Application Instructions
Symptom and Urgent Review Clinic (SURC) Initiative
Grants Scheme

Closing Date: 1 May 2020
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General Information

Introduction

These instructions provide assistance for completing the Symptom and Urgent Review Clinic (SURC) Initiative Grant application forms.

SURC can address identified gaps within the Chemotherapy Day Unit (CDU) to support patients experiencing treatment related toxicities during the period of active treatment.

The SURC model of care has been created to:

- Provide consistent education to patient and carers prior to the commencement of treatment.
- Provide a point of contact where patients and carers could access support during and throughout treatment cycles.
- Establish protocols based on previous work undertaken by the United Kingdom Oncology Nursing Society (appendix 1) including patient assessment, telephone advice and management of face-to-face presentation. (A link to eviQ pages providing information on the Australian version of the assessment tool can be found here)
- Work collaboratively with existing medical staff within the CDU to manage patients outside the scope of the nursing role.
- Establish patient pathways to ensure safe management of toxicities.

For the purposes of this document, the term Systemic Anti-Cancer Therapy (SACT) is used to refer to all drugs with direct anti-tumour activity including conventional cytotoxic drugs, monoclonal antibodies, targeted therapies and Immunotherapies.

Applications are submitted via email to smics@monashhealth.org

These instructions should be read in association with the SMICS SURC Application Guidelines.
A. Project Overview

Purpose of EOI
The Southern Melbourne Integrated Cancer service (SMICS) has provided funding to support the establishment of a Symptom and Urgent Review Clinic (SURC) model of care to support patients who are receiving Systemic Anti-Cancer Therapy (SACT).

Refer to Application Guidelines for further information on the SURC model of care.

B. Applicant Details

Administering Organisation
The Administering Organisation is the entity to which the funds will be disbursed in the case of successful applications. Any public health service delivering chemotherapy services will generally meet Administering Organisation requirements. The Administering Organisation will be responsible for ensuring the completion of the project and must adhere to SMICS Agreement, as well as the Eligibility Criteria outlined in the Application Guidelines.

Enter name of administering organisation and select the ABN

Lead Applicant
This person is responsible for completing and lodging the application, including seeking agreement for the involvement of all collaborators. Should the grant be funded, this person will be accountable for progress and project reporting.

The project lead may also be either the medical or nursing clinical lead.

Lead Applicant details
Provide the name (including title) of the Applicant who will lead the project. Contact details should be those that apply when the application is submitted so that the applicant can be contacted during the submission process if required.

A brief description of the role that the lead applicant will play in the project is required.

Provide details of any anticipated absence greater than 6 weeks during the project, for example, sabbatical, long service leave, maternity leave, etc. These should be taken into account when planning timelines and setting milestones, as well as in the risk strategy.

To support the application, please briefly outline any previous relevant experience in project management and/or implementing change in health organisations, as well as appropriate clinical experience related to delivery of cancer care.

Clinical Lead (Medical)
This person is responsible for providing clinical oversight to the project and assisting the project lead to ensure the project outcomes are achieved and reporting requirements and timelines are met.
Clinical Lead (Medical) details

Provide the name (including title) and contact details of the Clinical Lead (Medical) who will provide clinical oversight to the project and assist the project lead to ensure the project timelines and reporting requirements are met.

A brief description of the role that the lead applicant will play in the project is required.

Provide details of any anticipated absence greater than 6 weeks during the project, for example, sabbatical, long service leave, maternity leave, etc. These should be taken into account when planning timelines and setting milestones, as well as in the risk strategy.

To support the application, please briefly outline any previous relevant experience in project management and/or implementing change in health organisations, as well as appropriate clinical experience related to delivery of cancer care.

Clinical Lead (Nursing)

This person is responsible for providing clinical oversight to the project and assisting the project lead to ensure the project outcomes are achieved and reporting requirements and timelines are met.

