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Forum **OF** Australia

The King's Fund >

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COLLABORATIVE PAIRS AUSTRALIA

Expression of Interest for Facilitator Training

NOVEMBER 2017

INTRODUCTION

The Consumers Health Forum of Australia (CHF) in collaboration with the King's Fund (UK), four Primary Health Networks (PHNs) in NSW and Victoria and the Australian Commission for Safety and Quality in Healthcare (ACSQHC) are undertaking a national demonstration trial of the King's Fund flagship program *Collaborative Pairs* in Australia.

Collaborative Pairs brings together consumer leaders to work together in pairs with a clinician or service provider on a specific project or program. The program's objectives are to build skills in developing collaborative partnerships and to break down the cultural barriers that often exist between those providing the services and those receiving them.

Collaborative Pairs is the King's Fund's flagship program that supports the development of the mindset and practices that underpin the culture of shared leadership and partnership and, specifically, joint clinician-consumer approaches to program and service development and improvement in regional and service delivery settings. The King's Fund is an UK independent charity that works to improve health and care. This unique program is designed to assist clinicians and consumers to learn together to build productive relationships and to appreciate and practice how different roles and perspectives can be a constructive force for change.

CHF is partnering with South Eastern Melbourne, North Western Melbourne, Western Sydney (Went West) and Western NSW Primary Health Networks to bring this cutting edge program to Australia. We are now seeking expressions of interest from clinicians and consumers with experience and skills in "working collaboratively" to become Australia's first cohort of facilitators to deliver this program in Australia.

BACKGROUND

Currently in Australia, emphasis is being given to the role consumers and communities can play in the governance of PHNs and local hospital networks, with some accompanying investment in recent years to provide governance training. Equally, there have been efforts put into the provision of training and support for consumers so that, as representatives, they may act with impact and influence in national, state and regional/local advisory structures. There are new and promising roles for the consumer 'workforce' including playing roles as part of health service accrediting teams. We've had a culture of investing in clinical leaders through past initiatives such as the National Lead Clinicians Group, Health Workforce Australia and support for primarily local GP clinical leads through Medicare Locals and their forerunners, but very little focus on patient/consumer leadership development.

However, there is a considerable way to go with regard to how we harness the role consumers as agents of change in systems and service development. There is limited systemic focus on building the capacity and expertise of consumers to serve as **leaders, agents of change and service improvers** despite this being recognised in the literature as an important co-creation role consumers can play. Experience of innovative approaches to system improvement and service development that build on people's lived experience of health and healthcare can transform services. Patients or consumers need to be seen by providers and managers as an asset to planning, priority setting and decision making.

More information about the Collaborative Pairs program can be found in the enclosed package or on the CHF website <https://chf.org.au/collaborative-pairs-eoi>

Information Sheet 1: Collaborative Pairs Australia: An Overview

Information Sheet 2: Collaborative Pairs Australia : National Demonstration Trial

Information sheet 3: Collaborative Pairs Australia and National Health Reform

PROPOSED MODEL FOR COLLABORATIVE PAIRS AUSTRALIA

The proposed model for the Australian demonstration involves a collaboration between CHF, the King's Fund (UK), and 4 PHNs from NSW and Victoria. It is a two year project. The King's Fund will partner with CHF and the PHNs to develop and implement a facilitator training program for up to four (4) pairs of facilitators which include one (1) consumer lead and one (1) clinical lead in each pair. These pairs will undertake a five (5) day training program in the UK which will expose them to the Collaborative Pairs Program and equip them to deliver the program in Australia on their return. A value-add to the delivery of the facilitator training in the UK will be the potential to organise roundtable sessions with UK facilitators, site visits to localities and teams who have undertaken the training and the opportunity to discuss how they are working to apply their learnings to local improvement projects.

The Australian facilitators will then be engaged to deliver two (2) programs in each of the participating PHNs in the 12 months of the demonstration, sourcing participants through collaboration with PHNs and their regional partners where appropriate. The geographical areas of the participating PHNs will enable the model to be tested across urban, regional and remote contexts. This will mean up to 8 pairs will participate in each program, and up to 8 programs will be conducted over a 12 month period. The King's Fund will provide support and mentoring to the facilitators for the 12 month demonstration by way of skype, webinars and email support.

