3.

**About the artist and artwork**

This artwork represents the learning pathway through the Redesign Methodology and was commissioned for the Redesign School.

Kamilaroi/Gamilaraay man Dennis Golding is a Sydney-based artist and also works as the First Nations Creative Producer at Australian Design Centre.

**Centre for Healthcare Redesign**

**Graduate Certificate Healthcare Redesign**

**Pre-Course Information and Application**

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](http://www.aci.health.nsw.gov.au)

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# Section A – the course

## Introduction to the Centre for Healthcare Redesign

The Centre for Healthcare Redesign (CHR) was established as a key strategy to support the growth of Redesign programs and therefore contribute to the Healthcare Quadruple Aim[[1]](#footnote-2):

* improving the patient experience of care
* improving the staff experience of delivering care
* improving the health of populations
* reducing the per capita cost of healthcare.

The role of the CHR, as part of the Agency for Clinical Innovation (ACI), is to provide skills and knowledge for staff across the healthcare system primarily in the areas of:

* innovation
* redesign
* project management
* change management.

CHR offers capability development programs and resources which include:

* the Graduate Certificate Program (‘Redesign School’)
* change management training (Accelerating Implementation Methodology – AIM)
* redesign training programs
* My Health Learning modules and recognition
* a network of redesign leaders

The CHR values align with the core NSW Health values: collaboration, openness, respect and empowerment.

## Graduate Certificate Healthcare Redesign program

The CHR has been delivering a statewide redesign and project management program for health professionals since 2007. Through this program, the CHR supports ‘building capability resulting in measurable changes in health outcomes’ and aims to:

* enhance workforce capacity to undertake redesign projects within the NSW Health system
* promote, develop and strengthen networks across functional and regional areas
* integrate patient-centred healthcare delivery.[[2]](#footnote-3)

The Graduate Certificate Healthcare Redesign program is an intensive program that is delivered in partnership with the University of Tasmania (UTAS). It is designed to be scalable and adaptable, accommodating all areas of healthcare delivery.

Structured as a 12-month program, it delivers “just-in-time” learning for immediate application and aligned with university semester schedules. To get the most out of the program, projects require comprehensive scoping and committed resource allocation to ensure they are achievable and objectives are met. Larger-scale projects are accommodated in the program and can be an effective way to design and test a solution in a complex change in readiness to scale across the district or wider. In these cases, we recommend sponsors adopt this phased approach, enabling students to manage scope and apply their acquired knowledge to achieve early success.

The program incorporates eLearning, face to face and virtual delivery to enable NSW Health staff to complete an important workplace redesign project. This applied learning means that participants have an opportunity make real change, while acquiring skills that will be used throughout their career. It includes:

* enrolment in the Graduate Certificate Healthcare Redesign
* a comprehensive eLearning program (via My Health Learning)
* 14 face to face/virtual educational sessions
* workplace coaching
* a workplace redesign project
* an online unit based on translational research, delivered by the UTAS
* ongoing study opportunities with UTAS.

Successful completion of the program culminates in students earning a university qualification, with a celebratory event marking the culmination of this transformative journey approximately 12 months after its commencement.

The Redesign Graduate Certificate Program will be running three cohorts across 2024. There will be a themed cohort to be confirmed in the coming months, however, in accordance with NSW Health’s commitment to ‘an environmentally sustainable footprint’ (Future Health Strategy 2022-32), all cohorts will be challenged to consider environmental impacts and opportunities. Project teams will have the opportunity to learn about, measure and report on the main environmental impacts in their healthcare models, and design solutions to reduce carbon footprints and build sustainable approaches to healthcare delivery. The Redesign school is partnering with the Climate Risk and Net Zero unit at the MoH to deliver this theme.

### W:\Clinical Program Design & Implementation\Centre for Healthcare Redesign\Administration\CHR Administrative Officer\Logos\New Redesign Methodology colour wheel.jpgRedesign methodology

Using proven Redesign methodology, frontline staff can identify issues impacting patient experience, then develop and implement sustainable change processes to improve the way healthcare is delivered and experienced, benefiting patients, carers and staff.

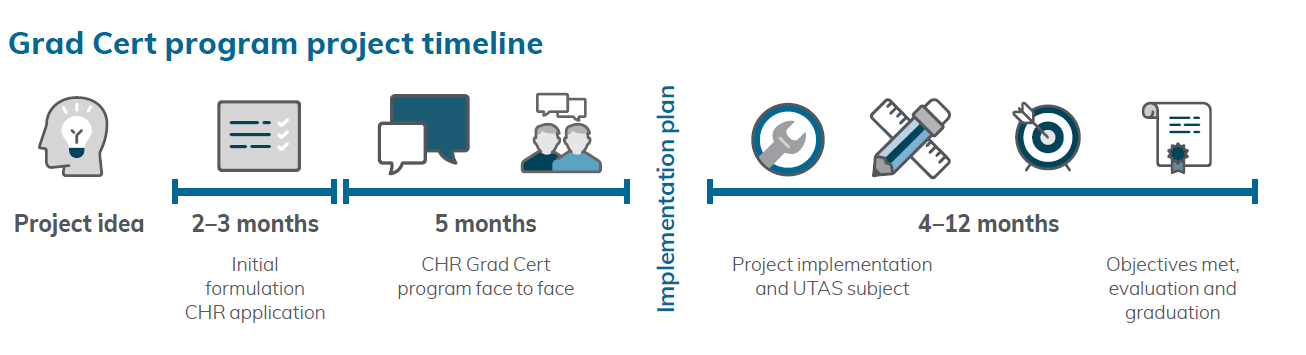
### Participants, projects and achievements

