Contribution Toolkit

2nd Edition

NSW GOVERNMENT

AGENCY FOR CLINICAL INNOVATION

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. It does this by:

- *service redesign and evaluation* – applying redesign methodology to assist healthcare providers and consumers to review and improve the quality, effectiveness and efficiency of services
- *specialist advice on healthcare innovation* – advising on the development, evaluation and adoption of healthcare innovations from optimal use through to disinvestment
- *initiatives including guidelines and models of care* – developing a range of evidence-based healthcare improvement initiatives to benefit the NSW health system
- *implementation support* – working with ACI Networks, consumers and healthcare providers to assist delivery of healthcare innovations into practice across metropolitan and rural NSW
- *knowledge sharing* – partnering with healthcare providers to support collaboration, learning capability and knowledge sharing on healthcare innovation and improvement
- *continuous capability building* – working with healthcare providers to build capability in redesign, project management and change management through the Centre for Healthcare Redesign.

ACI Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across clinical specialties and regional and service boundaries to develop successful healthcare innovations.

A priority for the ACI is identifying unwarranted variation in clinical practice and working in partnership with healthcare providers to develop mechanisms to improve clinical practice and patient care.

aci.health.nsw.gov.au

Contents

The Innovation Exchange

The Innovation Exchange is a place to share and promote healthcare innovations and improvements across NSW and beyond. It's designed to share projects that can be adapted to suit other local health challenges, without the need to duplicate work that has already been undertaken. By sharing this knowledge, we encourage healthcare professionals to learn from the experiences of others, make improvements and foster innovation in their own organisations.

The Innovation Exchange recognises the commitment and expertise of staff working in the NSW health system and connects health professionals who share similar clinical interests. No matter how large or small an innovation may be, the Innovation Exchange provides an opportunity to showcase the great work that is happening to improve the health system.

Why submit your project?

If you've designed or implemented a project that aims to improve healthcare in NSW, the Innovation Exchange is a great opportunity to share your project with a wider audience and recognise the efforts of your team.

You'll have a page on the Innovation Exchange dedicated to your project, so other health professionals can see what you've achieved and work out if it will help them solve a similar health challenge in their organisation or facility.

Your summary on the Innovation Exchange can be used for a number of purposes, like sharing with your team, applying for speaking opportunities or promoting your project in the community. You don't even need to have a completed project to publish it on the Innovation Exchange – we also accept projects that are in the planning or implementation stages.

The whole process was really easy, from completing the submission form to getting it published. The team were great to deal with and it gave me an opportunity to showcase my project to a much wider audience.

Hannah McGinness
The Children's Hospital at Westmead

How to use this toolkit

To make sure the Innovation Exchange reaches its potential, we need to make sure it's easy for everyone to read and understand. Writing can be difficult for many people, so we have created this toolkit to make it a faster and easier process. It also allows us to standardise the information we collect and make sure every summary published on the Innovation Exchange is of the highest quality.

This toolkit will help you collect the relevant information on your project and develop a high-quality summary that will be published on the Innovation Exchange. We recommend you refer to the toolkit as you're drafting your Innovation Exchange submission, as it provides helpful advice at each stage of the process. If you have any questions along the way, we're always happy to help.

Publishing my project on the Innovation Exchange has been a real learning experience and I'm so grateful to the team at ACI for guiding me through the process. The end result is fantastic, thank you!

Wendy Cain
Blacktown Hospital

Eligibility criteria

Your project will be assessed by our team against the eligibility criteria outlined below. Only high-quality projects that score at least nine will be considered, so it is important to ensure your submission is relevant, useful and current.

Relevant

Is it relevant to all health services?

5 Highly relevant to all health services and possibly internationally

4 Relevant to many health services across NSW and nationally

3 Relevant to a number of health services in NSW

2 Relevant to a small number of sites in some areas

1 A unique project that's not relevant to other areas and settings

Useful

Does it provide enough information to implement the project in other settings?

5 Provides all information and resources required for wider implementation

4 Provides most of the information required for wider implementation

3 Provides useful information but doesn't consider wider implementation

2 Provides some information but focuses on implementation in pilot sites

1 Provides very little information about implementation of the project

Current

Is it a unique project that has been implemented or evaluated recently?

5 Developed in the last 12 months and is considered topical and a high priority

4 Developed in the last 12 months and is part of an ongoing improvement program

3 Developed in the last 18 months and is part of an ongoing improvement program

2 Developed 2-3 years ago but content is now outdated and has no clinical relevance

1 Developed three or more years ago and has no clinical relevance today

Sensitivities for publishing

The Innovation Exchange is a public website, which means it's available for anyone to read. For this reason, you'll need to be careful when including politically-sensitive information or negative outcomes. Consider whether what you are writing will impact your organisations' reputation or generate negative media attention. If you're not sure, contact us or your local communications team for clarification.

The submission form

Download the Innovation Exchange Submission Form

The submission form allows us to present healthcare innovations and improvements in a consistent, standardised format. It guides you through each section with tips and examples, so you understand what information you need to provide. Only forms that are completed to a high standard will be considered, so it is important to take your time and write the best summary you can, making sure all sections are completed.

