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

## PROFESSIONAL PARTICIPANT INFORMATION SHEET

You have been identified as a person 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. Intrigued 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?

The researchers recognise that health care professionals are often just as powerless as the people they are caring for, bound by institutional processes which may be knowingly or unknowingly controlling their practice. This project hopes to explicate this challenge and explore the controlling mechanisms further.

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

**How was I identified and why am I being invited to participate in this research?**

You have either been identified as your professional role within the health care team/system has become of interest to the research and the wider exploration of an emerging idea or problematic.

**What will participation involve?**

If you agree to be part of this research, you will be involved in one, possibly two interviews (a follow up may be required if the researcher needs to clarify something). The interview will be semi-structured, but not standardised. The point of the interview is to learn about what each informant actually does, and how patient-centred care is experienced in your everyday work, and within the institutional process you work with.

* The interviews will be individual, and can be face-to-face at a place of your choosing, by skype, or by phone.
* Each interview is designed to take about 45-60 minutes, and will be done at a time that suits you.
* During the interview, the researcher will ask questions and take notes about observations they have made.
* Following the interview, everything said will be transcribed. You will receive a summary of this, and you will get a chance to edit anything you said. This will take 15-30 minutes.
* The researcher will be available for contact at any time during the research process if a participant requires additional support for any reason related to this research

*Risks*

* You will not intentionally be exposed to any harm during this research.
* You may experience some discomfort talking about your employer, institutional processes, and sharing personal stories.
* The researcher will take every effort to ensure participants feel comfortable, and participants have the right to decline to answer any particular questions to prevent such discomfort.

*Anonymity*

The researcher will protect your anonymity in several ways;

* in all research writing, references to individuals or the naming of particular places will be anonymous (through the use of pseudonyms), or by use of job title where appropriate, e.g. “a primary healthcare nurse…”.
* stories or accounts of particular experiences will not be recognisable to anyone except the participant. Contextual details will be altered as required to ensure this.

*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:

* decline to answer any particular question;
* withdraw from the study at any time;
* 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;
* ask for the recorder to be turned off at any time during the interview.

**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*