

Inter-agency collaboration, consent and privacy and associated ethical requirements in CQ: Desktop Review

KEY DATES

EOI Application Period:	14 th January to 31 January 2019
EOI Closing Date/Time:	Friday 1 st February 2019, midday
Appointed Announcement:	Friday 8 th February, 2019
Project timelines:	8 th February, 2019 to 22 nd March, 2019 (6 weeks)

SUMMARY

Expressions of interest are sought from suitably qualified researchers to undertake a desktop review. It is expected that the review will highlight opportunities and challenges in overcoming existing and historical consent and privacy issues, that are perceived to silo client data within Queensland State Government agencies. This siloing reduces opportunities to identify the most vulnerable community members and to work with them and non-government organisations to develop and implement coordinated care initiatives. The review will support the Common Client Cohort Project's (CCC Project) governance framework in regards to compliance and conformance to relevant legislation and regulations in regards to sharing client data. The CCC Project is overseen by liveWELL CQ, a partnership of committed primary health, human services and community care organisations.

ABOUT THE COMMON CLIENT COHORT PROJECT

There is evidence that in many places across the world, the most vulnerable individuals struggle with multi-dimensional problems, such as homelessness, mental illness, substance abuse, and chronic health conditions. As a result, they frequently interact with multiple public systems including jails, hospitals and mental health facilities. Data traditionally siloed within respective agencies frequently slows coordinated efforts. Cross-system initiatives that identify these 'shared clients/consumers', and then provide them with comprehensive treatment, have the potential to reduce service needs and prevent duplication (various sources cited in Manderson 2017).

The CCC Project seeks to make sustained system wide changes to the way key community services respond to the needs of some of Central Queensland's most at risk members of the community. The aim is to make a noticeable improvement to the health, wellbeing and functioning of the identified client cohort and their families. Key steps (see Figure 1, p.2) associated with this EOI include:

- The government agencies involved in this social innovation initiative includes the following: *Department of Corrections (Probation and Parole, Central Region), Qld Police Service (Capricornia District), Department Housing and Public Works (Central Qld), Queensland Ambulance Service (Central Queensland), and Queensland Health (CQ Hospital Health Services, Emergency Department and Mental Health/Alcohol and Other Drugs)*. Each of these agencies are individually developing a process to identify 10 to 20 people that could benefit from cross-government collaboration.
- After resolving the existing and historical consent and privacy issues, *these names, along with family demographics*, will be data-matched to identify the 'shared clients'. This will be purely between the Qld government agency staff and/or a designated state government staff member.
- Once the identified 'shared clients' have been identified, *tailored and collaborative recovery/intervention/treatment plans will be developed*. The consent process is required to enable the *two way flow* of information between the government agencies and non-government agencies.
- Existing collaboration initiatives will be identified, integrated and value-added where possible. Of note, the CQHHS is looking at implementing a model similar to Metro North's *Working Together to Connect Care* initiative.
- The framework will involve establishing a mechanism to eventually *evaluate the collaborative care initiative* (which is out of scope of the CCC Project).

It is predicted that coordinated care will reduce the strain on key community resources by addressing service duplication and overuse. It is also expected that community safety, health and wellbeing will be improved as a result.

Consent, information privacy and ethics research associated with sharing client data needs to consider the demographics of the proposed shared client cohort. *The client cohort will be living within the Rockhampton Regional Council and Livingstone Shire Council bounds and be over the age of 18: with or without a spouse and children; a risk of mental illness and domestic violence involvement; may or may not be of Aboriginal and/or Torres Strait Islander descent, or be from a Culturally and Linguistically Diverse Community (CALD).* The data matching process matches client names to identify shared clients. *It is possible the matching process could include past or present spouse/partners.*

Further information is available at: <http://www.livewellcq.org/common-client-cohort/>