Before you start

It's important to keep the reader in mind as you develop your Innovation Exchange submission. It will be available online for anyone to read, which means readers may not have any prior knowledge of your project or any healthcare training at all.

For this reason, it is important to write clearly and avoid using complex language and jargon. Think about what high-level information people will need to know to implement your project in their facility. Take your time and write a high-quality summary now, so you can avoid time-consuming edits later.

All projects need to be approved by the appropriate sponsor or manager before they are published. It is a good idea to let them know that you plan to share your project on the Innovation Exchange and get their support before you start the submission process, to streamline approvals down the track.

Writing tips

- Read a few published projects on the Innovation Exchange, so you get a sense of what kind of information is required and how it's formatted.
- The submission form provides a guide as to how much content should be provided in each section. However, it is better to start with too much than too little in your first draft.
- In the background, explain the broader context of the problem before narrowing down to what was occurring in your organisation.
- Make sure each step in the implementation section provides information that other healthcare professionals need, to decide whether it will be useful in their facility.

- Write clearly and concisely, using words that a 12-year-old would understand. For example, use 'start' rather than 'commence'.
- Do not use any medical jargon, technical terms or acronyms. If you need to use them, spell out all words in full and explain what they mean if necessary.
- Write in a professional, objective tone in the third person. For example, 'the organisation' rather than 'I' or 'we'.
- Make your sentences concise by deleting unnecessary words. For example:
  - assist with = help
  - in order to = to
  - in conjunction with = with
  - in respect of = about
  - for the purpose of = to
  - on two separate occasions = twice
  - in the course of = during.
- Provide your summary to someone else for feedback, preferably someone without healthcare training. Do they know what your project is about?
- If you are providing graphs or charts to support your results, make sure they are clearly labelled so people understand exactly what they mean, even if they have not read your summary.
- Once you've developed a first draft, leave it for a day or two and come back to it with fresh eyes.
- Edit the draft and repeat until you believe your submission is the best it can be.

Intellectual property and copyright

Intellectual property covers many different areas, including copyright, privacy and trademarks.

Copyright in Australia is free and automatic – you don't need to register and you don't need to state it. However, there are some things you need to consider when using text, images, videos and other forms of content in your project summary. Here are some tips that may be helpful when submitting your project to the Innovation Exchange.

TIP #1

Copyright protects text, software, compilations, artistic works, sound recordings, broadcasts and publications. It does not protect ideas, information, techniques, names, titles, slogans and people. Before you use a name, title or slogan, consider doing a search on the IP Australia website to make sure it's not already trademarked by someone else. Making changes to a work does not make it yours, unless you rewrite something in your own words or remake it in your own way, as the idea and information is not protected under copyright.

TIP #2

All content created by the NSW Government, including its employees and agencies, is owned by the Crown and subject to copyright for 50 years after publication. While they may not own the copyright, creators usually have moral rights to the work and should be attributed, such as a healthcare service or input from clinicians or consumers.

TIP #3

Just because content is available to the public, doesn't mean you have approval to use it. A work is only considered to be freely available without permission if the copyright has expired. You don't need permission to use content owned by the Australian Government if you work for a government organisation, but it's a good idea to ask as a matter of courtesy. The exception is logos, which you will need permission to use.

TIP #4

Refer to the Ministry of Health Privacy Manual if your project involves sharing patient information, commercial in confidence information or surveys where participants may be identifiable. Do not show images of people who can be identified in a way they may find offensive (such as associating them with a medical condition) unless they give their consent. You also shouldn't endorse specific products or services in your Innovation Exchange summary. For example, by using the brand name of a warming blanket, it suggests you are endorsing that particular brand.

TIP #5

Before finding your own images, check with your communications team as they will likely have high-quality images that are already approved. You'll need permission to use images of private property and some public buildings, including healthcare facilities. Check with your local communications team for good images of your facility and remember that medical images need to comply with NSW Health guidelines.

TIP #6

Use your own text and images wherever possible and ask permission to republish anything that is not yours. Ask us if you're unsure what permissions you need and who to approach. Record any permissions you receive in your record management system with the work documentation, so other people will know how they can use your work in the future.

Before you submit

✓ Use this checklist to make sure your summary is ready to be submitted to the Innovation Exchange.

✓ Have you reviewed a number of published projects on the Innovation Exchange?

✓ Does your project meet the eligibility criteria for publication?

✓ Have you completed all sections of the submission form to a high standard?

✓ Have you taken the time to revise and edit your summary after completing a first draft?

✓ Has someone else (ideally without healthcare training) read and understood your summary?

✓ Has your summary been approved by your local project sponsor or manager?

Submitting your project

How to submit your project

When your summary is complete, please email the Word document to aci-ie@health.nsw.gov.au. PDFs and other document formats will not be accepted.

The publishing process

1. Our team will use the eligibility criteria to determine whether your project is suitable for publication on the Innovation Exchange.

2. We will work with you to develop your project summary to the highest standards, by providing feedback and edits on your submission.