Since 2007, over 800 participants have graduated from the CHR redesign program, implementing over 350 redesign projects. These projects include high profile and statewide initiatives such as:

* emergency department models of care and access
* Hospital in the Home
* integrated care
* Leading Better Value Care.

More information about these projects is available through the [Innovation Exchange](http://www.aci.health.nsw.gov.au/ie).

## Where does the Grad Cert program fit in the project lifecycle?



### Project idea

Projects best suited to the Redesign methodology are improvement projects that align with the strategic goals of the organisation that impact on patient outcomes and experience. Project teams and sponsors will identify a high priority and measurable problem to solve in their organisation.

### Initial formulation

Once the need for change is identified, staff should start defining the project. This includes determining the overall goal, who will manage the project and structure of the project team. The application form offers a list of criteria to consider prior to starting the project.

### CHR application

Staff who regularly manage projects or wish to make significant workplace changes, but don’t have formal training on project or change management, will greatly benefit from participating in the program.

Participants are nominated from each local health district or specialty health network on the recommendation of the local executive. Staff are encouraged to apply in teams of two or three participants (max of four), including at least one member of each area impacted by the change.

For example: if the project addresses issues for patients with a mental illness when presenting to the emergency department, the team should include at least a staff member from the mental health service and one from the emergency department.

***Your application will need to be reviewed by your department manager, project sponsor and local Redesign leader.***

If you’re considering applying but unsure of the **suitability** of your project or the **commitment** required for the program, **talk** to your **Redesign leader** or a past participant.

Please note: the award of Graduate Certificate Healthcare Redesign has university related eligibility criteria.

Students are required to have:

* Australian citizenship or permanent residency
* an **undergraduate degree** of an Australian higher education institution or the equivalent standard in any other institution, **or**
* **significant experience** in the health sector
  + If you don’t have a tertiary qualification, you’ll be asked to provide a summary of your current role and previous health sector experience, as well as a current CV.

Redesign leaders are also asked to discuss this requirement **prior to submitting an application** and advise CHR accordingly. Please note each applicant will be reviewed by the university on an individual basis and admission cannot be guaranteed.

*If you have any questions or concerns regarding your eligibility to enrol, please contact:* [*ACI-CHR@health.nsw.gov.au*](mailto:ACI-CHR@health.nsw.gov.au)

### Graduate Certificate Healthcare Redesign program

The program provides the learning component to execute a successful project. The program takes participants through the different steps of redesign project management, from initiation through to planning evaluation.

The program requires a **considerable time commitment,** and we strongly advise that participants are **backfilled for at least two days a week for the entire project duration.** This is dependent on the scope of the project – large projects require full time commitment to underpin success. In addition, participants are also required to undertake some study in their own time. Local Redesign leaders provide valuable support in coaching participants to achieve a strong implementation plan and tools for successful change management.

### Project implementation

Successful project implementation is key in achieving project objectives. During this phase, participants are accountable to their organisation for the successful implementation of their project. This phase is also highly time-consuming and participants are required to be backfilled until their changes are ‘business as usual’. In this phase Redesign leaders continue to provide coaching, while the project sponsor plays a key role in accelerating the implementation.

### UTAS online study unit

The unit *Translational Research and Health Service Innovation* (CAM538) is delivered solely by UTAS and studied online to offer maximum flexibility for the student. This unit of study requires approximately **six to eight hours of dedicated self-study per week** as it is generally not backfilled. The purpose of the unit is to transfer learnings gained from the project and research into the workplace.

### Objectives met - evaluation and graduation

Objectives are usually met 4 to 12 months after the end of the CHR component of the program. This can vary significantly depending on a number of factors such as the scope of the project, availability of resources and the involvement of the sponsor. Successful participants will present their achievements to date during the graduation day and obtain a Graduate Certificate in Healthcare Redesign.

### Continuous improvement

The redesign process is part of continuous improvement activities. Projects, goals and objectives should be constantly revaluated to ensure the systems meet the demand and progress towards achieving the Quadruple Aim:

* improving the patient experience of care
* improving the staff experience of delivering care
* improving the health of populations
* reducing the per capita cost of healthcare.

