



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

EXPRESSIONS OF INTEREST

PARTNERS IN CARE EXPERIENCE BASED CO-DESIGN COURSE

YEAR THREE: October 2014 – May 2015

Have you got what it takes to be a change-maker? Are you a team player with a thirst for innovation to health and disability services?

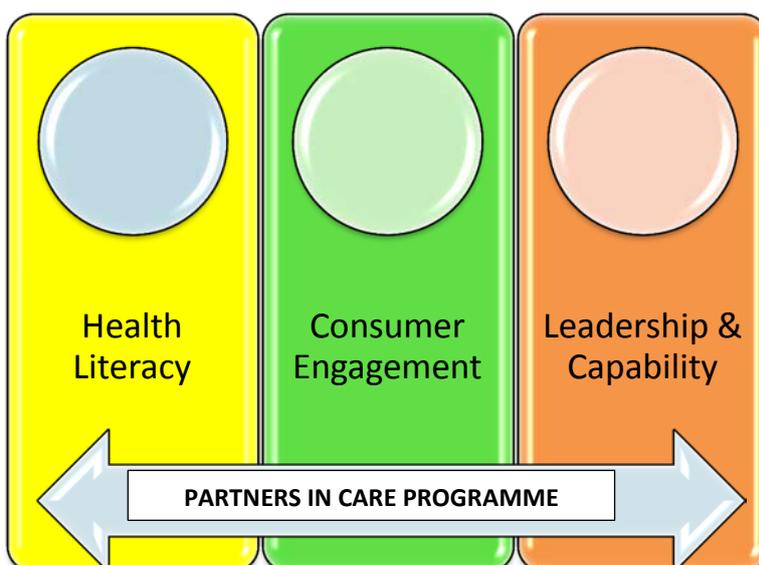
What is it about?

The Health Quality & Safety Commission has a four-year programme called Partners in Care (PIC). The programme has three streams – improving health literacy, increasing consumer engagement, and leadership and capability for consumers and providers.

For the past two years the Commission has collaborated with Dr Lynne Maher, Director of Innovation at Ko Awatea, to run an experience based co-design course as part of the leadership and capability stream.

The co-design course teaches methods for bringing patients and staff together to share the role of improving care through the re-design of services.

Health Quality & Safety Commission's Consumer Engagement programme – Partners in Care



Teams are made up of a consumer of health or disability services, and a service provider—project sponsors are also very welcome to be team members. Each team chooses a project to apply the experience based co-design methodology and tools to that will improve health quality and patient safety within their organisation or region.

As well as building leadership for consumers, health professionals and managers, this year's course will focus on strengthening regional collaboration and partnerships. We are also holding a webinar to assist organisations to identify gaps, and to encourage participation by consumers across all levels of your organisation.

This year we are inviting a manager or a senior sponsor from participating organisations to a masterclass which will be held in October 2014. Experience shows that when sponsors get involved it can make a great impact to the culture of encouraging co-design. Some sponsors may not be able to complete the whole course, but attendance at the masterclass will set the tone and develop understanding about the methodology and approach.

How do I get involved?

The first priority is to form a team, give yourselves a name and obtain support from your organisation to participate (via a manager or sponsor). Then you will choose a topic (see below) and put in your registration for the course. If selected, your team will:

- attend a full day masterclass in Wellington on 1 October 2014, or Hamilton on 9 October 2014
- participate in seven, one-hour webinars between November 2014 and April 2015.

The webinars will be a mix of teaching from Dr Lynne Maher and teams sharing their progress and learning from each other. You will need access to a computer and the internet to participate.

At the completion of the course your team will provide the Commission with a 500 word case study describing your project and learning outcomes.

If all course requirements have been met you will be awarded a certificate of completion.

What topics can we submit projects on?

This year we will be aligning the topics to the *Open for better care* campaign that is run by the Commission. You can find out more about *Open* by visiting www.open.hqsc.govt.nz.

Describe a project where patient safety and quality improvements can be made in your organisation in one of the following areas:

- **falls**
- **infection**
- **surgery**
- **medication.**

(Note: this year we are accepting proposals for projects that may have already started and would benefit from applying the experience based co-design approach and tools.)

What's in it for me?

If you are a *consumer*, you will:

- put your knowledge and skills as a consumer towards improving care for patients and families/whānau
- gain an insiders' view about how the health or disability organisation you are involved with actually works
- work in partnership with the health provider and sponsor
- be a champion to ensure consumers are listened to, involved and able to contribute to their own health and disability services.

If you are a *health provider or manager*, you will:

- learn how to engage and work with consumers
- improve regional effectiveness
- contribute to the *Open for better care* campaign in a tangible way
- have a real contribution for your organisation's quality accounts.

Together, your team will:

- learn the theory and practice of experience based co-design
- instigate real change to services, resulting in improved patient safety and quality within your organisation (and quality improvements often save money)
- strengthen your leadership and collaboration skills
- become an innovator at the cutting edge of culture change in New Zealand
- contribute to the NZ Triple Aim for health quality and safety outcomes which means:
 - improved health and equity for all populations
 - better value for public health system resources
 - improved quality, safety and experience of care.
- Last but not least, you will be given the opportunity to learn, have fun and shine!



