

Project information sheet: Consumer case studies about safety and quality in health care

Please note: This project information sheet is to be read together with the *Participant Interview Consent Form*.

Consumers Health Forum of Australia (CHF) invites you to participate in an interview about your experience of safety and quality during your healthcare journey.

The Australian Commission on Safety and Quality in Health Care (the Commission) has provided funding for CHF to interview consumers and gather stories about their experience of health care, to highlight the importance of safety and quality.

This document provides some background information about the Commission, CHF and tells you about the project, and what taking part involves. This will help you decide if you want to take part. It also explains how information collected from participants will be used by the Commission and CHF.

Please read this information carefully and ask any questions about anything that you don't understand or want to know more about.

The Commission

The Commission's role is to lead and coordinate national improvements in the safety and quality of health care. The Commission works in partnership with patients, carers, clinicians, managers, policymakers and healthcare organisations to achieve a sustainable, safe and high-quality health system.

One of the key functions of the Commission includes the development of the National Safety and Quality Health Service (NSQHS) Standards that aim to protect the public from harm and to improve the quality of health care. The NSQHS Standards describe the level of care that consumers should expect to receive from health service organisations.

Consumer Health Forum of Australia

CHF is Australia's national non-government organisation representing Australian healthcare consumers. We work to achieve safe, quality and timely healthcare for all Australians, supported by accessible health information and systems. CHF is committed to consumer engagement and ensuring that consumer views are included in advice to the Government on safety and quality issues in health care. Consumer participation in safety and quality will contribute to the cultural changes needed among health professionals, health managers, health services and the wider community that are needed for sustainable improvements in safety and quality in health care.

Purpose of the Project

The aim of the project is to develop a series of consumer case studies by collecting stories from patients, carers and family members to understand their experiences of health care and highlight the importance of actions in the NSQHS Standards in improving healthcare safety and quality.

It is expected that the consumer case studies will capture opportunities for improvement and highlight what is working well across different health service settings, from a consumer perspective. The consumer case studies will be used to support health service organisations and clinicians implement the NSQHS Standards and understand their importance from the perspective of patients, families and carers.

Interview Process

If you choose to participate and provide consent, you'll take part in an informal telephone interview. It is anticipated that each interview will take approximately 30-60 minutes. This will take place at a time that you choose between the hours of 8am and 3pm during a weekday in June to August 2018.

The aim is to learn more about your experience of safety and quality during your healthcare journey. You'll talk with the CHF Policy/Safety and Quality Officer, Leanne Kelly. She will give you a list of possible questions beforehand. You don't have to read this list, but it may help you to prepare for the interview. If you prefer to talk about other things, that's fine. **Talking about these topics could be upsetting.** Please only talk about things you feel comfortable to talk about. If you'd rather not answer a question or questions, that's fine. You can stop the interview at any time.

What if my story includes a difficult experience?

It can be upsetting to share a story about a difficult health experience. Before you decide to take part you may like to:

- Talk about it with your health consumer organisation.
- Talk about it with someone you trust.

If reflecting on your experience is upsetting, it could help to:

- Talk to a health professional; or
- Use a phone counselling service, such as [beyondblue](#) (1300 22 4636) or [Lifeline](#) (13 11 14).

If you decide to participate please note CHF and the Commission do not have any influence over your future treatment or care and you will not receive any clear benefit as a result of taking part in the interview.

Personal information such as your name and contact information will be collected for the purposes of administering the interview and will be handled in accordance with the privacy policies of [CHF](#) and the [Commission](#).

Voice recordings of the interviews will be made. The voice recordings of your interview will be kept securely until they are transcribed, and information is analysed. All information about participants, patients, or health service organisations will be de-identified in the published case studies. All recordings will be destroyed once the information has been analysed.

After the interview, CHF will invite you to:

- Approve (and make any changes to) the transcript of your interview;

- Identify the high and low points of your experience by highlighting green for positive and/or red for negative experiences on your transcript and returning it to CHF;
- Approve a depiction of your story as a represented in the draft case study content.
- Be notified when the case study depicting your story is published and receive a copy.

Your participation in each of these activities is voluntary. This means you do not have to take part in any of these activities. **There are no costs associated with participating, nor will you be paid.** However, sharing your story may benefit others and lead to improvements in safety and quality in health care through the NSQHS Standards.

Publication Process

After the interview has been held and the information analysed, CHF and the Commission will draft content for publication. Generic descriptors may be used to provide context for the stories. The following are examples of these descriptors:

- *'A patient at a medium sized rural hospital...'*
- *'A family member of a patient undergoing cataract surgery at a metropolitan day procedure service...'*

Your name will not be made public. This is to protect your privacy. We will try not to publish details that could let anyone guess who you are. It is possible you could be identified even though your name will not be published in the case study. For example, if you have a well-known experience or live in a small community, some readers may be able to identify you. Please be aware of this risk.

You will have an opportunity to review, provide comment and approve the draft case study content for publication. The Commission may also use the de-identified content from the case study in other tools and resources, presentations, education material and reports.

You can withdraw from the project at any time. Please be aware that if you withdraw **after** you approve the case study content, your story may already have been made public. Your relationship with CHF and the Commission will not be affected by your decision to take part or not take part.

Questions

If you have any questions about the information contained in the *Participant Interview Consent Form*, or in this *Project Information Sheet* please contact:

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