



Consumers Health
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Developing Leaders >>

COLLABORATIVE PAIRS AUSTRALIA

Collaborative Pairs National
Demonstration Trial

WHY A NATIONAL DEMONSTRATION TRIAL IN AUSTRALIA?

The Consumers Health Forum of Australia (CHF), in collaboration with the Kings Fund in the UK are undertaking a national demonstration trial of the *Collaborative Pairs: leading collaboratively with patients and communities* (Collaborative Pairs) Program to the Australian context. 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 significant efforts, particularly by the state and territory peak consumer health organisations 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.

However, there is a considerable way to go with regard to harnessing the role of consumers as agents of change in a systems and service development sense. 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.

The *Collaborative Pairs* Program is unique and cutting edge in that it brings health service providers together with patients and consumers to develop and strengthen their capacity to work together to transform the health system. This program builds on and provides an extension or additional pathway for consumers who may have previously undertaken training through existing programs.

WHAT IS THE PROPOSED MODEL FOR IMPLEMENTING A NATIONAL DEMONSTRATION TRIAL IN AUSTRALIA?

This initial trial of the Collaborative Pairs program in Australia will be conducted over a two year period with two distinct stages.

Stage 1: Establishment of Collaborative Pairs Australia and training up facilitators to deliver the program in Australia (July 2017 to June 2018)

CHF, in collaboration with the King's Fund, four Primary Health Networks (PHNs) in NSW and Victoria and The Australian Commission on Safety and Quality in Health Care are undertaking a national demonstration trial and evaluation in Australia. The four PHNs are North Western Melbourne, South Eastern Melbourne, Western Sydney (WentWest) and Western NSW. The geographical areas of the participating PHNs will enable the model to be tested across urban, regional and remote contexts. An external evaluation will also be undertaken.

The objectives of the National Demonstration Trial are:

- To test its effectiveness and relevance for the Australian context
- To test its effectiveness as an enabler of co-design and collaborative partnerships between health service providers and consumers
- To test national scalability for further implementation of the training, if proved to be effective

A critical component of Stage 1 includes the King's Fund delivering a 5 day training program in the UK to equip 4 pairs of facilitators to deliver the program in Australia. 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 the pairs 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 and will be provided with a detailed training manual. Each facilitator pair will include a consumer lead and a clinician/service provider/manger lead. This program will be conducted in March 2018 in London.

Stage 2: Implementation and Evaluation of the Program (July 2018 to June 2019)

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. This will mean up to 8 pairs will participate in each program, and potentially 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.

The evaluation will be undertaken over the course of the twelve month implementation. The results of the external evaluation, knowledge capture and facilitator learnings and feedback will be compiled following the 12 months of the trial. It is anticipated that if successful, a Stage 3 Implementation strategy will be developed for further roll out of the program. It will also involve developing the most effective business model to implement and sustain the program further and support the emerging community of practice. It may include the delivery of a "train-the-trainer" program using the initial cohort of trainers with input from the King's Fund but with IP unique to Australia.

HOW CAN I GET INVOLVED OR PARTICIPATE IN THIS TRIAL?

There are a number of ways that you can get involved.

Interested in being a facilitator

CHF will be conducting an Expression of Interest process for suitable clinicians, service providers and consumers who are willing, interested and have the appropriate knowledge, skills and experience to be considered for the facilitator role.

More information and application process can be found at <https://chf.org.au/collaborative-pairs-eoi>

Interested in being a participant in the program

If you are interested in undertaking the program when it is delivered in Australia and want to be kept informed of upcoming dates, then please register interest at <https://chf.org.au/collaborative-pairs-register-your-interest>

Organisation (ie PHN, LHD, NGO) interested in participating in the program

If your organisation is interested in participating in the program, then please contact Jennie Parham, Business Development and Engagement Consultant, CHF at jennie@jennieparhamconsulting.com.au

Interested in being kept informed of progress

If you or your organisation would like to receive regular updates of progress on this Project, then please register your interest at <https://chf.org.au/collaborative-pairs-register-your-interest>

Collaborative Pairs Australia is supported by the following organisations