Masterclass course fees and expenses

The Commission will pay for all course fees and for tuition fees for Dr Lynne Maher to present the course.

We ask that your organisation contributes to costs by:

- paying for any airfares and accommodation for the team to travel (if required)
- compensating consumers for their time on the course.

Guidance for compensating consumers for their time

As a guide, the Commission has the following policy for their consumer network members and those consumers involved in Commission work programmes.

Health Quality & Safety Commission Policy for Compensating Consumers

Members who are staff of a New Zealand public sector organisation including public service departments, state-owned enterprises or Crown entities are not permitted to claim fees to attend Consumer Network meetings. However, reasonable expenses for all members will be met by the Commission (eg, travel, parking, accommodation).

Group members who are not from the public sector have fees and costs covered as follows.

A standard \$320.00 (GST excl.) payment per meeting. Members are also entitled to preparation and travelling time where appropriate. Preparation time will generally be half a day for every full meeting day. In some cases more or less may be appropriate depending upon the nature of the work to be undertaken which covers 0.5 day of pre-reading agenda documents, preparation and one day full meeting attendance.

If your organisation does not have a policy in place, we encourage you to discuss this issue with your planning and funding team (better still, ask them to become one of the team members!).

How do we submit expressions of interest?

Complete the expression of interest form below and email it to info@hqsc.govt.nz by Friday 29 August 2014.

The Commission will let teams know if they have been successful by Friday 12 September 2014.

What happens if one of our team, or the whole team, need to withdraw from the course?

Because this course is expensive to run and highly contested, we ask that only those who can commit to it apply.

In the event that one of your team members cannot complete the course, it is your team's responsibility to find a suitable replacement.



PARTNERS IN CARE

EXPERIENCE BASED CO-DESIGN COURSE

PERSONAL DETAILS: PARTICIPANT 1 (Patient/consumer/consumer representative)

Title:		First name:		Family name:	
Position/role (if relevant):					
Organisation (if relevant):					
Postal address:					
Post code:		Telephone:		Mobile:	
Email:					
Preferred method of contact:	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	Post <input type="checkbox"/>		
Please tick the box if you do not want to be included in the Health Quality & Safety Commission database: <input type="checkbox"/>					

PERSONAL DETAILS: PARTICIPANT 2 (Health manager or sponsor for the masterclass)

Title		First name:		Family name:	
Position/role:					
Organisation:					
Postal address:					
Post code:		Telephone:		Mobile:	
Email:					
Preferred method of contact:	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	Post <input type="checkbox"/>		
Please tick the box if you do not want to be included in the Health Quality & Safety Commission database: <input type="checkbox"/>					

PERSONAL DETAILS: PARTICIPANT 3 (Clinician/health professional/health sector worker)

Title		First name:		Family name:	
Position/role:					
Organisation:					

Postal address:					
Post code:		Telephone:		Mobile:	
Email:					
Preferred method of contact:	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	Post <input type="checkbox"/>		
Please tick the box if you do not want to be included in the Health Quality & Safety Commission database: <input type="checkbox"/>					

MASTERCLASS 2014 Facilitator and presenter: Dr Lynne Maher

We would like to attend the following masterclass (please tick one)

<input type="checkbox"/>	Wellington, 1 October 2014	Wellington Institute of Chartered Accountants	9.00am–4.30pm
<input type="checkbox"/>	Hamilton, 9 October 2014	Novotel Tainui	9.00am–4.30pm

SPECIAL REQUIREMENTS

Please tell us if you have any dietary requirements or other needs.

PROJECT CRITERIA

Team Name:	<i>Give your team a name!</i>
Title:	<i>Project Working Title</i>
Project Topic:	<i>Choose from one of the OPEN campaign topics: falls, infection, surgery, medication. If you choose another topic remember that priority for selection of participants will be given to those selecting from the four OPEN campaign topics.</i>
Project Support:	<i>Applications must include information that shows the project has the support of the organisation.</i>
Project Description:	<i>Please provide up to 500 words supporting why your team and project should be sponsored. Please check the information sheet outlining the structure of the course before answering this.</i>
Some questions that may help you to describe your project:	<ul style="list-style-type: none"> • <i>What is the issue you will address? (why now?)</i> • <i>What do you already know about the quality improvement opportunity?</i> • <i>What is the aim or objective</i> • <i>How will you disseminate information about your project to your organisation and the wider community?</i> • <i>How do you anticipate the project will improve quality and patient safety in your</i>

	organisation?
Project Completion	Please note: Project teams will be required to produce a project report (approximately 500 words) that summarises the results from the project, including measures used and results achieved, and what changes have occurred.

TIMEFRAME

Your proposal must be in by:	Friday 29 August 2014
You will be notified by:	Friday 12 September 2014
Your project final report must be submitted by:	Friday 8 May 2015

FURTHER INFORMATION

Visit:	http://www.hqsc.govt.nz/our-programmes/consumer-engagement/work-streams/leadership-capability/co-design-partners-in-care/
Contact:	Linda Gilbert (linda.gilbert@hqsc.govt.nz)