

CLINICAL TRIAL WORKFORCE

	Responsibility	Checklist
1	Working familiarity of your Organisational Charter, and the Australian Charter of Healthcare Rights	<input type="checkbox"/>
2	Working familiarity of the policies and procedures, and the related processes and systems surrounding capacity and decision making/ decision maker status	<input type="checkbox"/>
3	Working familiarity of other relevant Partnering with Consumers policies and procedures, and the related processes and systems	<input type="checkbox"/>
4	Working familiarity of your organisational informed consent policies, procedures, and the related processes and systems	<input type="checkbox"/>
5	Educate yourself on the value of participant and decision maker engagement, and encourage active participation and sharing in decision making and care planning (to the extent that they choose)	<input type="checkbox"/>
6	Educate yourself on the value of consumer engagement, how it contributes to the safety and quality of health care, and how it supports clinical trial participation	<input type="checkbox"/>
7	Undertake regular Partnering with Consumers training and education, as per your organisation's schedule	<input type="checkbox"/>
8	When developing meaningful relationships with service users, understand the complexity of their interactions with the clinical trial service, the complexity of the context in which they reside, and their needs as a clinical trial participant	<input type="checkbox"/>
9	Tailor your approaches to meet the differing communication needs of service users and provide them with access to, and use of, high-quality, easy-to-understand information in languages, formats, and ways that reflect their needs (including telehealth, translations, interpreter service, etc)	<input type="checkbox"/>
10	Look for opportunities to improve the areas of the clinical trials service that you are responsible for, and the care given to participants	<input type="checkbox"/>
11	Identify and report risks, issues, or anything that could compromise your ability to safely partner with service users and consumers. Report using both clinical trial/research-specific and organisational systems and processes. Work with management to resolve issues and implement preventative and corrective actions.	<input type="checkbox"/>

12	Use the relevant processes and systems to receive and respond to consumer and service user feedback and complaints. Work with management to resolve issues, implement preventative and corrective actions, and improve practise if feedback and/or complaints are received.	<input type="checkbox"/>
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1	Responsibility	Checklist
	Working familiarity of your Organisational Charter, and the Australian Charter of Healthcare Rights	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Clinical/Non-Clinical Managers
- Partnering with Consumers Department

Reflective Questions

Finding

Identify and locate at your organisation:

- your Organisational Charter
- the Australian Charter of Healthcare Rights

Where and how do patients and consumers find copies of these?

Use

How do these principles guide your interactions with service users?

How is your use of these principles assessed?

Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

2	Responsibility	Checklist
	Working familiarity of the policies, procedures, and related processes and systems surrounding capacity and decision making/decision maker status	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Clinical/Non-Clinical Managers
- Partnering with Consumers Department

Reflective Questions

Finding

Identify your organisations capacity and decision-making/decision maker status policies and procedures

Identify the related processes and systems

Who in your organisation can help you with this?

Use

How do you use these in your everyday work and interactions with service users?

How is your use of these assessed?

Are they ever discussed in staff meetings?

What evidence can you show accreditors to prove you meet this responsibility?

3	Responsibility	Checklist
	Working familiarity of your organisational informed consent policies, procedures, and the related processes and systems	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators

You are supported in this by:

- Clinical/Non-Clinical Managers
- Partnering with Consumers Department
- Research Office

Reflective Questions

Finding

Identify your organisation's informed consent policies and procedures

Identify the related processes and systems

Who in your organisation can help you with this?

Use

How do you use these in your everyday work and interactions with service users?

How is your use of these assessed?

Are these ever discussed in staff meetings?

What evidence can you show accreditors to prove you meet this responsibility?

4	Responsibility	Checklist
	Working familiarity of other relevant Partnering with Consumers policies, procedures, and related processes and systems	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Clinical/Non-Clinical Managers
- Partnering with Consumers Department

Reflective Questions

Finding

Identify other organisational Partnering with consumers policies and procedures relevant to your work

Identify the related processes and systems

Who in your organisation can help you with this?

Use

How do you use these in your everyday work and interactions with service users?

How is your use of these assessed?

Are they ever discussed in staff meetings?

What evidence can you show accreditors to prove you meet this responsibility?

5	Responsibility	Checklist
	Educate yourself on the value of participant and decision maker engagement. Encourage active participation and sharing in decision making and care planning (to the extent that they choose)	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Partnering with Consumers Department
- Clinical/Non-Clinical Managers

Reflective Questions

Education

What resources have you used/training have you undertaken, to educate yourself about participant and decision-maker engagement? Have you had any direct interactions with participants/decision makers as part of this?

documenting and prioritising patient welfare and desires?