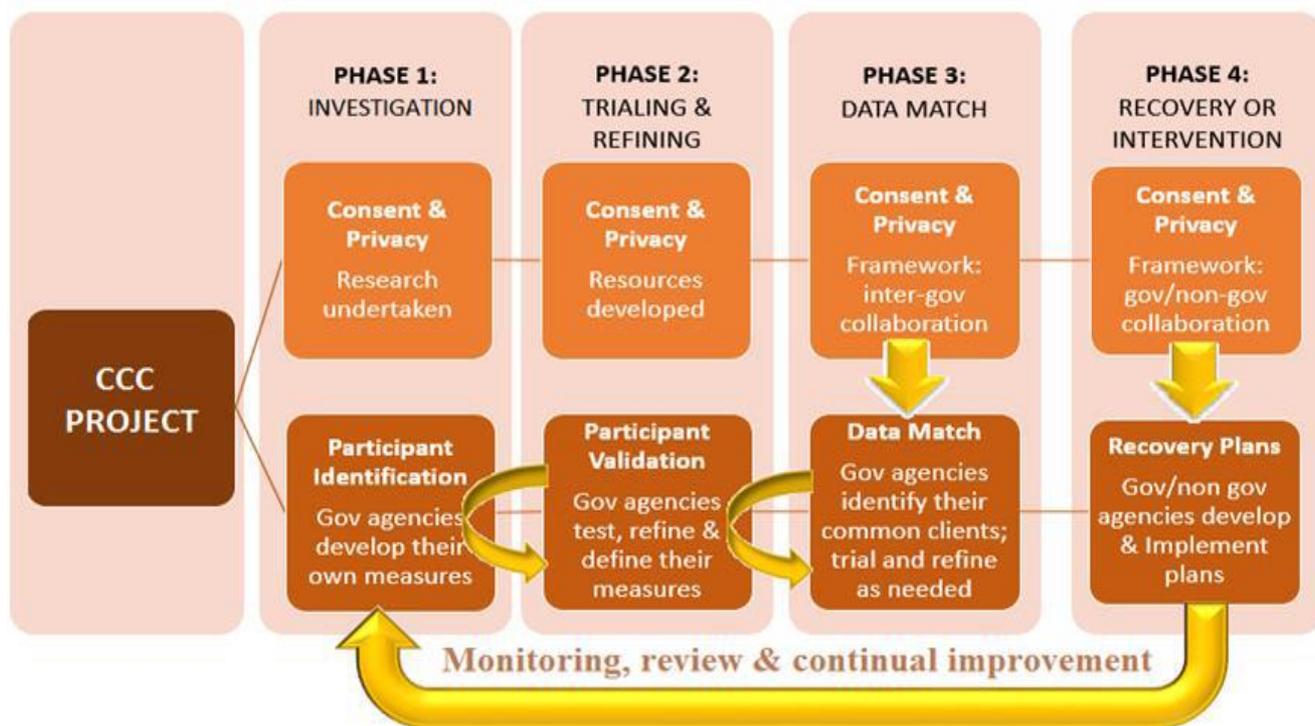


Figure 1. Overview of CCC Project phases associated with consent and privacy.

ABOUT LIVEWELL CQ

This project is being overseen by liveWELL CQ and has been funded by Queensland Corrective Services.

liveWELL CQ is a formal partnership of committed primary health, human services and community care organisations that are working together to achieve better health and well-being outcomes for Central Queenslanders. liveWELL CQ partners recognise that primary health care, community services, government and individual support providers cannot work in isolation. Their combined efforts, along with those of secondary health and clinical services, are required to create sustainable outcomes.

Established in 2007, the partnership is self-funded and members come from across the sector and include: AnglicareCQ, Australian Red Cross, CentacareCQ, Central Queensland Hospital and Health Service, CQ Rural Health, CQUniversity Australia, Bidgerdii Community Health Services, liveBETTER Community Services, Primary Health Network – Central Queensland, Wide Bay, Sunshine Coast, Roseberry Community Services, Queensland Corrective Services, Uniting Care Community.

CANDIDATE ATTRIBUTES

At a minimum, the successful candidate is required to have an undergraduate degree in health, information, legislation and/or law. Demonstrated interest, ability and experience in research, cross-agency collaboration, information privacy, consent and ethics is required. Applications will be received from individuals and/or those associated with a university, research centre or consultancy firm.