## Key program roles and responsibilities

### Program participant

The project manager and team members for the local team are in charge of project activities during the program and accountable for following the methodology through the life of the project, including the implementation and evaluation of solutions.

#### Program participants requirements:

* Attend all ACI workshops and the graduation day.
* Be approved for **backfilled project time of at least two days per week** (according to project scope). This is fundamental to allow successful project implementation and to meet the learning objectives of the Graduate Certificate.
* Complete all pre-course requirements and deliverables in a timely manner.
* Share ideas and learning to create a mutual support network for change.
* Implement their project solutions.

The project team will have the support of their organisation, maintain open communication and network at a senior level within the organisation.

### Project sponsor/s

The project sponsor is someone at a senior level who has the authority to direct change. Their role is to legitimise and demonstrate ownership for the change. As such, the project sponsor will work closely with the project manager to ensure:

* appropriate scope and goal setting in line with organisational strategic goals
* allocation of resources and project budget
* regular scheduled monitoring of progress and approval for project milestones and deliverables
* senior level commitment and sponsorship by senior executive teams
* facilitation and resolution of issues at senior levels
* reinforcement of expected new behaviours.

In support of their project team, sponsors are **required** to attend the following sessions:

* first face to face day (project initiation)
* sponsor webinars and teleconferences
* ACI graduation day

### Centre for Healthcare Redesign course facilitators

The CHR course facilitators create:

* a challenging experience where you will learn and develop new capabilities in redesign, change and project management
* an opportunity to learn from, and be coached by, recognised experts in the redesign field (coaching and mentoring will be provided by ACI program facilitators and Redesign leaders)
* a learning culture supported by coaching and online educational resources and templates
* opportunities for knowledge transfer.

### Redesign leaders

The Redesign and Innovation Network consists of experts in project and change management across all local health districts and networks. The Redesign leaders play an active role in supporting the CHR program and participants by:

* identifying optimal projects and participants to attend the program
* coaching and mentoring the participants and projects from their local health district, specialty health network or organisation
* contributing directly to the CHR component delivery by facilitating individual sessions with participants and providing expert feedback on their presentations and deliverables
* facilitating networking within and across clinical and geographical boundaries
* linking participants with other relevant projects or initiatives.

## Course structure

The content of the program is based on project management, change and redesign methodology and delivered in partnership with UTAS. The Grad Cert will be awarded following the successful completion of four units.

* Three units are delivered by the ACI in Sydney and are equivalent to UTAS units: Healthcare Redesign (CAM554), Diagnostic and Analysis (CAM509) and Solutions and Implementation (CAM510).
* The fourth unit, Translational Research and Health Service Innovation (CAM538) is delivered entirely by UTAS via their online platform. This unit is delivered over approximately 13 weeks and requires approximately 6-8 hours of self-study per week.

Participants who successfully complete all the course requirements and manage their improvement project until its completion are eligible to receive a Graduate Certificate in Healthcare Redesign, conferred through UTAS.

### Section 1

The first section of the program consists of five phases held over a 20-week period (in addition to the UTAS semester). Each workshop at ACI follows the same structure.

#### Preparation

Independent completion of the related eLearning modules prior to the start of each workshop.

#### Face to face/VIRTUAL WORKSHOPS

Face to face and virtual sessions are practical learning workshops that provide an opportunity to discuss and apply theory as well as discover further tools and techniques for applying redesign. These workshops further develop the theoretical and practical skills and knowledge needed to undertake specific tasks related to each stage of the redesign initiative.

#### Project

Individuals and teams will focus on developing their chosen initiative and putting their new skills and knowledge into practice. The local Redesign leader generally provides practical support and ongoing coaching in the methodology and there is an expectation of strong commitment and involvement from the project sponsors.

#### Deliverables

There are deliverables required for each phase (outlined in the deliverables calendar) with a team submission to UTAS. The reports will detail the practical application of the methodology to the projects. The reports are due at the end of each phase (as per calendar) and must be signed off by the sponsor. Reports are assessed against the learning outcomes and feedback is provided to help strengthen initiatives and achieve objectives.

#### Presentations

At each phase (from diagnostics onwards) project teams deliver a seven-minute presentation on the status of their initiative. This occurs on the first morning of each workshop. Formative feedback is provided by senior management and executive staff.

### Section 2

The second section of the program is focused on the implementation of the project.

Participants and sponsors will test their solutions and implement their project until it is considered ‘business as usual’. After evaluation, participants are encouraged to submit an application for a local award in the relevant category. During this phase participants will also undertake the online UTAS unit CAM538.

Upon successful completion of the course, participants will be invited to an ACI graduation day where they can present their project to their fellow cohort, sponsors and Redesign leaders.

## Cost

There will be no cost incurred for participants regarding the award of the Graduate Certificate. The ACI will cover all costs related to the delivery of all teaching and eLearning modules.

