meet with consumer consultants to maintain contact and rapport
- To be transparent about the project development
- To further engage consumer consultants on the progress of the project to seek their advice and support
- To ensure that consumer consultants have adequate information to respond to any questions or concerns consumers may have about this project
- A discussion about the survey methodology to invite advice from consumer consultants regarding the suitability of the survey methodology at their services
- Seeking advice from the consumer consultants about how to engage the consumers at the pilot sites with this project
- To find out what we (the project staff) can do to support the consumer consultants at the pilot sites

#### *Quality Managers*

Both project teams are in the process of visiting the quality managers at each service to identify each service's quality improvement structures, and to discuss the feasibility of including staff focus groups in the administration phase of the project.

### **Survey Methodology developments**

#### *Questionnaire Administration*

The project is currently interviewing companies who have put in a tender to do the telephone interviewing (CATI). The company selected will have previous experience conducting telephone interviews within the health sector.

Both teams are currently developing a training plan to ensure the staff at the CATI have sufficient understanding of culture, jargon in mental health, and most importantly, develop empathy for consumer and carer perspectives.

#### *Individual Interviews*

Both project teams have developed the schedule for individual interviews. The purpose of the interviews is to enrich the data collected from the CATI, and to provide alternate opportunities for consumer and carer participation.

Interviews will be conducted with 3 consumers and 3 carers from each sector, who will be randomly selected. The interviews will be conducted by project officers from each team, on a one-to-one basis.

### *Focus Groups*

The project teams have also developed the plan for the focus groups. The aim of the focus groups is to further investigate service and sector specific areas from information obtained from CATI and written questionnaire.

### *Staff Focus Groups*

The aim of the staff focus groups is to engage staff members within the project and to encourage their input and involvement in this quality improvement initiative. This will be achieved by creating opportunities for staff to reflect on their experiences of providing care and support based on the six items identified in the consumer and care quantitative survey results conducted by CATI.

## **Promotional Material**

The promotional material is almost finalised. Included will be:

### *Posters*

To promote the project and create a general awareness for consumers and carers

### *Staff flyers*

To involve, engage and inform staff

### *E-bulletins*

To regularly update consumers, carers and staff on the project

### *C&C Updates*

To update consumer and carer communities

### *Approach letter*

To invite selected consumers and carers to participate in the project; will include options for consumers and carers to withdraw from the project

### *Info Sheet*

To inform selected consumers and carers of the process, and to answer any questions they may have

### *Thankyou flyer*

To create a general awareness (for consumers, carers and staff) about end of project and the beginning of quality improvement activities at the services

## **Project timeline**

The current timeframe for the project has been extended to June 2008 due to the delay in receiving ethics approval, the CATI company selection process, taking into account that it would be unsuitable to administer the questionnaire over the Christmas period and to ensure the results of the survey are presented back to the consumers and carers.

February	Telephone interviews for questionnaire administration
Feb-March	Project teams conduct individual, face-to-face interviews with consumers and carers
April-May	Focus Groups
June	Evaluation of project, dissemination of findings to consumers, carers and service