Collaborative Pairs Facilitator Training Program

The training program will be delivered by the key leaders and architects of the program in the UK: Mark Doughty, Patient Leader and Patricia Boyle, Organisational Consultant. The program content will include taking participants through the Collaborative Pairs program as a participant and including a tailored training component to equip them as facilitators. As part of the facilitator training, participants will reflect on key issues that are central to the effective delivery of the program which include:

- modelling collaborative and partnership working in the facilitation pairs
- integrating the knowledge capture model into the program (ie knowledge capture is based on a critical/appreciative inquiry approach that makes individual and collective learning explicit and supports a group to make meaning from their experiences. It is an iterative process)
- modelling reflective learning (a central component of the knowledge capture process) in practice as facilitators

- the role played by supervision in supporting practice as facilitators
- ensuring the program is 'fit for purpose' and reflects the local and national health context and agenda
- identifying and working with potential barriers and issues to delivering the program
- understanding how to administer and manage the program.

Participants in the training will be provided with detailed manuals that will contain the following:

- background support information and guidance covering the context of the program's development, the reason for its development, the learning philosophy and methodology used
- a 'walk through' of the pre-program work covering content such as how to market the program, support participants to find a partner, what to take into account when organising and administering the program
- detailed breakdown of each day of the program – purpose, learning objectives, expected outcomes, timing
- step-by-step facilitation guidance on each day's activity
- guidance on potential problems, issues that might arise, barriers to achieving individual, pair and organisational learning goals
- how to undertake the knowledge capture – step by step guidance, potential problems and how to work with them
- the role of supervision, how to set it up, get the maximum benefit from it and deal with potential issues that might arise
- how to build in effective evaluation that supports the development of the program

SEEKING EXPRESSIONS OF INTEREST FOR FACILITATORS

CHF, in partnership with the King's Fund and the Collaborative Pairs Australia Steering Group is seeking expressions of interest from appropriately skilled and experienced clinicians and consumers to be trained as facilitators to deliver the program in Australia. We are seeking expressions of interest from pairs (a consumer lead and a clinical lead) who have experience working together and as a pair meet the following selection criteria. For guidance in relation to eligibility, please refer to Appendix 1.

Statement of requirement

Successful applicants (ie. pairs) will need to commit in the first instance, to a two year program. This will involve:

Year 1 (October 2017–June 2018)

- Availability and willingness to travel to the UK in March 2018 to undertake the training. This will involve five (5) days training and at least 2/3 days travel. Successful applicants will have their training, manuals, flights and accommodation paid for. However, the support is unable to cover salaries or income while undertaking the training. The benefits of being selected to undertake this training include : unique opportunity with a prestigious organisation, comprehensive training program ,exposure to some previous participants and mentoring by the original architects of the program in person. On return, facilitators will need to spend some time in the period April to June planning the delivery of their programs with the PHNs for which they will be paid.

Year 2 (July 2018–June2019)

- Deliver two programs of five (5) days each. Each program will be over approx 6 month period (ie 1 session every 4 to 6 weeks) and needs to include preparation.
- Supervision by the King's Fund for a half a day per program
- Working collaboratively with the External Evaluator

In summary, approximately 8 days per program (5 days delivery, half day day supervision, one and half days preparation and follow up) will be required.

Facilitators will be paid for their time delivering the program. This will involve a consistent fee across all facilitators and is not based on individual salaries. All facilitators will be contracted by CHF to undertake the work for Collaborative Pairs Australia. In the second year, facilitators will be responsible for the delivery of the program while PHNs and CHF will be responsible for recruiting participants, registrations, provision of venue and other administrative issues related to the delivery of the program. All facilitators will be required to undertake supervision with the King's Fund during every program they deliver and co-operate with the External Evaluators.

Selection Criteria

Essential

Knowledge

- A knowledge of the contemporary Australian health care system including current major health reforms and trends
- A sound understanding of consumer – centred care and the emerging role of consumers in driving change in the health system
- Knowledge of the differences in skills and experience of health service providers and consumers and the issues involved in working together

Attitudes

- A willingness and desire to be challenged and stretched in terms of ideas, beliefs and assumptions about health care
- A willingness to engage in reflective practice
- An openness to change and willingness to learn new ideas, concepts and models and develop new skills and practices

Skills

- Excellent communication skills demonstrated by ability to relate to health service providers, managers, consumers and community members
- Highly developed skills in collaboration and partnership demonstrated by joint work undertaken together
- Well developed presentation and facilitation skills demonstrated by ability to deliver professional development and education/training sessions or facilitation of groups