Local health districts are required to cover all costs associated with travel and accommodation for nominees to attend the program and their associated backfill.

UTAS Scholarship: If students enrol in the Graduate Certificate and meet the eligibility criteria, they will receive a 100% HECS-fee waiver. This covers all study costs and the student services administrative fee (SSAF). *The exception of this scholarship is that if a student fails a required unit, the scholarship will not fund their reattempt. Therefore, if the student chooses to study the unit again to obtain the Graduate Certificate, they will be required to pay the student contribution for that unit.*

## 2024 calendar

Please find below the workshop and other important dates. Workshops are held either virtually or at the ACI in St. Leonards and attendance is mandatory for participants wishing to graduate.

|  |  |  |  |
| --- | --- | --- | --- |
| **Session** | **CHR 2024.01** | **CHR 2024.02** | **CHR 2024.03** |
| **Applications open** | **02 October 2023** | **27 November 2023** | **4 March 2024** |
| **Applications close** | **27 November 2023** | **05 February 2024** | **15 April 2024** |
| **Project initiation and start up workshop** | **6-8 February 2024**  Face to face | **30 April- 02 May 2024**  Face to face | **18-20 June 2024**  Face to face |
| **Diagnostics workshop** | **5-7 March 2024**  Face to face | **4-6 June 2024**  Face to face | **23-25 July 2024**  Face to face |
| **Solution design workshop** | **14, 16-17 May 2024**  Virtual | **13, 15-16 August 2024**  Virtual | **10, 12-13 September 2024**  Virtual |
| **Implementation workshop** | **25-27 June 2024**  Face to Face | **24-26 September 2024**  Face to face | **29-31 October 2024**  Face to face |
| **Sustainability and evaluation workshop** | **30-31 July 2024**  Virtual | **23-24 October 2024**  Virtual | **4-5 December 2024**  Virtual |
| **UTAS translational research (online only – no face to face)** | **Semester 2**  **22 July 2024** | **Spring School Extended**  **4 November 2024** | **Semester 1**  **February 2025** |
| **Graduation day and final presentations** | **December 2024** | **May 2025** | **August 2025** |

## Redesign contact list

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation** | **First Name** | **Last Name** | **Email address** |
| Ambulance Service | Anna | Rozario | Anna.Rozario@health.nsw.gov.au |
| Central Coast | Tina | Vickery | Tina.Vickery@health.nsw.gov.au |
| Far West | Chelsea | Edwards | Chelsea.Edwards1@health.nsw.gov.au |
| Hunter New England | Kathryn | Reilly | Kathryn.Reilly@health.nsw.gov.au |
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| Justice Health and Forensic Mental Health Network | Margaret | Man | margaret.man@health.nsw.gov.au |
| Mid North Coast | Lisa | Coombs | Lisa.Coombs@health.nsw.gov.au |
| Murrumbidgee | TBC |  |  |
| Nepean Blue Mountains | Dawn | Hutley | Dawn.Hutley@health.nsw.gov.au |
| Northern NSW | Lynn | Hopkinson | Lynn.Hopkinson@health.nsw.gov.au |
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| St Vincent's Health Network | Francesca | Schiavuzzi | francesca.schiavuzzi@svha.org.au |
| Sydney | Dimitra | Kaldelis | Dimitra.Kaldelis@health.nsw.gov.au |
| Sydney | Barbye | Castillo | Barbye.Castillo@health.nsw.gov.au |
| Sydney Children's Hospital Network | Emma | Dickins | Emma.Dickins@health.nsw.gov.au |
| Western NSW | Elizabeth | Jacob | elizabeth.jacob1@health.nsw.gov.au |
| Western NSW | Fiona | Ostini | fiona.ostini@health.nsw.gov.au |
| Western Sydney | Hayley | Manyu | hayley.manyu@health.nsw.gov.au |
| Western Sydney | Darnel | Murgatroyd | Darnel.Murgatroyd@health.nsw.gov.au |
| Western Sydney | Emma | Clarke | Emma.Clarke1@health.nsw.gov.au |

# Section B – Applications

## Application process

Candidates are required to submit an application for consideration into the Redesign school through their Redesign leader. Candidates are required to contact their Redesign leader in the first instance as there may be a specific local application process in their organisation.

If you are unable to contact the Redesign leader or there is no contact person listed in the table above, enquiries can be made directly to [ACI-CHR@health.nsw.gov.au](mailto:ACI-CHR@health.nsw.gov.au)**.**

### 2024 dates

|  |  |  |  |
| --- | --- | --- | --- |
|  | **CHR 2024.01** | **CHR 2024.02** | **CHR 2024.03** |
| **Applications open** | 02 Oct 23 | 27 Nov 23 | 4 March 24 |
| **Applications close** | 27 Nov 23 | 05 Feb 24 | 15 Apr 24 |
| **Successful applicants notified** | 8 Dec 23 | 16 Feb 24 | 29 Apr 24 |
| **Program start date** | 06 Feb 24 | 30 April 24 | 18 Jun 24 |

To ensure an optimal learning environment, the number of participants and projects in each course are limited. Applications will be assessed against the criteria outlined in the application form.

