



Metro North Hospital and Health Service *Putting people first*

Metro North Office of Research

2021 Guide for Applicants

Graduate Certificate in Health Science (Health Services Innovation)



*Bringing health
innovation to life*
www.aushsi.org.au



**Queensland
Government**

Published by the State of Queensland (Metro North Hospital and Health Service), 9 February 2021

Office of Research, Metro North Hospital and Health Service

Email MNHHS-Research-GradCertHSI@health.qld.gov.au or phone 364 79761

An electronic version of this document is available at

<https://metronorth.health.qld.gov.au/research/graduate-certificate-health-science>

Disclaimer:

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

Contents

Introduction	3
Application process: Key dates and roles *	3
About the Graduate Certificate in Health Sciences (Health Services Innovation)	4
Units (Subjects) in the Graduate Certificate in Health Sciences (Health Services Innovation)	4
Key program dates	5
Prerequisites	5
Who can apply?.....	5
Application process	6
The application form	6
How applications will be assessed	8
Advising of application outcome.....	8
Outcomes and impact	8
Staff responsibilities	9
Student Responsibilities	9
Line Manager Responsibilities	9
Head of Department/ Executive Director Responsibilities	9
Course fees	10
Self-Funded positions.....	10
Variations.....	10
For further information	10

Introduction

Metro North Hospital and Health Service (MNHHS) has invested in a **Research Strategy (2017-2022)** which embraces health services research. This Knowledge Translation Program, embedded within the MNHHS **Research Strategy 2017-2022** as an Infrastructure Enabler, represents a significant investment for MNHHS.

In response to MNHHS's need to apply robust evaluation frameworks to "prove the value" of a change in practice and attribute an observable outcome to a given intervention, the Australian Centre for Health Services Innovation (AusHSI) at QUT developed the Graduate Certificate in Health Science (Health Services Innovation) in collaboration with MNHHS.

The **2021 Guide for Applicants** provides an overview of the program and key things you need to know about the application process. It is crucial you read this document prior to submitting an application to be considered for a position within the Graduate Certificate in Health Science (Health Services Innovation).

Are you a champion for change?

MNHHS' investment in the program is far more than a "personal or educational benefit" for staff.

We are looking forward to finding the next cohort of passionate and enthusiastic health service improvers, committed to positively influencing the culture in MNHHS and actively apply learnings to change practice and improve patient outcomes!

Application process: Key dates and roles *

Date	Applicant	Metro North Office of Research
Mon 15 March 2021	Applications Open	
Mon 26 April 2021 (midnight)	Applications Close	
Wed 28 April 2021 – Fri 7 May 2021		Review and rank by Executive Directors
Fri 7 May – Wed 26 May		Review by Selection Panel Members Selection of successful applications
Fri 4 June 2021 (COB)		Applicants notified via email (attached letter of offer)
Wed 9 June 2021	Successful applicants and Line Manager attend Q&A webinar	
Fri 18 June 2021	Return signed offer and apply online for admission to QUT by 11:59pm 18 June 2021	
June 2021	Notification of admission and enrolment from QUT	
July 2021	Meeting with Learning and Academic coordinators	Individual meetings with each successful applicant
12 July 2021	Orientation evening at QUT	
26 July 2021	Semester commences	

* as at Feb 2021

About the Graduate Certificate in Health Sciences (Health Services Innovation)

Developed by The Australian Centre for Health Services Innovation (AusHSI) at QUT in collaboration with Metro North Hospital and Health Service (MNHHS), the Graduate Certificate in Health Sciences (Health Services Innovation) enables clinicians, administrators and operational staff to develop, implement and evaluate innovations within the healthcare setting. The academic program has been designed to enhance MNHHS staff capability in implementation science, health systems reform, and cost-effectiveness analysis.

Since 2018, MNHHS has delivered this program to 90 staff (three cohorts of 30). As per previous years, Cohort 4 will be guided through four units, delivered part time, over 2 years (July 2021 – June 2023). The program is usually taught through six 2 to 5 day block courses, at QUT Kelvin Grove. However, the uncertainty around social distancing requirements due to COVID-19 may, from time to time, require some material to be delivered online.

If you are selected for the program you will be supported by a Learning Coordinator from MNHHS Office of Research and a dedicated QUT AusHSI Academic Coordinator. An important aspect of the program is accessing the additional support including study support drop in clinics, Knowledge into Practice (KiP) Workshops, and KiP Webinars facilitated by the Learning Coordinator from MNHHS Office of Research and the QUT AusHSI Academic Coordinator and Student Support Officer. MNHHS is committing these resources to ensure you are successful in the program and can build your capability in implementation science, an emerging field that examines how to best implement and evaluate innovative changes in health services; contributing to the future development of health systems reform and evaluating the costs and health outcomes of innovations in healthcare, thereby acting as an advocate, mentor and leader for this way of working.

Units (Subjects) in the Graduate Certificate in Health Sciences (Health Services Innovation)

- **Implementation Science: Theory and Application in Health:** learn an evidence-based approach for introducing improvements in healthcare so they become usual practice and are sustainable.
- **Health Systems:** explore systems of health care both in Australia and internationally and the factors that influence the design and functioning of those systems.
- **Cost-Effectiveness Analysis for Healthcare:** understand how to assess the combined value of clinical outcomes and economic costs. Become a better steward and increase healthcare value.
- **Independent Study:** In the last semester of the program you will consolidate your learning, apply your knowledge and build confidence in implementation science and/ or economic evaluation through a workplace-based project. You might explore a problem (using implementation science to identify barriers, enablers), pitch solutions and/or implement or evaluate (if appropriate) the solutions/ strategies for health services innovation. You might like to examine the cost-effectiveness of possible solutions. You will be supported by a MNHHS mentor and AusHSI staff during this self-directed Independent Study. You will be expected to submit a 5000 word report/manuscript for your QUT assessment at the conclusion of the semester detailing the work that has been undertaken within your existing role/ current work commitments, using the skills you have gained.

Key program dates

Semester	Unit name	Block course dates	Assessments Due*
Semester 2, 2021	Implementation Science: Theory and Application in Health	Thur 29 – Fri 30 July 2021 Thur 26 – Fri 27 Aug 2021 Fri 8 Oct 2021 + Pitch Panel	25 Aug 2021 6 Oct 2021 29 Oct 2021 Pitch Panels 15 to 20 Nov
Semester 1, 2022	Health Systems	Thur 31 March – Fri 1 Apr 2022 Thur 19 – Fri 20 May 2022	1 May 2022 12 June 2022
Semester 2, 2022	Cost-Effectiveness Analysis for Healthcare	Mon 18 – Fri 22 July 2022	22 July 2022 4 Sept 2022 9 Oct 2022
Semester 1, 2023	Independent Study	Self-directed learning with individual support provided by a QUT supervisor	May 2023

*Subject to change

Prerequisites

Who can apply?

Applications are open to the following Metro North Hospital and Health Service (MNHHS) employees:

- Permanent (full-time/ part time) employees
- Temporary employees who have served at least a continuous 12-month period of service (and have support and endorsement from their line manager, Head of Department and Executive Director).

As this is a competitive process you will need to complete an application to be considered for enrolment and commit to stay employed within MNHHS for the duration of the 2-year program.

Please note submitting an application does not predicate successful admission to the course.

QUT entry requirements for enrolment into postgraduate study

- A completed recognised bachelor degree in any discipline; **or**
- A completed recognised diploma qualification (or higher award) with at least three years full-time equivalent (FTE) professional work experience which includes at least one year in a supervisory or leadership role (e.g. with responsibility for decision making, team work, quality assurance, and/or policy development); **or**
- Current registration within the applicant's field of practice with a nationally recognised professional body with at least three years full-time equivalent (FTE) professional work experience; **or**
- For applicants working in a field of practice that does not have a nationally recognised professional body, at least seven years full-time equivalent (FTE) professional experience in a supervisory or leadership role (e.g.: with responsibility for decision making, team work, quality assurance, and/or policy development).

If you are not able to fulfil any of these requirements, then you will be precluded from enrolling. If you are not certain about whether you meet the above criteria please contact Graduate Certificate (Health Services Innovation) Course Coordinator Dr Elizabeth Martin via aushsi.gradcert@qut.edu.au to discuss.

Application process

Once you have confirmed you are eligible to apply, you will need to complete an application to be considered for enrolment. Your application consists of:

1. An application form (completed online)
2. 2-page CV
3. Signed certification page from your Head of Department (or Executive Director if relevant).

Submit all documents via SmartyGrants by the closing date – **Midnight Monday 26 April, 2021**. You will receive an automated acknowledgement email when application is successfully submitted.

Please note - Late applications will not be accepted.

The application form

The application form is completed online through the online grants management system “SmartyGrants”, hosted on the [Metro North Research website](#). You’ll need to register for a SmartyGrants account before you can start and save your application. There are a range of user guides that you can access throughout the process should you require support. You will be able to access the online application form from Monday 15 March 2021.

In the meantime, you are encouraged to:

- Review the sections in the form (noted below)
- Brainstorm ideas with your line manager, team and stakeholders
- Watch videos to hear from staff who have undertaken the Graduate Certificate (Health Services Innovation). [Click here](#) or visit: <https://metronorth.health.qld.gov.au/research/graduate-certificate-health-science>
- Watch videos to learn more about the field of health services research and implementation science [Click here](#) or visit: http://www.aushsi.org.au/news_events/aushsi-insights/
- Attend Clinical Skills Development Service’s *Improvement Science* Course to learn more about problem identification and definition, change resistance, and facilitation. This will support you to explore in more detail the “problems” you’d like to pitch in your application. ([click here](#) or visit <https://csds.qld.edu.au/courses/>)
- Attend the **Virtual Roadshows**
 - Learn more about the Graduate Certificate (Health Services Innovation) and meet members of 2018’s Cohort 1, 2019’s Cohort 2 and 2020’s Cohort 3. The session is delivered via Zoom, so you can attend any time that suits you (links below). A recording of a virtual session will be available if you can’t attend live.
 - The day before the session (by COB) you will receive an email providing a link to join the session.
 - To participate in the session you will need access to a laptop/PC/smart device with internet access (and headphones if you’d like to ask a question, or you can use the chat function). A camera is not required. You can also dial in using a phone number (this will be provided in registration information).

[Click here to register](#), alternatively type into your browser: <https://metronorth.health.qld.gov.au/research/graduate-certificate-health-science>

Sections in the application form

1. Eligibility confirmation - If you do not satisfy the requirements, you will not be able to proceed with the application.
2. Contact details (applicant and line manager)
3. Applicant pitch
 - **What makes you an ideal candidate? (200 words max)**
 - **What is your elevator pitch to your Executive Director about how you will add benefits to your team/ facility/ directorate/ stream/ profession and Metro North Hospital and Health Service from their endorsement of your participation in the Graduate Certificate in Health Science (Health Services Innovation)? (200 words max)**
4. Problems and potential solutions pitch
 - **Provide a short summary of the problem(s) you have identified and possible improvements/ solutions (300 words)**

What are some of the problems/ issues you have identified that need to be addressed within your existing role/ work commitments? How do you know it is a problem? Who does the problem impact? Please share some of the possible improvements/ solutions you would like to explore that might address the problem(s) you have identified?

Note:

 - Dot points are acceptable (and encouraged!)
 - We highly recommend you discuss your application with your line manager as their support is vital in successfully completing this course.
 - The solutions you propose **do not** have to become “the project” you commit to work on in your independent study. Priorities can change and emerge (e.g. COVID-19, virtual care).
 - You will need to consider how you will incorporate the exploration of the possible improvements/ solutions within your current role as there is no additional funding provided for your work area to address the problems/ implement solutions.
 - **How will things be different for you, your work area, your team, our patients and the problem(s) you have identified, after completing this course? (100 words)**
5. Readiness for post-graduate study
 - **This program will require you to spend at least 120 hours per semester attending the block learning days, studying, reading and preparing assessment pieces. To demonstrate your readiness for post-graduate university study, please describe how you will manage this (e.g. the time commitment required, negotiating with key stakeholders such as your family / workplace). Are there any skills you'll need to develop for studying and completing assessments at a post-graduate level? (100 words max)**

Note:

 - Requiring skill development will not preclude you from participating in the Graduate Certificate program, but will help QUT to identify learning / support needs of staff prior to commencement.
6. Applicant CV – no more than 2 pages.
7. Certification by Head of Department (or Executive Director if relevant) – upload signed page.
 - Talk with your Head of Department (or Executive Director) about the problems or issues within our health care system and potential solutions you'd like to explore within your existing role/ current work commitments. Your Head of Department may be more likely to endorse your application and write *the optional* statement of support if you have spoken to them prior.
 - Provide a copy of your final application and CV to your Head of Department (Executive Director if relevant) for review and sign off. Upload the signed page.

How applications will be assessed

Please note that submitting an application does not predicate enrolment in the program as this is a very competitive process.

Each application is reviewed and ranked by your relevant Executive Director (Facility/ Directorate / Stream) before all applications are submitted to a multi-profession selection panel for review and assessment to ensure coverage across MNHHS and occupational streams.

Your application will be assessed against the following criteria:

- demonstrates enthusiasm, commitment and passion for healthcare innovation, improvement, improving our outcomes and the experience of our patients
- potential to / demonstrated experience to positively influence team/ facility/ directorate/ stream/ profession to support the achievement towards [MNHHS strategic agenda](#), [documents and plans](#) within existing role/ work commitments
- demonstrates curiosity and an ability to identify problems / issues (and potential solutions) to improve our health system and the outcomes for patients, colleagues and MNHHS.

Advising of application outcome

All applicants will be notified in writing of the outcome. On Friday 4 June (by COB) an email will be sent to your primary email address with a letter attached, advising of your application outcome.

Individual feedback on applications will not be given as almost all applications are of a very high standard. Unsuccessful applications are most often due to cohort numbers being limited.

Successful applicants

Successful applicants will receive a Letter of Offer outlining the Terms and Conditions of award. Award is contingent upon a signed acceptance of the offer, and no enrolments will proceed until the acceptance of offer is received by the MNHHS Office of Research.

Successful applicants and their line manager are required to attend a Question and Answer webinar on Wednesday 9 June 2021 where details about the offer and enrolment requirements for entry to QUT post graduate courses, is provided.

It is essential to attend or watch the recording so the applicant and line manager is aware of the learning program and discuss how to ensure the business area will be able to integrate and share learnings with their team through the program of study (e.g. sharing case studies, tools, etc).

Once the signed Letter of Offer is received by MNHHS Office of Research, applicants will be sent a dedicated link to apply for admission to QUT. To be admitted to the course, you will need to upload evidence that you meet entry requirements e.g. copies of your qualifications and/or employment experience. Guidance will be provided by QUT prior to applying for admission. Please note your documentation will need to be uploaded to QUT by 11:59pm on 18 June 2021.

Outcomes and impact

This program aims to lead to better implementation and evaluation of evidence-based practice within MNHHS. At the conclusion of the Graduate Certificate in Health Science (Health Services Innovation) there is an expectation that:

- Skills and knowledge acquired in the course will be applied
- Students will continue to network and work together
- Outcomes from the course and ongoing practice will be promoted throughout and beyond MNHHS
- Students will join the course Alumni
- Students agree to mentor and support others upon completion of the course.

Staff responsibilities

To aid retention and application of learnings back in the workplace, it is expected that staff will be cognisant of their relevant responsibilities.

Student Responsibilities

Successful applicants enrolled in the course are required to:

- commit to continuing to work in MNHHS until the end of the course (June 2022)
- commit to attending ALL of the course teaching dates (not negotiable due to learning model)
- access leave provisions afforded under relevant participant's award or certified agreement. This may include but not limited to Queensland Health Professional Development Leave (PDL) including core and non-core hours, or study leave where applicable
- pay the course fees within payment terms and timeframes
- complete and submit assessment by the due date. Time contributions for the completion of pre-reading and assessment (which occurs between block courses) is the responsibility of the participant
- commit to addressing a problem in your workplace and pitch solutions within your existing role/ current work commitments
- build learnings from the course into your day to day activities
- attend study support sessions (fortnightly), Knowledge into Practice (KiP) webinars and workshops (approximately once a month) and relevant presentations to facilitate integrating your knowledge into the workplace setting, and to engage with members of cohorts 1, 2, 3
- remain enrolled for the full duration of the course, unless major life events preclude this.

Line Manager Responsibilities

Line managers of successful applicants enrolled in the course are expected to:

- provide access to professional development leave (PDL) entitlements (based on occupational stream)
- honour commitment given by Executive Directors to enable participants to access leave provisions
- release staff from clinical/ professional duties for minimum core teaching days
- support staff to undertake an exploration of a problem and pitch solutions within their existing role/ current work commitments
- acknowledge the activities required to support mentoring and leadership (drop in clinic attendance, webinars and relevant presentations)
- be curious and support the application of learnings in the work unit
- act as an internal advocate for learnings to be integrated into day to day activities within the team.

Head of Department/ Executive Director Responsibilities

Heads of Departments with successful applicants enrolled in the course are expected to:

- support staff to explore issues within our health care system and encourage them to pitch solutions within their existing role/ current work commitments
- be the local sponsor for the final year project designed to improve the delivery of our health services
- act as an advocate for staff to use implementation science principles when implementing and evaluating innovative changes in our health service supporting the future development of health systems reform
- provide opportunities for staff to evaluate the costs and health outcomes of innovations in their department/ service line.

Course fees

The course fees per semester have been determined by your occupational classification, and where possible, align with your yearly Queensland Health Professional Development Allowance (PDA). Each semester (after census date) you will receive an invoice from MNHHS for your contribution toward the course. These dates will be confirmed with you at the start of each semester.

Occupational Classification	Semester course fee	Annual course fees
Health Practitioner	\$ 850.00	\$1700.00
Nursing	\$ 775.00	\$1550.00
Medical (including Senior Medical and Visiting Medical)	Full cost – no MNHHS subsidy \$3005.00 - \$3136.00	Full cost – no MNHHS subsidy \$6010.00 – \$6272.00
Medical (Resident Medical Officers excl interns)	\$ 1155.00	\$2310.00
Administration/ Operational	\$ 300.00	\$600.00

* Fees are accurate as of January 2021 and are subject to change line with fees released by QUT's Faculty of Health in December each year. A tax receipt will be provided.

Note: Amounts are a flat course fee and are NOT pro rata based on your appointment FTE.

Self-Funded positions

There are a limited number of positions in the course and MNHHS is heavily subsidising these. However, there is an opportunity to self-fund an additional position in the course. Please be aware that self-funding does not guarantee a place, but is taken into consideration when reviewing final numbers. Opportunities to nominate for a self-funded position are provided in the application.

The estimated full course costs (as at January 2021) are \$6010* (2021) and \$6272* (2022).

*subject to change in line with fees released by QUT's Faculty of Health in December each year.

Variations

If you are selected and during the program you are experiencing difficulties completing course requirements or believe you are entitled to recognition of prior learning (RPL) for any units, you must make contact with the MNHHS Learning Coordinator or QUT AusHSI Academic Coordinator to discuss and resolve the issue.

For further information

MNHHS Office of Research

Louise D'Allura - A/ Learning Coordinator - Graduate Certificate (Health Services Innovation)

Email: MNHHS-Research-GradCertHSI@health.qld.gov.au

Phone: 364 79761 (during business hours)