Experience

- Extensive experience working in the health system as a health service provider, consumer or community advocate
- Experience working effectively in collaboration on committees, working groups or joint projects with health professionals and consumers including identifying and resolving issues as a result of working in partnership
- Experience delivering professional development and /or education sessions or facilitation of groups

Desirable

- Knowledge of adult learning principles and methodologies
- Experience in participatory learning and action research
- Working and/or providing consumer advocacy in one of the 4 participating PHN areas

APPLICATION PROCESS

All interested clinicians and consumers **MUST apply as a pair** (ie a clinician/health service provider lead and consumer/community member lead) together demonstrating your combined knowledge, attitudes, skills and experience. Could all pairs please complete the **Collaborative Pairs Australia EOI for Facilitator Training Application Form** which can be downloaded from the CHF website <https://chf.org.au/collaborative-pairs-eoi>

Refer the accompanying **Guidelines to Applicants in Appendix 2**.

The application form must be completed and signed together with any additional supporting information and submitted online by **5:00pm Wednesday 22nd November, 2017**.

An information session for all prospective applicants will be held by webinar on **Wednesday 15th November at 2:00pm AEST**.

Can you please register for this at: <https://chf.org.au/events/collaborative-pairs-qa-applicants>

If you have any questions, can you please email them to Jennie Parham, Business Development and Engagement Consultant, CHF at jennie@jennieparhamconsulting.com.au

Questions will be answered by email and in the information session. It is advisable for all intending applicants to read through Guidelines for Applicants (refer Appendix 2) before completing your application.

Timeframe for selection process

Information session	Wednesday, November 15 at 2:00pm
Applications Close	Wednesday, November 22 at 5:00pm
Shortlisting	Friday, November 24
Interviews	Wednesday, November 28 and Thursday, November 29th

APPENDIX 1: ELIGIBILITY CRITERIA FOR FACILITATOR ROLES

Clinical Lead

The clinical lead MUST have experience in one or more of the following areas and have clinical experience :

- Allied Health Professional, Nurse or General Practitioner/Medical Officer
- Clinical Lead in PHN, Health Service or NGO
- Manager of Clinical Services in a health service, NGO
- Clinical trainer (ie someone with a clinical background providing clinical education and training sessions)

Consumer Lead

The consumer lead MUST have experience as a patient or service user in one or more of the following areas and have lived experience of engaging with health services as a patient, service user or consumer.

- Experienced consumer advocate and leader
- Chair or Member of a Community /Consumer Advisory Committee for a PHN, health service or similar organisation
- Consumer Consultant
- Community member of a Health Service Board, PHN, NGO or similar
- Community leader of a community organisation that partners with health services or PHNs
- Consumer or community trainer (ie a consumer or community leader providing education and training on health related issues)

APPENDIX 2: GUIDELINES FOR APPLICANTS

PLEASE READ CAREFULLY THESE GUIDELINES BEFORE
COMPLETING THE APPLICATION FORM

1. Please read the Information Sheets as well as the EOI document. They can be found on the CHF website at <https://chf.org.au/collaborative-pairs-eoi>
2. Applicants MUST apply in pairs (one clinical lead with one consumer lead).
3. Eligibility criteria for each role can be found in Appendix 1 of this document.
4. Please use the Application Form which can be found at <https://chf.org.au/collaborative-pairs-eoi> and comply with the word limit.
5. If you have any questions, please email them to Jennie Parham at jennie@jennieparhamconsulting.com.au
All questions will either be answered by email or in the Information session.
6. It is recommended that all intending applicants attend the Information Session which will be held by webinar on Wednesday 15th November, 2017 at 2:00pm AEST. Registration for this is at <https://chf.org.au/events/collaborative-pairs-qa-applicants>
7. When responding to selection criteria, be clear how both the clinical lead and consumer lead meet the criteria both individually and as a pair.
8. The only additional supporting information that will be accepted is any examples of joint work undertaken by the pair relevant to the selection criteria. Supporting information is not mandatory.
9. Please ensure both the clinical and consumer lead sign the application form.
10. For further background information on the Collaborative Pairs Program, refer the King's Fund website www.kingsfund.org.uk/leadership/leading-collaboratively-patients-and-communities
- 11. Applications must be submitted online by 5:00pm Wednesday 22 November 2017**

Collaborative Pairs Australia is supported by the following organisations