### Team participation

Participants are encouraged to submit a team application. To comply with the Graduate Certificate Healthcare Redesign requirements, there is a limit of four participants working on the same project attending the CHR Program. In specific cases, such as large integrated care projects, CHR may consider teams a larger team.

**Please note:** To be awarded the Graduate Certificate Healthcare Redesign, all team members must attend the workshop days, complete their elearning and UTAS translational research unit individually, and play an active and equal role in the course deliverables and the project implementation.

By applying to the program, participants agree to share their project information with the rest of their cohort. They also agree that all information shared is for learning purposes only.

## Next steps for your application

1. Prior to completing an application, participants must have an improvement project approved by their sponsor and Redesign leader, and backfilled time to manage it.

You are required to contact your local Redesign leader to assist you with this application process and inform you if the project is suitable for the Centre for Healthcare Redesign. These details are located on page 10. Redesign leaders will also advise if the project meets a strategic need for the organisation and give insight into the program to help you understand if you’re an appropriate candidate.

1. Application submission

Your local Redesign leader can help you complete the fields and submit your application via <https://forms.office.com/r/7iRxTTtcqU> by the due date. We therefore recommend that the application is with the Redesign leader for review no later than ten days prior to the application deadline.

The application is provided below with corresponding guidelines presented in blue. This information can then be pasted into the application portal by your redesign leader.

## Application summary

Blue text is descriptive. Black text is part of the application.

