**Refining a capability framework for successful partnerships in quality improvement: expert international consensus through an eDelphi survey**

*Invitation to submit an expression of interest and participant information sheet – International eDelphi Expert Panel*

**Who is conducting the research?**

Ruth Cox

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Assoc Prof Melissa Kendall

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Elizabeth Miller – Consumer Co-researcher

Bernadette Tanner – Consumer Co-researcher

**Why is the research being conducted?**

In many countries, healthcare staff are required to partner with patients/consumers (including patients, carers and the public) to improve services by law and also because of national quality assurance processes (accreditation). Many people would also say that partnerships between patients / consumers and healthcare staff for quality improvement is important for ethical reasons and to meet community expectations. Even though there are strong reasons for patient and public participation in quality improvement, true partnerships are difficult to achieve. Ruth Cox is enrolled in a Doctor of Philosophy (PhD) and the topic is looking at ways to build the capability of patients and healthcare staff to work together for service quality improvement.

All of the researchers listed above have worked closely together to develop a new *Capability framework for successful partnerships in quality improvement*. This “co-produced” framework describes the knowledge, skills and abilities needed for both staff and consumers to effectively work together for quality improvement. It was developed from a literature review and is under review for publication in a peer reviewed journal. A video describing the capability framework development and content will made available to you to assist in completing the eDelphi survey.

The research team now wants to consult widely with international experts to further refine the framework in a research process called an eDelphi design. Once it is refined, the framework can be used to guide individual consumer and staff learning and development planning and review. It could also be used by organisations to structure review or development of current learning

opportunities; role descriptions; selection criteria; and training needs analyses for quality improvement initiatives.

**Study Aim:** To refine a capability framework for successful partnerships in healthcare quality improvement

**Study objectives:**

1. To develop international expert consensus regarding the framework items and structure
2. To explore whether different capabilities are required across diverse healthcare contexts

**Study eligibility criteria**

To be eligible for the ***international eDelphi expert panel***, participants need to meet the following criteria:

Willingness to participate; high level of English language proficiency; and able to demonstrate a high level of experience in quality improvement (QI) partnerships in healthcare through one or more of the following:

* + Membership on a healthcare committee(s) which includes QI as a focus and incorporates patient/consumer partnerships for at least one year in total; and/or
	+ Active participation in QI projects which include patient/consumer partnerships or patient/consumer partnering topics for at least one year in total; and/or
	+ Authorship of a peer reviewed publication(s) regarding partnerships in healthcare QI; and/or
	+ Recognised patient/consumer advisory role regarding patient/consumer partnerships in QI such as through a consumer-led organisation which supports health services.

**What will you be asked to do?**

If you meet the study eligibility criteria and agree to participate, you will be part of an international eDelphi expert panel which will include patients/consumers, healthcare staff and researchers. We consider you to be an expert if you meet the criteria above as this indicates real-life experience in quality improvement partnerships. The expert panel will be asked to complete a two-round online eDelphi survey. Each survey will take approximately 30 minutes to complete, or longer if you wish to add highly detailed comments and suggestions. Each survey round will be open for approximately three weeks. A reminder will be sent to anyone who has not completed the survey each week for the three weeks. There will be approximately three weeks between the end of Round 1 and the start of Round 2.

You will be asked to rate the importance of each of the capability framework items for successful healthcare quality improvement partnerships. You will also be able to provide comments and suggestions about the content and structure of the framework. A summary of the responses from Round 1 will be sent to you via email to help with your decision making for Round 2. Where there is a high level of agreement in ratings from Round 1 (i.e. 75% or more of participants rate the item as "Very Important" or "Important" and there are no wording changes needed), we will not ask for that item(s) to be rated again.

In Round 2 we will add some additional questions at the end so that you can tell us how you think the capability framework can be used to support real life healthcare quality improvement partnerships and how it could be evaluated.

**The expected benefits of the research**

You will be assisting us to meet the study aims and objectives by adding your expert opinion in refining the capability framework described above. It is predicted that you will enjoy contributing to an important area of study and that you may be able to use the published findings in your quality improvement partnering practice. You may also assist in prioritising future studies related to this topic. However, these benefits cannot be guaranteed.

**Risks to you**

We believe that this research is of low risk to you given it is an online survey and the questions are not personal in nature. At any stage during the study you can decline to complete the survey. If you are concerned at any point, you are able to contact Ruth Cox via email. She will do her very best to support you and assist you. However, you need to know that given this is an international study, she will have limited ability to provide individualised assistance.

**Confidentiality**

Your contact details and background information will be collected via an Expression of Interest Form which you will be asked to email to Ruth Cox. All information collected on this form will be de-identified using a pseudonym/pretend name, and only the research team will have access to the master list connecting your personal details to your pseudonym. A Research Advisory Group of which includes patients/consumers, healthcare staff and researchers (including the research team) will be assisting the research team through-out the study so that more diverse perspectives are included in preparing, implementing and sharing research processes and results. The Research Advisory Group members who are not part of the research team, will only have access to a summary document of your personal details including your name, country, organisation, role, health service context and email address. They will be asked to keep this summary information confidential.

All information collected through the online eDelphi surveys is anonymous and your name will not be linked to your response when it is provided to the Research Advisory Group. The eDelphi survey data will be collected using SurveyMonkey. Data collected on SurveyMonkey is stored in the United States of America and no personal details will be collected on the online survey. If confidentiality is of concern, you can decline to answer any of online survey questions. All information collected will stay confidential and will not be given to any third parties without your consent (agreement), unless required by law. All information will be stored securely in the Occupational Therapy Department at the QEII Hospital and/or the Griffith University Research Storage Service.

We plan to share the findings from this research study in national or international journals, at conferences and workshops, and in other ways such as web site information, social media, newsletters, posters and brochures. Your information will remain de-identified in any publications or presentations, however there is a possibility that you may be able to recognise things that you have said in the survey within the material.

**Your participation is voluntary**

Your decision to take part in this research study is completely up to you (voluntary). You are able to withdraw your consent to participate (stop participating) at any time by not continuing with the online survey(s), with no impact on your relationships with Metro South Health, QEII Hospital or Griffith University in any way

**Questions / additional information**

If you have any questions about the research study or your participation in the study, please contact Ruth Cox, Professor Matthew Molineux and/or Associate Professor Melissa Kendall who are all members of the research team. Their contact details are at the beginning of this Information Sheet.

**Ethics approval**

This research has been reviewed and approved by the Metro South Human Research Ethics Committee (No. MS HREC/2021/QMS/72371) and the Griffith University Human Research Ethics Committee (No. 2021/069). If you have any concerns or complaints about the ethical conduct of this research, you should contact:

**Metro South Health Research Integrity Officer: Phone +617 3443 8046**

**Griffith University, Manager of Research Ethics: Phone +617 3735 4375**

**Feedback to you**

A summary of the research results will be sent to you via email after the results are collated.

Thank you for taking the time to consider this study.

**If you wish to take part in this study, please complete and sign the attached Expression of Interest Form. Ruth Cox** **will be in contact with all interested people to let them know the outcome of the EOI by approximately 18th June, 2021.**

This information sheet is for you to keep.