Participant Information and Consent Form – Ward Observation

Strengthening communications during the discharge processes: Improving patient experienced quality of care and patient safety

'We are inviting you to take part in a research study being carried out by the Health Promotion Research Centre at the University of Galway in conjunction with Galway University Hospital. Before you decide whether you wish to take part or not, please read the information provided below. Take your time and don't feel under pressure to make a quick decision. You should be clear about the risks and benefits of taking part in this study so that you can decide what's right for you. This process is known as 'Informed Consent'.

This research is funded by the Health Research Board (HRB) and Galway University Hospital

Thank you for reading.

Why is this study being done?

The overall aim of this research is, with key stakeholders (both hospital staff and patients) to co-design strategies and implement solutions to strengthen communications during patient discharge from Galway University Hospitals (GUH).

Who is organising and funding this study?

This study is funded by the Health Research Board (HRB) and Galway University Hospital. It is a partnership between the Health Promotion Research Centre, University of Galway, and Galway University Hospitals.

Why am I being asked to take part?

You are invited to take part because you are a member of staff at Galway University Hospitals who comes into contact with patients and their families.

What can I expect if I agree to take part?

The researcher will come to the hospital setting and observe and make written notes on ward activities, including staff patient interactions during the discharge process. The researcher will use a checklist which will be shared with staff before the observations take place. The observations will take place on suitable dates over a morning or afternoon. The purpose of this research is to assist the researchers in understanding discharge communication processes; the purpose is not to assess or audit staff performance. No information about individuals will be reported back to managers at your organisation.

The researcher will sit or stand somewhere out of the way so that they do not interfere with your work, and they will watch and take notes. If you have any questions or concerns before or during the observation period, you can ask the researcher. If you want them to stop observing or move to another location, you can ask them to do so at any time. The researcher will be happy to answer any questions you have about the observation or the study. The researcher will also conduct patient recruitment for the study and will ask staff to identify patients that would be appropriate to approach.

What are the benefits for me in taking part?

There are unlikely to be direct personal benefits to you from this study, however the observation will allow researchers to gather useful information on the discharge process that will contribute to the overall study. We will feed back our findings to you and keep you regularly updated about the study.

What are the risks?

Staff may feel uncomfortable with the observation process. The research team will meet with staff in advance to ensure that everyone is comfortable with the process.

What happens if I decide not to participate?

Voluntary participation and the opportunity to withdraw consent.

Participation is voluntary and you can withdraw your consent at any time, and without providing a reason. If you withdraw from the study, you have the right to have any information you have provided (known as your data) deleted, unless it has already been used in analyses or in publications from the research project. If you wish to withdraw, or if you have questions about the interview or the research project, you can contact verna.mckenna@universityofgalway.ie (Principal Investigator and Lecturer, School of Health Sciences, University of Galway) Ph: 086 076 2995.

Confidentiality

Your participation in this study will remain confidential. Neither your name nor any identifying details will be included in any reports on this study. While the material gathered will be treated in strict confidence, this is subject to legal limitations. For instance, if the researcher becomes aware of the participant or someone else being in immediate danger or risk of harm, the researcher may have to report this to the relevant authorities. If this situation were to arise, the researcher will always discuss this with the participant first but may be required to report with or without consent.

What do I need to know about how the data will be used?

The notes recorded by the researcher will be used to provide context for the co-design process. No identifying information will be recorded or used.

What do I need to know about how my data will be protected?

Notes will be written up and stored on password protected, encrypted OneDrive provided by University of Galway. Any paper-based notes will be destroyed following transfer to computer. All data will be kept strictly confidential.

Where can I get further information?

Dr Verna McKenna: verna.mckenna@universityofgalway.ie

and at the following website or QR Code:

https://www.universityofgalway.ie/hprc/currentresearch/strengtheningcommunications/

If you wish to contact a neutral third party, email Colette.Collins@hse.ie to communicate with the Coordinator or Chair of the Galway Clinical Research Ethics Committee.

Please scan the QR code below to complete the consent form for this study or go to:

https://bit.ly/3UqtisS

Ethical approval for this project has been granted by the Clinical Research Ethics Committee, Health Service Executive - Reference C.A. 3136.