### Section 1: Applicant

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Team project LEAD** | | | | |
| **Name** | |  | | |
| **Position** | |  | | |
| **Department and organisation** | |  | | |
| **Email** | |  | | |
| **Work phone** | |  | | |
| **Mobile** | |  | | |
| **Do you identify as Aboriginal and/or Torres Strait Islander?** | | Yes  No  Prefer not to say | | |
| **Time allocated to the project** | | Please specify weekly backfilled hours if not in a project role. **Each participant will need to have dedicated time to complete the project.** | | |
| **Accelerating Implementation Methodology (AIM)** | | Have you attended an AIM 2-day awareness course previously?  Yes  No | | |
| **Attendance**  ***(Please check the relevant boxes)*** | | I confirm that I am able to attend on all school workshop dates  I cannot attend all workshop dates (Please provide details below)  I confirm that I will not take more than 2 consecutive weeks of leave and not more than 3 weeks total for the duration of the program  I will require backfill of [XX] days per week for the duration of the program  I agree to complete an Aboriginal Health Impact Statement for this project  I am considering applying for Ethics approval for this project  I am aware that completion of the Graduate Certificate Redesign program will require some study/activities outside of standard work hours (nominally [X] hours per week) | | |
| **Reason(s) for inability to attend all workshops** | |  | | |
| **Confirmation** | | I have read the applicant information pack and understand the commitments needed for me to undertake this program. | | |
| **Privacy statement** | | **I understand that:**  The information I have provided in this application form will be used by the Agency for Clinical Innovation (ACI) for the purpose of general participant administration, planning and communication. I consent to the ACI obtaining all personal information necessary for the purpose of my application and course. The ACI abides by the NSW Information Protection Principles with regard to storing of my details and I have the right to access personal information which the ACI holds about me, subject to exceptions of the NSW Privacy and Personal Information Protection Act 1998. Information provided will be held securely. I can refer to the [**NSW Health Privacy Management Plan**](http://www0.health.nsw.gov.au/policies/pd/2015/PD2015_036.html) for further information or contact [**ACI-CHR@health.nsw.gov.au**](mailto:ACI-CHR@health.nsw.gov.au). | | |
| **Signature** | |  | | |
| **Date** | |  | | |
| **Direct line manager** | | | | |
| **Name** | |  | | |
| **Role** | |  | | |
| **Approval**  ***(please check the boxes and sign)*** | | I approve this candidate’s participation in the Grad Cert Redesign program  I confirm that [insert name] has a history of performance that demonstrates the capacity and capability to complete the Grad Cert Redesign program  I agree to release [insert names] [XX] days a week for the duration of the program:  I agree to fund travel and accommodation cost (if required) for [insert names] to attend the Redesign school and workshops activities:  I agree that backfill will be provided for [XX] days per week and appropriate funding is considered for the duration of the program: | | |
| **Date** | |  | | |
| **Team Member 2** | | | | |
| **Name** | |  | | |
| **Position** | |  | | |
| **Department and organisation** | |  | | |
| **Email** | |  | | |
| **Work phone** | |  | | |
| **Mobile** | |  | | |
| **Do you identify as Aboriginal and/or Torres Strait Islander?** | | Yes  No  Prefer not to say | | |
| **Time allocated to the project** | | Please specify weekly backfilled hours if not in a project role. Each participant will need to have dedicated time to complete the project. | | |
| **Accelerating Implementation Methodology (AIM)** | | Have you attended an AIM 2-day awareness course previously?  Yes  No | | |
| **Attendance**  ***(Please check the relevant boxes)*** | | I confirm that I am able to attend on all school workshop dates  I cannot attend all workshop dates (Please provide details below)  I confirm that I will not take more than 2 consecutive weeks of leave and not more than 3 weeks total for the duration of the program  I will require backfill of [XX] days per week for the duration of the program  I agree to complete an Aboriginal Health Impact Statement for this project  I am considering applying for Ethics approval for this project  I am aware that completion of the Graduate Certificate Redesign program will require some study/activities outside of standard work hours (nominally [X] hours per week) | | |
| **Reason(s) for inability to attend all workshops** | |  | | |
| **Confirmation** | | I have read the applicant information pack and understand the commitments needed for me to undertake this program. | | |
| **Privacy statement** | | **I understand that:**  The information I have provided in this application form will be used by the Agency for Clinical Innovation (ACI) for the purpose of general participant administration, planning and communication. I consent to the ACI obtaining all personal information necessary for the purpose of my application and course. The ACI abides by the NSW Information Protection Principles with regard to storing of my details and I have the right to access personal information which the ACI holds about me, subject to exceptions of the NSW Privacy and Personal Information Protection Act 1998. Information provided will be held securely. I can refer to the [**NSW Health Privacy Management Plan**](http://www0.health.nsw.gov.au/policies/pd/2015/PD2015_036.html) for further information or contact [**ACI-CHR@health.nsw.gov.au**](mailto:ACI-CHR@health.nsw.gov.au). | | |
| **Signature** | |  | | |
| **Date** | |  | | |
| **DIRECT LINE MANAGER** | | | | |
| **Name** | |  | | |
| **Role** | |  | | |
| **Approval**  ***(please check the boxes and sign)*** | | I approve this candidate’s participation in the Grad Cert Redesign program  I confirm that [insert name] has a history of performance that demonstrates the capacity and capability to complete the Grad Cert Redesign program  I agree to release [insert names] [XX] days a week for the duration of the program:  I agree to fund travel and accommodation cost (if required) for [insert names] to attend the Redesign school and workshops activities:  I agree that backfill will be provided for [XX] days per week and appropriate funding is considered for the duration of the program: | | |
| **Date** | |  | | |
| **Team Member 3 (optional)** | | | | |
| **Name** |  | | | |
| **Position** |  | | | |
| **Department and organisation** |  | | | |
| **Email** |  | | | |
| **Work phone** |  | | | |
| **Mobile** |  | | | |