3. You will have the opportunity to review our edits and provide any further information, changes or approvals required.

4. Once everyone is happy with the content in your summary, we will publish it on a password-protected page of the Innovation Exchange.

5. The project leader, project approver and chief executive (or their nominated delegate) will be sent an email with the username and password to this page. They can make a request to amend or withdraw the project, if required.

6. Once a two-week period has passed with no requests to amend or withdraw the project, it is sent live and will be publically available on the internet.

7. Your project will have a dedicated URL that you can use to share your project with your team or other stakeholders. New projects will also be mentioned in the Innovation Exchange News.

Publication and beyond

You are welcome to update your project at any time.

If you published your project before the final evaluation was complete, it is important to update your summary with the latest solutions and results, so we know whether you achieved your aim. To make any changes to your project summary, simply email our team at aci-ie@health.nsw.gov.au with the required changes.

Contact us

Our team are here to give you advice on your submission, help you improve it and answer any questions you may have along the way. You can email us at aci-ie@health.nsw.gov.au or contact:

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Innovation Exchange Submission Form

This submission form outlines the information required to publish your project on the Innovation Exchange.

It is a high-level overview of your project, designed to give health professionals the information they need to determine whether your project will solve a similar problem in their facility.

Your submission needs to be written in plain English, with no jargon or acronyms. Before you get started, it is important to read the contribution toolkit and look at examples of published projects on the Innovation Exchange, to ensure your project meets the eligibility criteria.

Section	Description
Name	Provide a title for your project in eight words or less, with no acronyms.
Summary	Write a sentence or two that explains what your project is about. Think about how you would explain it to someone you'd met for the first time. Don't repeat your aim.
Aim	Write one sentence that outlines the overarching goal of the project. Your aim should be Specific, Measurable, Achievable, Relevant and Timely (SMART). e.g. 'To increase medication reconciliation rates at Wollongong Hospital from 40% to 80% within 12 months' or 'To reduce the number of falls at Nyngan Health Service to less than 4.5 falls per 1000 bed days, within 12 months'. Don't explain why or how it was achieved.
Benefits	Provide a list of bullet points with the overarching benefits of your project for patients, staff and the healthcare system.
Background	Write 2-4 paragraphs on what the problem was prior to the project. What brought it to your attention? How was it impacting patients, staff and the healthcare system? Support all statements with dates, facts and other evidence.
Implementation	This is a high-level overview of the actions you took to address the problem. Think about what you did at every stage of the project, including when and why. If you haven't yet implemented your ideas, explain how and when this is likely to happen.
Status	Select the status of your project at the time of submission. This will add it to the relevant category on the website, so please choose one and do not edit the content. **Sustained** – The project has been implemented and is sustained in standard business. **Implementation** – The project is ready for implementation or is currently being implemented, piloted or tested. **Pre-implementation** – Planning for the project is well underway. Clinician and consumer consultation has occurred but no solutions have been developed.
Dates	Provide the start and end date of your pilot project and any other milestone dates you'd like to share. The start date is when you began planning the project; the end date is when you completed (or plan to complete) the evaluation phase of the project.
Implementation sites	Where has this project been implemented? Provide the names of each department, hospital, community centre or other healthcare provider involved in implementation.
Partnerships	Provide the names of any organisations external to the lead organisation that supported this project, including non-government organisations, community organisations or health programs such as the Centre for Healthcare Redesign or Clinical Leadership Program.
Evaluation or results	Provide an overview of how you measured each solution and when, as well as the results that were achieved. Did you achieve your aim? If you haven't yet evaluated your project, you must show how you will measure results and when this is likely to occur.
Lessons learnt	What lessons would you share with someone looking to implement this project in their facility? Were there challenges in solving the problem or implementing the change, or things you would do differently next time? Any 'ah ha!' or 'oh no!' moments?
References	If you referenced journal articles or other resources in your summary, provide a numbered list of these resources using the Vancouver style of referencing.

Section	Description
Further reading	Where can people look for further information on this topic? Provide any relevant journal articles, websites, images, graphs or other information that may be useful. All resources must be clearly labelled, publically available and have copyright approval.
Contact(s)	Who is the lead contact for this project? Please provide their name, position, organisation, phone and email. Submissions without these details will not be eligible.
Keywords	What keywords or search terms would you use if you were looking for information on this topic? There is no need to add words already present in the name or summary.
Type of project	What type of project is this? e.g. Centre for Healthcare Redesign, Clinical Leadership Program, Clinical Practice Improvement, NSW Health Award, Innovation Award, Rural Health etc. It may be more than one type.
Lead organisation	What is the name of the lead organisation for this project? This may be a healthcare facility, local health district, specialty health network or other organisation.

Approval

Do you have approval from your organisation to submit this information to the Innovation Exchange?

If so, please check the box and type the details of your sponsor or approver in the below form.

No signature is required.

I have approval from my organisation to publish this content on the Innovation Exchange (check box).

Name of Approver	
Position	
Email	
Phone	
Date	

Submission

Please email the completed form or any questions to aci-ie@health.nsw.gov.au.

For further information, please contact Glen Pang on 0407 995 329 or Catherine Knight on 02 9464 4703.