

## Research Title: **Measuring Clinic Performance in Primary Care: Digital Technologies and Human Capabilities**

### Researchers:

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<b>Other University of Queensland research professionals and/or PhD students</b> specifically appointed to the project by the Project Lead and bound by the project's data management processes	
<b>*access to de-identified transcripts only</b>	
<i>Recruitment and dissemination of findings for this study is being assisted with thanks by Tracey Johnson (CEO, Inala Primary Care), Adjunct Professor Paresh Dawda (CEO, Presantia Health Pty Ltd), Ken Griffin (CEO, Australian Primary Health Care Nurses Association, APNA), Miranda Grace (CEO, Australian Association of Practice Management (AAPM) and Professor Emeritus Mieke van Driel (Kalwun Development Corporation).</i>	

### About participating in this research

Thank you for your interest in participating in this research project. Please read the following information about the project so that you can decide whether you would like to take part in this research. Please feel free to ask any questions you might have about our involvement in the project.

If you decide to participate in this research, please keep in mind that your participation is voluntary. If you do not wish to take part, you do not have to. If you decide to take part and later change your mind, you are free to exit the webpage at anytime, and you would not need to give any explanation for your decision to not complete the survey. If you choose to stop participating while filling out the survey, your data will not be used in the research. Withdrawal from the research will not be possible once your survey has been submitted.

Your decision whether you take part, or not to take part, or to take part and then withdraw, will not affect your relationship with the University of Queensland.

### What is this research about?

The purpose of this research is to investigate ways to make primary healthcare services more efficient and person-centred using digital technologies. To do, this we are surveying practice managers and key personnel from selected primary care clinics around Australia. We are interested in understanding your clinic's performance with regards to digital technologies, employee wellbeing, and patient experience. We want to discover how different clinics operate and measure performance from a business

perspective, and the role that digital technologies have. This research is being conducted by researchers at the UQ Business School with funding from the Australian Research Council.

### **What will I need to do?**

If you agree to participate you will be given a link to an online survey, for you to complete in your own time and at your own pace. The survey will take approximately 20-30 minutes of your time. Answers to survey questions will only be received at the end of the survey, when it is submitted. It will contain a combination of multiple-choice style questions and free-text answers.

### **What are the possible benefits of taking part?**

Participants who submit completed surveys and provide their emails, will be provided a report after the survey data has been analysed. The report will benchmark the clinic's performance and compare it with other clinics.

### **What are the possible risks and disadvantages of taking part?**

No risk of harm to you is expected from your participation in this study. There are no foreseeable risks to participants beyond the risks associated with everyday living. There is no obligation to answer any questions and you may withdraw exit the survey at any time without penalty.

### **What will happen to the information about me?**

All information collected about you will remain confidential and all identifying information (i.e., information that identifies you or anybody else) will be stored separately to survey answers. The submitted survey will be de-identified through assignment of an anonymous ID number and your answers will not be personally re-identifiable. The data will be stored in a secure environment and accessible only by the research team. The de-identified answers of your survey may be used in future research that is an extension of or related to this project only with specific approval by the Project Lead.

It is anticipated that the results of this research project will be published and/or presented in a variety of forms. In any publication and/or presentation, information will be provided in such a way that you cannot be identified, except with your expressed permission.

### **What will happen if I decide to withdraw?**

Your participation in this research is voluntary and you are free to withdraw from the research anytime. If you choose to withdraw you do not need to provide any explanation, and you would not receive any penalty or bias as a result of your withdrawal. Withdrawal from the research will not be possible once analysis has commenced. Should you decide to withdraw, all the information collected from/about you will be destroyed and will not be used in the research.

### **Can I hear about the results of this research?**

The results of this research will be published in leading academic journals and disseminated to policy makers and practitioners in various forms, such as at conferences and meetings. When you enrol in the study you will be given an opportunity to join the mailing list to receive an email when this research

has been published and to invite you to participate in future studies. You will be able to unsubscribe from this mailing list at any time.

**Who can I contact if I have any concerns about the project?**

This study adheres to the Guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. Whilst you are free to discuss your participation in this study with the lead researcher (contactable on [j.mccoll-kennedy@business.uq.edu.au](mailto:j.mccoll-kennedy@business.uq.edu.au)), if you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Coordinator on +617 3365 3924 / +617 3443 1656 or email [humanethics@research.uq.edu.au](mailto:humanethics@research.uq.edu.au)

To participate in this study, please visit <https://survey.app.uq.edu.au/P2S2-Clinic-performance-and-digital-technologies>