| **Do you identify as Aboriginal and/or Torres Strait Islander?** | Yes  No  Prefer not to say | | | |
| **Time allocated to the project** | Please specify weekly backfilled hours if not in a project role. Each participant will need to have dedicated time to complete the project. | | | |
| **Accelerating Implementation Methodology (AIM)** | Have you attended an AIM 2-day awareness course previously?  Yes  No | | | |
| **Attendance**  ***(Please check the relevant boxes)*** | I confirm that I am able to attend on all school workshop dates  I cannot attend all workshop dates (Please provide details below)  I confirm that I will not take more than 2 consecutive weeks of leave and not more than 3 weeks total for the duration of the program  I will require backfill of [XX] days per week for the duration of the program  I agree to complete an Aboriginal Health Impact Statement for this project  I am considering applying for Ethics approval for this project  I am aware that completion of the Graduate Certificate Redesign program will require some study/activities outside of standard work hours (nominally [X] hours per week) | | | |
| **Reason(s) for inability to attend all workshops** |  | | | |
| **Confirmation** | I have read the applicant information pack and understand the commitments needed for me to undertake this program. | | | |
| **Privacy statement** | **I understand that:**  The information I have provided in this application form will be used by the Agency for Clinical Innovation (ACI) for the purpose of general participant administration, planning and communication. I consent to the ACI obtaining all personal information necessary for the purpose of my application and course. The ACI abides by the NSW Information Protection Principles with regard to storing of my details and I have the right to access personal information which the ACI holds about me, subject to exceptions of the NSW Privacy and Personal Information Protection Act 1998. Information provided will be held securely. I can refer to the [**NSW Health Privacy Management Plan**](http://www0.health.nsw.gov.au/policies/pd/2015/PD2015_036.html) for further information or contact [**ACI-CHR@health.nsw.gov.au**](mailto:ACI-CHR@health.nsw.gov.au). | | | |
| **Signature** |  | | | |
| **Date** |  | | | |
| **DIRECT LINE MANAGER** | | | | |
| **Name** |  | | | |
| **Role** |  | | | |
| **Approval**  ***(please check the boxes and sign)*** | I approve this candidate’s participation in the Grad Cert Redesign program  I confirm that [insert name] has a history of performance that demonstrates the capacity and capability to complete the Grad Cert Redesign program  I agree to release [insert names] [XX] days a week for the duration of the program:  I agree to fund travel and accommodation cost (if required) for [insert names] to attend the Redesign school and workshops activities:  I agree that backfill will be provided for [XX] days per week and appropriate funding is considered for the duration of the program: | | | |
| **Date** |  | | | |
| **Team Member 4 (optional)** | | | | |
| **Name** | | | |  |
| **Position** | | | |  |
| **Department and organisation** | | | |  |
| **Email** | | | |  |
| **Work phone** | | | |  |
| **Mobile** | | | |  |
| **Do you identify as Aboriginal and/or Torres Strait Islander?** | | | | Yes  No  Prefer not to say |
| **Time allocated to the project** | | | | Please specify weekly backfilled hours if not in a project role. Each participant will need to have dedicated time to complete the project. |
| **Accelerating Implementation Methodology (AIM)** | | | | Have you attended an AIM 2-day awareness course previously?  Yes  No |
| **Attendance**  ***(Please check the relevant boxes)*** | | | | I confirm that I am able to attend on all school workshop dates  I cannot attend all workshop dates (Please provide details below)  I confirm that I will not take more than 2 consecutive weeks of leave and not more than 3 weeks total for the duration of the program  I will require backfill of [XX] days per week for the duration of the program  I agree to complete an Aboriginal Health Impact Statement for this project  I am considering applying for Ethics approval for this project  I am aware that completion of the Graduate Certificate Redesign program will require some study/activities outside of standard work hours (nominally [X] hours per week) |
| **Reason(s) for inability to attend all workshops** | | | |  |
| **Confirmation** | | | | I have read the applicant information pack and understand the commitments needed for me to undertake this program. |
| **Privacy statement** | | | | **I understand that:**  The information I have provided in this application form will be used by the Agency for Clinical Innovation (ACI) for the purpose of general participant administration, planning and communication. I consent to the ACI obtaining all personal information necessary for the purpose of my application and course. The ACI abides by the NSW Information Protection Principles with regard to storing of my details and I have the right to access personal information which the ACI holds about me, subject to exceptions of the NSW Privacy and Personal Information Protection Act 1998. Information provided will be held securely. I can refer to the [**NSW Health Privacy Management Plan**](http://www0.health.nsw.gov.au/policies/pd/2015/PD2015_036.html) for further information or contact [**ACI-CHR@health.nsw.gov.au**](mailto:ACI-CHR@health.nsw.gov.au). |
| **Signature** | | | |  |
| **Date** | | | |  |
| **DIRECT LINE MANAGER** | | | | |
| **Name** | | | |  |
| **Role** | | | |  |
| **Approval**  ***(please check the boxes and sign)*** | | | | I approve this candidate’s participation in the Grad Cert Redesign program  I confirm that [insert name] has a history of performance that demonstrates the capacity and capability to complete the Grad Cert Redesign program  I agree to release [insert names] [XX] days a week for the duration of the program:  I agree to fund travel and accommodation cost (if required) for [insert names] to attend the Redesign school and workshops activities:  I agree that backfill will be provided for [XX] days per week and appropriate funding is considered for the duration of the program: |
| **Date** | | | |  |
| **Redesign leader (or equivalent)** | | | | |
| **Name** | | | |  |
| **Role** | | | |  |
| **I have discussed the commitments of the Graduate Certificate with team members and the team members agree to dedicate their time and to fulfil all requirements.** | | | | Participants will need to obtain their Redesign leader’s agreement to support the project and provide relevant coaching. |
| **Date** | | | |  |
| **Services collaborating in the project** | | | | |
| **Agency or LHDs** | | |  | |
| **Names and contact details** | | |  | |