How is this information incorporated into your organisational systems?

Process

What is your organisational process for

Support

How does your organisation support you in safely involving participants/decision-makers?

Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

6	Responsibility	Checklist
	Educate yourself on the value of <ul style="list-style-type: none"> ○ consumer engagement ○ how it contributes to the safety and quality of health care ○ how it supports clinical trial participation 	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Partnering with Consumers Department
- Clinical/Non-Clinical Managers

Reflective Questions

Process

What resources have you used/training have you undertaken, to educate yourself about consumer engagement?
Have you had any direct interactions with consumers as part of this education?

Support

How does your organisation support educating yourself on safely involving consumers?
Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

7	Responsibility	Checklist
	Undertake regular Partnering with Consumers training and education, as per your organisation's schedule	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported in this by:

- Partnering with Consumers Department
- Clinical/Non-Clinical Managers

Reflective Questions

Are you clear on when and how you need to complete this training?
How does your organisation support you in completing this training?

What evidence can you show accreditors to prove you meet this responsibility?

8	Responsibility	Checklist
	When developing meaningful relationships with service users, understand: <ul style="list-style-type: none">○ the complexity of their interactions with the clinical trial service○ the complexity of the context in which they reside○ their needs as a clinical trial participant	<input type="checkbox"/>

You share this responsibility with:

- Research Office
- Clinician Investigator

You are supported by:

- Clinical/Non-Clinical Managers
- Partnering with Consumers Department

Reflective Questions

Process

How do you partner with service users and consumers in ways that respect their cultural and community identity, and their identity as a patient?

What additional supports do your clinical trial participants need to effectively participate?

How do you find these supports?

Support

How does your organisation support you in finding these supports?

Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

9	Responsibility	Checklist
	Tailor your approaches to meet the differing needs of service user. Provide them with access to, and use of: <ul style="list-style-type: none">○ high-quality, easy-to-understand information○ languages, formats, and ways that reflect their needs○ telehealth, translations, interpreters, etc	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators

You are supported in this by:

- Partnering with Consumers Department
- Clinical/Non-Clinical Managers
- Research Office

Reflective Questions

Process

How do you identify the communication needs of service users, consumers and the community?

How do you tailor your communication to meet their needs?

Support

How does your organisation support you in this?

Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

10	Responsibility	Checklist
	Look for opportunities to improve the areas of the clinical trials service that you are responsible for, and the care given to participants	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators
- Research Office

You are supported by:

- Clinical/Non-Clinical Managers

Reflective Questions

Process

How do you identify and report opportunities for improvement?

What systems and processes do you use for this?

Do you know if your suggestions were used to support continuous improvement in safety and quality, e.g. implementing practise changes?

Support

Does your organisation support you in identifying and reporting opportunities for improvement?

Who in your organisation can help you with this?

What evidence can you show accreditors to prove you meet this responsibility?

11	Responsibility	Checklist
	Identify and report risks, issues, or anything that could compromise your ability to safely partner with service users and consumers. Report using both clinical trial/research and organisational systems and processes. Work with management to resolve issues and implement preventative and corrective actions.	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators

You are supported in this by:

- Research Office
- Clinical/Non-Clinical Managers

Reflective Questions

Identify the relevant systems & processes used for risk, safety, and incident reporting

Process

What organisational policies and procedures dictate your reporting responsibilities?

What are the relevant requirements that dictate your clinical trial/research-specific reporting responsibilities?

How was the need for preventative measures and corrective actions communicated to you?

Did these help mitigate the issues that caused the situation?

Are examples of this ever discussed in staff meetings?

Support

How does your organisation support you in understanding and fulfilling your reporting responsibilities?

Who in your organisation can help with this?

What evidence can you show accreditors to prove you meet this responsibility?

12	Responsibility	Checklist
	Use the relevant processes and systems to receive and respond to consumer and service user feedback and complaints. Work with management to resolve issues, and implement preventative and corrective actions if feedback and/or complaints are received.	<input type="checkbox"/>

You share this responsibility with:

- Clinician Investigators

You are supported in this by:

- Research Office
- Clinical/Non-Clinical Managers
- Partnering with Consumers Department

Reflective Questions

Identify the organisational systems used for complaints and feedback
What are your associated reporting requirements?

Feedback

What feedback have you received?
What improvements have you made in response to feedback?

Complaints

If complaints were received, how was the need for preventative and corrective actions communicated to you?
Did these help mitigate the issues that caused this situation?

Support

Are these ever discussed in staff meetings?
How does your organisation support you in this?
Who in your organisation can help with this?

What evidence can you show accreditors to prove you meet this responsibility?

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