Codesign of Multi-Specialist Telehealth Experience

Virtual Outpatient Integration for Chronic Disease (VOICeD) Project

Closing date: 10am Friday 18 September 2020

Queensland Department of Health

**Queensland Health is seeking far north Queensland people with diabetes, cardiac, kidney or other chronic disease to participate in codesign of a new service model, the VOICeD clinic.** The VOICeD clinic will allow people to have one telehealth appointment to see their diabetes, renal and cardiac specialists at once. Consumers taking part in these workshops will be helping to create a service that best meets the needs of patients in far north Queensland like themselves.

Participants are asked to attend two workshops one week apart, two to three hours each in late September. The first workshop will be held face to face at the Cairns Hospital, the second via video conference.

The VOICeD Project is led by Queensland Health’s Statewide Diabetes Clinical Network, a network of clinicians, consumers and healthcare decision makers improving diabetes care in Queensland. <https://clinicalexcellence.qld.gov.au/priority-areas/clinician-engagement/statewide-clinical-networks/diabetes>

About the workshops

The codesign workshops will explore peoples experience and preferences around telehealth appointments and design how VOICeD clinics can offer a better experience.

Workshop 1 will discuss the past experiences using telehealth and face-to-face services, what parts you liked, didn’t like and how you felt along the way.

Workshop 2 will focus on designing a better experience for the new service.

Workshops will be facilitated by a leading user experience designer from Queensland University of Technology and supported by the VOICeD Project Officer.

Role of the consumer

**Attend both workshops to actively participate and share their personal stories, experiences and preferences about their outpatient appointments.** The information shared by consumers will contribute to the design of the new VOICeD clinic.

Who is it for?

**This opportunity would suit people**:

* With diabetes, cardiac, renal or other chronic conditions
* From a variety of ages and cultural backgrounds
* Experience with accessing care face-to-face and having one or more previous appointments by telehealth (phone or internet)
* Comfortable with using the internet is highly beneficial.
* **Access to equipment and internet connection suitable for video conference. This includes camera and microphone, or a smartphone.** *Don’t have your own equipment? Contact your local health service or Health Consumers Queensland to see if there is equipment available for you to use.*

Time and location

**Workshop 1: Face-to-face at Cairns Hospital, late September**

**Workshop 2: online via video conference, early October**

Remuneration and Support

Participants will be remunerated for their time attending the workshop 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 within the Cairns region will be covered.

How to apply

**Please complete this consumer application form and return to****consumer@hcq.org.au**by **10am Friday 18 September 2020**

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

Codesign of Multi-Specialist Telehealth Experience (VOICeD)

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
* Would you like us to retain this application for future vacancies? *(Applications not retained are destroyed once the application process is complete.)* 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

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+

Please highlight the conditions you are living with: Diabetes | Cardiac | Renal

How long have you been living with diabetes?

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 any experience you have as a health consumer representative including committees, focus groups, surveys, governance roles, etc.

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* **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 taking part in these workshops