### Section 2: Project description

|  |  |
| --- | --- |
| **Project details** | |
| **Project title** |  |
| **LHD/SHN/Pillar** |  |
| **Case for change** | 100-300 words  **Issue:** What is the problem you would like to fix?  **Background**: Why the situation is a risk or opportunity for the organisation and consumers/ community. *Include any existing evidence/data.* |
| **Link to organisational strategy** | 50-300 words  What organisational priority does it align with? Please quote the relevant source (e.g. strategic plan). |
| **Project goal** | Please provide a 1-2 sentence outcome statement about the long-term change your project is working towards |
| **Project objective/ outcome measures** | < 50 words  What measures will you be using to determine successful outcomes e.g., health, experience, efficiency, or environmental outcomes (2-3 objectives) |
| **Project considerations** | |
| **Scope** | < 200 words  What is the scope of work included in the project? How is it manageable with the resources allocated to the project? |
| **Project risks** | 50-300 words  What are the major threats to implementation? What is the plan to reduce these threats? |
| **Resources** | |
| **Budget** | < 100 words  Will funds be required for the project, how much and is a funding source identified? Is there specific funding attached to this project? |
| **Human resources** | < 100 words  How will the human resource impacts fo this project, e.g. backfilling, be addressed? |
| **Medical lead** | < 50 words  If medical lead is not applicable, which key clinical or expert lead will be involved in the project and accountable for achieving the outcomes? |
| **Further human resources not participating directly as a grad cert participant** | < 150 words  For example, other project team members, subject matter experts, etc. |
| **Implementation, evaluation and sustainability** | |
| **Implementation and sustainability** | 100-300 words  Who will be implementing the project? What are the ongoing resource implications to sustain your project and embed the changes, i.e. staff availability after the completion of the formal educational program? |
| **Knowledge sharing**  ***(Please check the relevant boxes)*** | Please indicate the potential for the initiative to be adopted across the wider healthcare system and whether you agree to share the knowledge. As part of the program, you will need to agree to:  Write up your project for a quality award?  Share your project outcomes on the [Innovation Exchange](https://aci.health.nsw.gov.au/ie) website?  Have your project description and contact details distributed to ACI networks members? |

### Section 3: Sponsor

This is a commitment to sponsorship support for the project, all fields need to be completed for the application process and acceptance.

|  |  |
| --- | --- |
| **Sponsor 1** | |
| **Name** |  |
| **Position** |  |
| **Email address** |  |
| **Attendance**  **Project sponsors** are expected to attend the following events to support their team: | I confirm I am able to attend the:  Project initiation workshop day (1st day with participants)  Sponsors’ teleconference to review the sponsor’s role – following initiation phase  Sponsors’ teleconferences conducted by ACI – Dates to take place after each phase session: **TBC**  Final graduation day |
| **Statement of importance**  (Applications without statement of importance will not be considered) | Health service managers and clinical leaders who agree to sponsor the project are to provide a statement describing why the project is important in the relevant service and what actions they will take to provide support including the provision of time to attend face to face sessions, undertake project tasks, etc. |
| **Approval** | I am aware funding may be required for the following:   * Communication materials * Catering for site specific workshops * Travel to site specific workshops * Workshop materials   I will negotiate and assist the project team to identify a funding source and obtain this funding |
| **Signature** |  |
| **Date** |  |

|  |  |
| --- | --- |
| **Sponsor 2 (delete or leave blank if only 1 sponsor)** | |
| **Name** |  |
| **Position** |  |
| **Email address** |  |
| **Attendance**  **Project sponsors** are expected to attend the following events to support their team: | I confirm I am able to attend the:  Project initiation workshop day (1st workshop day with participants)  Sponsors’ teleconference to review the sponsor’s role – following initiation phase  Sponsors’ teleconferences conducted by ACI – Dates to take place after each phase session: **TBC**  Final ACI graduation day |
| **Statement of importance**  (Applications without statement of importance will not be considered) | Health service managers and clinical leaders who agree to sponsor the project are to provide a statement describing why the project is important in the relevant service and what actions they will take to provide support including the provision of time to attend face to face sessions, undertake project tasks, etc. |
| **Approval** | I am aware funding may be required for the following:   * Communication materials * Catering for site specific workshops * Travel to site specific workshops * Workshop materials   I will negotiate and assist the project team to identify a funding source and obtain this funding |
| **Signature** |  |
| **Date** |  |

NB: All projects are required to complete an [Aboriginal Health Impact Statement](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017_034.pdf).

### Section 4: HNELHD Additional/Executive Approval to submit application

|  |  |  |  |
| --- | --- | --- | --- |
| Service Manager Endorsement: | |  |  |
| Name: |  |  |  |
| Position: |  |  |  |
| *Statement of approval/commitment* | |  |  |
| *I endorse the proposed redesign project and commit to the team’s requirements for the Redesign (Grad Cert) program.* | |  |  |
| Signature: |  | Date: | \_\_\_/\_\_\_/\_\_\_ |
| General Manager Endorsement: | |  |  |
| Name: |  |  |  |
| Position: |  |  |  |
| *Statement of approval/commitment* | |  |  |
| *I endorse the proposed redesign project and commit to the team’s requirements for the Redesign (Grad Cert) program.* | |  |  |
| Signature: |  | Date: | \_\_\_/\_\_\_/\_\_\_ |

1. The Quadruple Aim is an ongoing initiative from the Institute for Healthcare Improvement (IHI) and has been adopted by the ACI. [↑](#footnote-ref-2)
2. The ACI Strategic Plan 2023 – 2026 can be accessed here: https://aci.health.nsw.gov.au/\_\_data/assets/pdf\_file/0006/815685/ACI-Strategy-2023-2026.pdf <https://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0005/478040/ACI_Strategic_Plan_2019-2022.pdf> [↑](#footnote-ref-3)