Dietitians Australia General Policy and Procedure Manual

Awards

Quality in Primary Care Award

# Rationale and Purpose of Award

This award recognises high-quality private practice dietetic services that assure a person-centred, safe, and effective dietetic service through partnering with consumers and employing a continuous improvement approach. The Quality in Primary Care Award is supported by Griffith University.

# Form of the Award

The successful nominees will receive:

* The award presented at the Dietitians Australia Awards Ceremony
* A framed *Quality in Primary Care* Award certificate
* Their name and photo published in the Dietitians Australia Annual Report along with a short outline of the service for which the award is given
* Their name listed in the Awards section of the Dietitians Australia website
* Their name promoted through various member communication channels as part of overall award promotions (I.e., social media, Share Plate and/or direct email)

# eligibility

Applicants must:

* Be a Dietitians Australia member and Accredited Practising Dietitian
* Show evidence of fitting into either the Medium-Large, or Small business categories
* Provide a response describing evidence for how they meet criteria outlined in the application form in Appendix 2.
* Complete the application form and supply supporting documentation by the closing date.

One application may be submitted per business. The business must be actively trading in Australia and solely provide dietetic services. Applications must be submitted by an authorised representative.

Eligibility for the award will not be affected if you do not want your application to be included in the research study outlined in the Information Statement in Appendix 1.

**Category 1: Medium-Large business division**

* Employing/contracting four or more FTE dietitians, or
* Average annual revenue for previous 2 years equal to or exceeding $300,000

**Category 2: Small business division**

* All businesses that do not meet a minimum of one of the medium-large business criteria listed above.

# Application Process

1. Applications must be submitted on the official Application Form (Appendix 2).
2. Applications and supporting documentation must be in electronic form and in Word format for the preparation of reports.
3. Save this document in a different name: that of the person applying for the award  
   (eg: JONES\_Mary – 2023 Quality in Primary Care Award).
4. Applications and supporting documentation must address the selection criteria.
5. Declaration with applicant’s name and signature must be completed on the Application Form.
6. Add electronic signature where available. Where not available, a signed copy will need to be scanned and emailed to the Award and Recognition Advisory Committee (ARAC) Secretariat with the nomination submission.

Nomination documentation as outlined above must be submitted to the Awards Secretariat [awards@dietitiansaustralia.org.au](mailto:awards@dietitiansaustralia.org.au?subject=2022%20Barbara%20Chester%20Memorial%20Award%20Application) by **COB Monday 16 January 2023**.

**Late applications will not be accepted.**

# method of selectionD

* Applications will be assessed by a selection panel that is a comprised of one Dietitians Australia representative and two Griffith University representatives.
* The focus of the assessment will be on the strength and quality of responses to criteria listed in the following sections, explained further in Appendix 2:
  + Clinical governance
  + Partnering with consumers
  + Clinical safety

# NOTIFICATION AND AWARD PRESENTATION

* The successful nominees will be notified of the panel’s decision in March 2023.
* The successful nominees will receive the award in an official presentation at the Dietitians Australia Awards Ceremony at the Conference Dinner in July 2023. If the nominee is unable to attend the ceremony, the certificate will be sent via post.
* The successful nominee will need to submit a high-resolution professional photo for publishing in Dietitians Australia awards promotions and Annual Report.
* Unsuccessful applicants deemed close runner ups, will receive an acknowledgement and a highly commended certificate.

## Appendix:

1. Griffith University Information Statement
2. Quality in Primary Care Application Form

# Appendix 1: Exploring Quality In Primary carE Dietetics (The EQUIPED Study)

## Griffith University Quality in Primary Care Award - Information statement

**Who is conducting the research?**

*Research Team – School of Allied Health Sciences, Griffith University*

Professor Lauren Williams [lauren.williams@griffith.edu.au](mailto:lauren.williams@griffith.edu.au)

Dr. Lana Mitchell [lana.mitchell@griffith.edu.au](mailto:lana.mitchell@griffith.edu.au)

**Why is the research being conducted?**

Practice-level activities that support the measurement and improvement of quality help to ensure that dietetic services provide care that achieves the best possible outcomes. However, little is currently known about how primary care dietetic services manage and improve quality.

**The expected benefits of the research**

This study aims to develop a framework that describes how Australian primary care dietetic services manage quality. This framework will inform future studies that aim to evaluate effective quality management practices for primary care dietetic services.

**What you will be asked to do?**

Participation in the study requires no additional action from you beyond applying for the award.

**How are participants selected?**

You are being invited to participate because you are an authorised representative of an Australian primary care dietetic business. All applications submitted with consent (see Expressing Consent below) will be included in the study.

**How is the application process conducted?**

You will be asked to download and complete the application form. Your application must be sent to [awards@dietitiansaustralia.org.au](mailto:awards@dietitiansaustralia.org.au) by the due date.

**Your participation is voluntary**

Your participation is voluntary. You are free to withdraw at any time. Your decision to not participate or withdraw will not impact (1) your application for the award, or (2) your relationship with Griffith University in any way.  
 **Expressing consent**

Please indicate if you want to participate in this study by checking the relevant box under APPLICATION DETAILS.

**Risks to you**

The risks to you are minimal. Participation will involve the completion of an application form that can be completed at a time convenient to you.

**Your confidentiality**

Any information collected as part of this study is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.   
A de-identified copy of this data may be used for other research purposes. However, at all times, your anonymity will be protected. For further information consult Griffith University's Privacy Plan at [http://www.griffith.edu.au/about- griffith/plans-publications/griffith-university-privacy-plan](http://www.griffith.edu.au/about-%20griffith/plans-publications/griffith-university-privacy-plan) or telephone (07) 3735 4375.

As required by Griffith University, all research data (documents and analysis) will be retained in a locked cabinet and/or a password protected electronic file at Griffith University for a period of five years before being destroyed. Griffith University’s Research Storage Service will also be used to save all data electronically. De-identified summary results will be reported to Griffith University Nutrition & Dietetics staff to improve teaching methods. The results may be reported at conferences and published in a relevant professional journal.

**The ethical conduct of this research**

Griffith University conducts research in accordance with the National Statement on Ethical Conduct in Human Research (2007) (GU Ref No: 2018/167). If potential participants have any concerns or complaints about the ethical conduct of the research project, they should contact the Manager, Research Ethics on (07) 3735 4375 or [research-ethics@griffith.edu.au](https://ausdaa.sharepoint.com/Data/MSO/Awards/Awards%20Review%202021/2022_eligible%20awards_updated%20docs/working%20docs/research-ethics@griffith.edu.au).

**Further information**

For further information please contact Dr Lana Mitchell or any member of the research team outlined above.

# Appendix 2: Quality in Primary Care Award application form

Applications will only be considered if submitted on this Form

* Please complete all sections of the form.
* Please read the Information Statement and indicate if you want to participate in the research study by checking the relevant box under “Consent to Participate in The EQUIPED Study”.

## Authorised representative

Please include the name and contact details of the authorised representative completing this application.

|  |  |
| --- | --- |
| Title & Full Name |  |
| Email |  |
| Telephone |  |

## Business details

Please include the following details about the business to which this application relates.

|  |  |  |  |
| --- | --- | --- | --- |
| Business Name |  | | |
| Address |  | | |
| State |  | **Postcode** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number of years business has been active\* |  | Less than 2 years |  | 2-5 years |
|  | 6-10 years |  | 11-15 years |
|  | More than 15 years |  |  |

\*Number of years since the business was first established. E.g. if the business was established in 2010 and purchased by the current owners in 2018, the business would be 11 years active in 2021.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number of dietitians\* |  | Up to 1 FTE dietitian |  | 2-3 FTE dietitians |
|  | 4-9 FTE dietitians |  | 10-19 FTE dietitians |
|  | 20-29 FTE dietitians |  | 30 or more FTE dietitians |

\*Calculated in terms of FTE (full-time equivalent = totalling 40 hours per week). E.g. two dietitians each working 20 hours per week would equal 1 FTE dietitian; four dietitians each working 40 hours per week would equal 4 FTE dietitians.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Average annual revenue\* |  | Less than $49,999 |  | $50,000-99,000 |
|  | $100,000-199,999 |  | $200,000-299,999 |
|  | $300,000-399,999 |  | $400,000-499,999 |
|  | $500,000-1,000,000 |  | More than $1,000,000 |

\* Calculated as the average revenue over FY2018-19 and FY2019-20.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| States and territories business services *(check all that apply)* |  | Australian Capital Territory |  | Northern Territory |
|  | New South Wales |  | Queensland |
|  | South Australia |  | Victoria |
|  | Western Australia |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total number of business sites\* |  | 1 site only |  | 2-3 sites |
|  | 4-9 sites |  | 10-19 sites |
|  | 20-29 sites |  | More than 30 sites |

\*A business site is any site from which services are provided. E.g. a business that provides services from a principal business site as well as on-site to three medical centres would have four business sites.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Types of sites business services *(check all that apply)* |  | Medical (GP) service |  | Dietitian-only service |
|  | Physiotherapy service |  | Allied health service |
|  | Aged care service |  | Outpatient service |
|  | Online services |  | Mobile services |
|  | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

## Consent to participate in the EQUIPED Study

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please indicate if you consent for this application to be used in the research study |  | Yes |  | No |

# CRITERIA FOR SELECTION

**Instructions:**

* Please complete all sections of the form.
* Please provide a response evidencing how your business meets that criterion. Each response should be **no more than 200 words**.
* If applicable, include appendices to support your responses.

## Clinical governance

|  |
| --- |
| **Criteria 1. Leadership and culture**  Describe how the business generates and maintains a culture of quality and safety. |
|  |
| **Criteria 2. Governance, quality and safety systems**  Describe the governance, quality and safety systems used to assure the quality of dietetic care for consumers and compliance with legislation. |
|  |
| **Criteria 3. Clinical performance and effectiveness**  Describe how the business ensures its dietitians have the right qualifications and skills to provide safe, high-quality dietetic care to consumers. |
|  |

## Partnering with consumers

|  |
| --- |
| **Criteria 4. Partnering with consumers in dietetic service design**  Describe how the business partners with consumers to plan, design, monitor and evaluate the service. |
|  |
| **Criteria 5. Partnering with consumers in their own care**  Describe how the business partners with, and communicates to, consumers to deliver high-quality care. |
|  |

## Clinical quality and safety

|  |
| --- |
| **Criteria 6. Comprehensive care**  Describe how the business delivers comprehensive and coordinated nutrition care. Describe how the business collaborates with the consumer and aligns care with their expressed goals of care and nutrition care needs. |
|  |
| **Criteria 7. Communicating for quality and safety**  Describe how the business communicates with other healthcare professionals to ensure timely, purpose-driven and effective communication and documentation that support continuous, coordinated, and safe care for consumers. |
|  |

## Additional information:

|  |
| --- |
| Provide a brief citation **suitable for publishing in the Annual Report** summarising the applicant’s relevant achievements. Maximum 100 words. |
|  |
| Provide a short company profile **suitable for publishing in the Annual Report** summarising the applicant’s relevant achievements. Maximum 200 words. |
|  |

Declaration

I declare that the information supplied by me on this form and supporting documentation is complete, true and correct.

I authorise Dietitians Australia to obtain any details, records or relevant information from other institutions and authorities at any time.

I am aware that the provision of false or misleading information in any respect may result in the withdrawal of any offer of an award to me.

Applicant signature:

Applicant printed name:

Date:

Email completed application forms to: Awards Support Officer [awards@dietitiansaustralia.org.au](mailto:awards@dietitiansaustralia.org.au?subject=2022%20Quality%20in%20Primary%20Care%20Award%20Application)

**Completed forms must be received at the National Office by 5pm AEDT Monday 16 January 2023**