

Terms of Reference: Data-driven Quality Improvement Consumer Special Interest Group



Department of General Practice, Melbourne Medical School

11 November 2019

Background

More Australians visit their GPs each year than they visit other kinds of health care provider, so general practice is at the leading edge of health management and identification of disease and disease risk factors. With researchers constantly generating new knowledge it is important that relevant knowledge gets taken up quickly into general practice.

Our Data-driven Quality Improvement program (DQI) in the Department of General Practice, aims to steer improvements in general practice using data or information from medical practices and patients to generate new knowledge. We use the data to develop technologies and we study how these can be used to improve general practice and the health of Australians. Our current projects include the development of a new system of chronic disease management, a quality improvement program around use of antibiotics, and development of risk prediction model based on de-identified patient data

Purpose

The purpose of the Special Interest Group is for researchers to learn from members' experiences of attending general practice for their care, and about members ideas of how to improve processes, management and experience in general practice.

Term

These *Terms of Reference* are effective from November 2019 and will be ongoing until terminated by the Program Lead. Membership is one, two or three years, as nominated by the member (you), and is renewable. There is opportunity to extend your involvement with Department of General Practice research activities.

Membership

The Consumer Special Interest Group will have between eight and 12 community representatives. Research experience is not necessary, but community members should have experience in managing their own, or caring for someone with, chronic illness. Department of General Practice staff working on the DQI program will chair and facilitate the meeting activities.

Appointments to the Special Interest Group are made by the DQI Program Leaders; they can also terminate appointments if a member does not adhere to the *Terms of Reference* and *Statement of Acceptance*. Members are free to withdraw from

their appointment. Please provide written advice to the Program Lead.

Roles and Responsibilities

The role of the DQI Consumer Special Interest Group is to:

- provide input on DQI research activities and priorities
- share your experiences of engaging with general practice.

The following activities relate to fulfilling your role:

- contributing to facilitated discussion group meetings
- considering how general practice could be enhanced by interactive digital technologies
- contributing to the development of research studies
- reading information provided by the facilitator in preparation for meetings (minimal).

DQI Special Interest Group members should commit to:

- abide by the University of Melbourne *Appropriate Workplace Behaviour Policy* ([MPF1328](#))
- being respectful of others and accepting differences
- acting with integrity and honesty
- responding to communications in a timely way
- not disclosing confidential information
- attending as many activities as practical
- declaring any real or perceived conflicts of interest.

Members of the DQI Special Interest Group should expect the researcher group to:

- provide leadership and learning opportunities in a genuine and supportive way
- be accountable and transparent
- provide timely communication and notices.

Meetings

All meetings will be chaired by the Program Lead or their delegate. Items for discussion will be distributed prior to each meeting. Meeting times will be as convenient for most members. It is anticipated that there will be four to six meetings per year at the Department of General Practice, University of Melbourne. Meetings last approximately 90 minutes and include light meals or refreshments.

Amendment, Modification or Variation

This document may be amended, varied or modified by the Department of General Practice.

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