Application for Consumer Representative

Statewide Digital Healthcare Improvement Clinical Network

Closing date: 9.00am, Monday 31 August, 2020

Queensland Department of Health

**The Department of Health is providing one (1) health consumer representative a unique opportunity to participate on the Statewide Digital Healthcare Improvement Network (DHIN).**

The position requires personal experience as a health consumer, strong links with community groups / networks and the ability to present practical advice that reflects health consumers' real-life experiences. Your contribution as a consumer representative will help to improve and support clinical services.

As the peak body of clinical expertise in Queensland the [networks](https://clinicalexcellence.qld.gov.au/priority-areas/clinician-engagement/statewide-clinical-networks) serve as an independent point of reference, for clinicians, consumers, Hospital and Health Services and the Department of Health.

The networks guide quality and improvement reform and support clinical policy development, emphasising evidence-based practice and clinical consensus to guide implementation, optimisation and provision of high-quality consumer focused health care.

Purpose

The DHIN was established in 2017 to provide a coordinated, multidisciplinary forum for improving patient care and clinical workflows using the digital platform, including integrating across primary, community and hospital settings.

It is an advisory clinical body under the governance of the Clinical Excellence Queensland and provides clear, coordinated and authoritative clinical advice and leadership to the Queensland digital health ecosystem.

The network provides overarching governance of digital activities occurring throughout Queensland Health integrated electronic medical record (ieMR) sites and functions as an innovation hub for digital healthcare improvement.

Specific functions of DHIN include:

* Improve patient care and clinical workflows using the digital platform, including integrating across primary, community and hospital settings.
* Assist with prioritising enhancements to the digital platform that improve clinical care.
* Support transparency of current digital improvement activities.
* Facilitate clinical readiness and assisting with clinical governance of digital transformation.
* Provide guidance to facilities undergoing digital disruption to support the maintenance of performance and quality.
* Raise, filter and escalate clinical issues with digital implementations.
* Lead and advise on digital innovation.
* Provide objective, agnostic advice on the integration and utilisation of existing and imminent systems.
* Foster linkage with clinical networks and statewide clinical bodies.

For further information please refer to the attached Terms of Reference.

Role of the consumer

The role of the consumer includes:

* Actively participate in steering committee discussions.
* Confidently advocate on behalf of people they will be asked to represent.
* Bring a consumer/ carer perspective to all discussion and decision-making.
* Possess a good understanding of matters that affect people receiving hospital care services.
* Have well developed interpersonal skills including the ability to work as part of a team and maintain good working relationships with team members and other stakeholders.

Who is it for?

This opportunity would suit a consumer or carer representative:

* With at least six months experience sitting on an executive committee of a statewide clinical network.
* That has an excellent track record of working with multi-disciplinary clinical teams.
* Has a good understanding of the future of healthcare from a consumer or carer perspective
* That has well developed written and communication skills.
* Can demonstrate innovative and creative approaches to address complex organisational issues using a quality improvement framework.
* Can use a high level of negation and conflict management skills.

Time and location

Membership will be current for two years and it is expected that meetings will be conducted every two months (approx. 2 hours during business hours), principally by Microsoft Office Teams.

Remuneration and Support

The successful consumer/or carer will be reimbursed for their time at the meeting as per details below:

• $187 for meetings 4 hours and under (including pre-reading and travel time)

• $374 per meeting over 4 hours (including pre-reading and travel time)

The successful consumer / or carer will also be reimbursed any travel or parking expense (if applicable) with an original receipt and tax invoice raised. Eg. Consumers will be remunerated for their time in line with [Health Consumers Queensland’s remuneration position statement](http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf). Parking and travel expenses will be covered.

How to apply

**Please complete this consumer application form and return to****consumer@hcq.org.au** **by 9.00am, Monday 31 August, 2020**

For assistance please contact Health Consumers Queensland via consumer@hcq.org.au or by phone on 07 3012 9090.

**Consumer Application Form**

**Statewide Digital Healthcare Improvement Clinical Network**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database YES | NO
* I would like to receive email updates from Health Consumers Queensland YES | NO
* Are you happy for Health Consumers Queensland to share this form with Queensland Health as part of the process for this application? YES | NO

Please highlight any group you identify as being a part of:

* Living with a disability/chronic condition
* Caring for someone with a disability
* Physically isolated or transport disadvantaged
* Culturally or linguistically diverse
* From a non-English speaking background
* LGBTIQ+

Do you identify as: Aboriginal | Torres Strait Islander | Both | Prefer not to state

Are you a: Consumer | Carer

Age range: 16-24 25-29 30-39 40-49 50-59 60-69 70+

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender:** |  Male | Female | Intersex | Other | Prefer not to state |

Please describe any support you need to take part in this activity *(examples include support person, hearing loop, dietary requirements)*

*Your responses to the following questions only need to be a brief sentence or two*

* Please describe your experience as a health consumer representative including committees, focus groups, surveys, governance roles, etc.

*Tip: Past consumer representative positions that have similar requirements to the opportunity you’re expressing interest in. Give an indication of how long each position was for, and any relevant highlights.*

* **Please describe any connections you have to your community (e.g. networks, groups)***Tip: Think about how this relates to the role you’re applying for.*
* Please describe your interest in digital healthcare improvement? *Tip: Although this section usually requires the longest response, try to keep it concise. Things to consider focusing on here include:*
* *any past lived experience that shows your understanding of the topic, or*
* *your understanding of the social/health/economic implications of the topic/condition, or*
* *Any systems change that you have identified that will improve care for health consumers, and possible strategies you could share to affect that change.*
* Please provide contact details for a staff member from a health service or department you are currently partnering with. (we will advise if you are shortlisted before we contact your referee).

Full name:

Staff Role:

Partnering Activity (eg. Committee Chair):

Organisation:

Phone number:

Email:

Applicant Role: