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*An institutional ethnography of New Zealand's commitment to patient-centred care*

## ORGANISATION INFORMATION SHEET

Your organisation has been identified as either being of interest to this research, or as an intellectual property owner of documents of interest to this research. Participation is voluntary; however your contribution would be greatly appreciated. Please read this information sheet carefully before deciding whether or not to participate.

**About the Researcher**

The main researcher is Rachel Webster, a PhD candidate at Massey University. Rachel is a registered nurse, and has worked for several years in acute care settings in New Zealand. Frustrated by the challenge of providing patient-centred care – the push/pull felt between patient and employer - this study has been designed to examine this point of tension, and to explore New Zealand’s intent towards achieving person-centred care.

**About the Project**

Patient-centred care refers to a focus on the individual patient and their unique needs and expert opinion of their own health, compared to the old fashioned way - ‘because we know what’s good for you’. It is a commitment to returning the power to the patient, not the health care system.

The purpose of this project is to examine if New Zealand health services have a real intent towards and an understanding of what changes are required to support genuinely patient-centred care. By looking at what actually happens in the everyday process of providing patient care, the research will follow and analyse the work processes that contribute to patient-centred care. This project will question the plausibility of a truly patient-centred care delivery model, while attempting to answer the question; what will help or hinder New Zealand achieving patient centred care?

This project is supported by a doctoral scholarship from Massey University.

**How was this organisation identified?**

Your organisation has been identified as either being of interest to this research, or as an intellectual property owner of documents of interest to this research.

Documents/texts become of interest after being identified by a participant, or through the tracing of the history of a text; guideline → policy → policy references → organisational/national policy.

**What will participation involve?**

Participation from your organisation would involve the sharing of organisational documents not publically available for example guidelines, policies, patient hand-outs and posters, to be included for analysis within the wider research project.

Texts such as those mentioned are essential to the objectification of the organisation and work of patient-centred care. True to the methodology – institutional ethnography – the aim of the analysis of such documents is benign to the organisation. The focus is on how the texts and documents coordinate people’s work/activity. There is no intent for the analysis of these documents to impact negatively on your organisation.

**Specific texts requested for analysis:**

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*Risks*

* Your organisation will not intentionally be exposed to any harm through participation in this research.

*Anonymity*

* The researcher will protect the anonymity of your organisation and texts through the use of generic naming, for example ‘guideline 1’. Text sources will only be revealed when critically relevant to the understanding of the analysis and power of the text, for example text from the Ministry of Health will be identified as such.

*Benefits*

* Information used will help to produce a piece of research targeted at improving New Zealand health services commitment to delivering care that is patient-centred.

**About the data**

Raw data will be stored securely in password protected electronic files or locked filing cabinets for five years, after which it will be destroyed by deletion or shredding

**Participant’s Rights**

You are under no obligation to accept this invitation.

If you decide to participate, you have the right to:

* ask any questions about the study at any time during participation;
* provide information on the understanding that your name will not be used unless you give permission to the researcher;
* be given access to a summary of the project findings when it is concluded

**Project Contacts**

You are invited to contact the researcher and/or supervisor if you have and questions about this project.

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You consideration is greatly appreciated.

Yours sincerely,

Rachel Webster

PhD candidate

Massey University

*This project has been reviewed and approved by the Massey University Human Ethics Committee: Southern A, Application 16/63. If you have any concerns about the conduct of this research, please contact Mr Jeremy Hubbard, Chair, Massey University Human Ethics Committee: Southern A, telephone 04 801 5799 x 63487, email humanethicsoutha@massey.ac.nz*