

Supplementary Material

Learning and development needs for successful staff and consumer partnerships on healthcare quality improvement committees: a co-produced cross-sectional online survey

Ruth Cox^{A,B,*} (BOccThy(Hons), MBA(Professional), PhD Candidate, Director of Occupational Therapy), *Melissa Kendall*^{C,D} (BSc, GradDipAppSci, MHumSrv, PhD, Senior Research Officer, Associate Professor), *Matthew Molineux*^A (BOccThy, MSc, PhD, MBA, Head of Discipline of Occupational Therapy, Professor), *Bernadette Tanner*^E (BAppSc(MT), Consumer Co-Researcher) and *Elizabeth Miller*^E (BBehavSc(Psych)(Hons), Consumer Co-Researcher and Metro South Health Consumer Partner)

^ADiscipline of Occupational Therapy, School of Health Sciences and Social Work, Griffith University, Gold Coast, Qld, Australia

^BOccupational Therapy Department, Queen Elizabeth II Jubilee Hospital, Coopers Plains, Qld, Australia

^CAcquired Brain Injury Outreach Service and Transitional Rehabilitation Program, Princess Alexandra Hospital, Buranda, Qld, Australia

^DSchool of Health Sciences and Social Work, Griffith University, Meadowbrook, Qld, Australia

^EConsumer Co-Researcher C/O Occupational Therapy Department, Queen Elizabeth II Jubilee Hospital, Coopers Plains, Qld, Australia

*Correspondence to: Email: Ruth.Cox@health.qld.gov.au

Building successful partnerships in healthcare quality improvement: A capability development framework for service users, families, communities, and staff

Purpose:





1. To describe the key capabilities needed for building successful partnerships in healthcare quality improvement; and
2. To promote reflection, growth, learning and development regarding these capabilities at individual, team, and organisational levels

Key principles:

- Everyone is on a learning journey and this framework intends to support life-long learning and development for all partners. It is not intended to imply that all partners will begin with all capabilities.
- Successful partnerships happen in organisational and social contexts, and it is essential that everyone feels welcomed, empowered, responsible, trusted, and accountable.
- Capabilities include knowledge, skills, attitudes, and values which influence behaviour and go beyond competence to include a focus on personal growth and adaptation to change.
- Organisational leaders have a key role in fostering, resourcing, and promoting a supportive, respectful culture for successful partnerships
- Partnerships must occur with diverse individuals and communities across the lifespan including Australian Aboriginal and Torres Strait Islander peoples, and other indigenous peoples internationally; people with a disability; people who identify as LGBTIQ+; people from culturally and linguistically diverse backgrounds; people from rural and remote areas; and all people who experience health inequities.
- Knowledge and understanding of the history of colonisation and the current impact on indigenous peoples lays a foundation for moving forward.
- Service users, patients, consumers, citizens, family members, carers, friends, community, clinical and non-clinical health service staff, and consumer organisation staff, volunteers and consumer advisors are all a focus for this framework. It is also inclusive of current, past, or potential users of health services.
- There is no “one size fits all” method of successful engagement. Appropriate strategies will depend on many factors including improvement goals and available resources.



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Capability Domains	Capabilities	Descriptions
Personal Attributes 	1. Dedicated to improving healthcare 2. Being self-aware and reflective 3. Being flexible and developing confidence	a) Motivated to improve person centred care and health outcomes b) Demonstrates meaningful commitment a) Open to engaging in self-reflection to contribute to achieving positive change b) Adapts own behaviour to ensure the inclusion of others a) Builds confidence to actively engage in inclusive, respectful, and meaningful dialogue b) Adapts to unfamiliar and evolving situations
Relationships and Communication 	4. Working and learning as a team 5. Collaborating and communicating 6. Advocating for improvement and equity	a) Works as an effective and engaged member of a team b) Recognises the unique and valuable contributions of each team member c) Embraces learning together a) Works collaboratively including presenting an alternative position but respecting group decisions b) Demonstrates conflict resolution and negotiation skills c) Builds respectful, constructive, and reciprocal relationships that recognise diverse viewpoints a) Influences change to build and promote partnerships in service improvement b) Prioritises finding ways to engage populations who experience health inequities c) Links with diverse networks to share successes and learnings
Principles and Practices 	7. Influencing organisational systems and policies 8. Implementing partnership best practices 9. Using quality improvement principles and processes	a) Contributes to innovation in implementation and development of organisational priorities, governance, policies, and resources b) Contributes to the development of person centred, creative, and sustainable solutions c) Seeks to improve health literacy at the individual, organisational, and community levels a) Commits to the inherent value of partnerships b) Tailors partnership approaches to the needs of those involved and the improvement context c) Appropriately conveys own experiences to enable positive change d) Facilitates teaching and learning including mentoring/coaching e) Provides ongoing support and feedback to all partners a) Contributes to implementation of contemporary quality improvement processes across service planning, design, delivery and/or evaluation <i>(Higher priority for healthcare staff)</i>
	10. Equalising Decision Making, Power and Leadership – Across all Domains a) Commits to equalising power differences b) Engages in shared and inclusive decision making c) Supports service user leadership development initiatives	