The successful candidate will need to demonstrate the following abilities: locate and access appropriate legislation, regulations, policies and practices; critical assessments of legislation, regulations and other resources in light of the proposed real-world application to identify weaknesses, gaps and opportunities; and the development of resources such as shared consent forms (request and/or release) and collaboration maps.

OBJECTIVES AND ACTIVITIES

The final report will include the following milestones. Please ensure the CCC Project is the focus of this research, with special attention to the italicised elements in ‘About the Common Client Cohort Project’ section on pp.1-2. The research is expected to consider the social-political-legal environments that pose barriers to data sharing related to this initiative.

MILESTONES	TIMELINES
<p>1.0 Legislation, regulations, policies and other resources 1.1 Locate, access and reference documentation 1.2 Locate, access and reference publicly-available agency docs specific to ethics, consent, privacy and collaboration</p>	
<p>2.0 Critical assessment of Section 1 documents to support developing a compliance and conformance framework: 2.1 Ethics and ethics approval (note 2.4.1 to 2.4.3) 2.2 Consent 2.3 Information Privacy 2.4 Collaboration 2.4.1 Gov:Gov <i>- to data match names and basic info to id shared clients/family groups</i> 2.4.2 Gov:NGO <i>- to develop client-focused plans</i> 2.4.3 Evaluating the impact of the collaborative-care initiative 2.5 Other data sharing barriers that become apparent during the research Note: opportunities, challenges and barriers</p>	
<p>3.0 Resource development 3.1 Consent form(s) - request and release information 3.2 Collaboration map: CCC Project’s six CQ Government Agencies; generalised NGO, charity, and community organisations; a case management agency. Note: within the map, please consider the project phases; enablers, barriers, and challenges to collaboration; consent and ethics requirements</p>	

RESEARCH TIMELINES

- Week 1: Meeting with Project Sponsors
- Week 3: Preliminary meeting and review feedback
- Week 5: Desktop Review drafted and submitted for review
- Week 6: 21st March 2019, ½ hour presentation followed by a Q&A at stakeholder workshop
- Week 6: Desktop Review complete and submitted

PAYMENT CONDITIONS

Project funds are held in trust for liveWELL CQ by CQ Rural Health. It is expected that this project will be completed within six weeks of appointment and we anticipate will take approximately 40 hours to complete. This is a fixed price project to include and complete all tasks. The amount paid will be based on an equivalent Research Worker rate at a university.

CLOSING DATE AND APPLICATION

Please provide your EOI by the due date and include in the application package the details requested on page 5. A brief cover letter regarding your experience and interest in the project is also required. This letter should include reference to the 'candidate attributes' mentioned on page 3. Also include the fixed price and outline how the funds will be allocated.

All responses are required to be submitted via email by midday, Friday, 1st February, 2019 to: sandra.corfield@cqrdgp.com.au

ENQUIRIES:

Sandra Corfield
CEO - Central Queensland Rural Health
Phone: (07) 4992 1040 or 0428 925 544
Email: sandra.corfield@cqrdgp.com.au
PO Box 368
BILOELA QLD 4715

EOI RESPONSE PROCESS:

APPLICANT DETAILS:

Applicant Name:	
Postal Address:	
Phone Number:	
Email Address:	
ABN (if applicable):	
Confidentiality Guarantee	Yes/No
Confirm your ability to supply as per requirements.	Yes/No

RELEVANT EXPERIENCE:

Please provide as a minimum an outline of your qualifications and relevant experience as well as any additional relevant information.

DEMONSTRATED UNDERSTANDING OF THE PROJECT:

Please detail the process you intend to use to achieve the project outcomes and milestones, including a project schedule, timeline, milestones; the processes for the delivery of project milestones and timeframes and a demonstrated understanding of the scope of the project.

Reference

Manderson J 2017, 'The Common Client Cohort Project: Literature Review', research paper, liveWELL CQ, Rockhampton.