Clinical Lead (Nursing) details

Provide the name (including title) and contact details of the Clinical Lead (Nursing) who will provide clinical oversight to the project and assist the project lead to ensure the project reporting requirements and timelines are met. A brief description of the role that the lead applicant will play in the project is required.

Provide details of any anticipated absence greater than 6 weeks during the project, for example, sabbatical, long service leave, maternity leave, etc. These should be taken into account when planning timelines and setting milestones, as well as in the risk strategy.

To support the application, please briefly outline any previous relevant experience in project management and/or implementing change in health organisations, as well as appropriate clinical experience related to delivery of cancer care.

Executive Sponsor

Provide the name (including title) and contact details of the Executive Sponsor who will provide oversight for the delivery of the project.

The Executive Sponsor will be a member of the local Governance Committee and may be required to sign off reports.

C. Project proposal

Problem identification and proposed intervention

Provide the total number of episodes of care treated in the Chemotherapy Day Unit (CDU) for the 2018-2019 financial year.
Why does this work need to be done?

Identified need
Provide an overview of your current service and identified gaps which you see the SURC model may address.

Patient Education:
- What are the current gaps in the provision of patient education?
- Do you routinely provide a detailed pre-treatment education session for patients commencing SACT?
- Who provides this?
- What information is provided about self-care strategies?
- What instructions are provided to patients and their carers if they experience symptoms?
- How would this change with the introduction of a SURC model?

Current Pathways:
- What are the current supports available for patients experiencing Systemic Anti-Cancer Therapy (SACT) related toxicities?
- Where are the gaps?

Do you have local data to support your case including:
- Patient satisfaction / experience with your service?
- Unplanned ED presentations?
- Number of treatment delays?
- Costs of wastage due to treatment day cancellation?

What is your proposed model of care?
How do you intend to implement the SURC model?
Keep in mind the selection criteria listed in the Application Guidelines when describing your proposed project.

Aims and objectives of project activity
Provide an outline of the aims and objectives of the implementation of a SURC model in your health service.
In particular, answer the following questions:
- How will the model be best implemented?
- How will it add to best practice for patients and/or carers of patients receiving SACT within your health service?

Implementation methodology
Provide a detailed description of the project activity or methodology you intend to implement, in particular focusing on the following questions:
• How will you ensure that there has been strong consumer engagement in the development and delivery of this project?

• Describe the methodology, focusing in particular on the ways in which the project will improve patient outcomes and wellbeing.

• Describe any identified or potential barriers which exist for successful project implementation.

• Outline the project risks and how they will be managed.

Who will benefit from this project?
Who is the targeted patient group to benefit from the SURC model?
What other groups are anticipated to benefit following implementation of this model?

What are the expected outcomes of the project?
What do you want the project to achieve in terms of benefit for participants and/or others? How will you measure success?

How will you know if these outcomes have been achieved?
Describe the changes you will see if the implementation of the SURC model is successful.
How will you sustain the changes?

D. Capacity to undertake project

Please provide further detail on the capacity of your service to successfully implement the SURC model.

Human Resources
The service will need to be able to recruit appropriately qualified and experienced nursing staff for the SURC role.

Appropriately qualified project staff will be required to facilitate implementation of the SURC clinic, support data collection and reporting requirements.

Physical Resources
The service will need to provide an appropriate clinical area for SURC including all requirements such as computer, telephone, furniture, equipment, chair / trolley / any additional medical equipment etc.

Key staff will need to be identified to manage and implement change.

Information Technology requirements
Each site will need to enter patient data into an existing SURC Microsoft ACCESS database. This data base was developed by Western and Central Melbourne Integrated Cancer Service. The organisation must have or be willing to purchase a Microsoft Access licence to use this system.

Please provide the name of an IT champion from your service who will take ownership of the system.
Data collection

There is a requirement that all funded sites commit to collecting project data through the ACCESS database.

Data collection will include patient contacts (education sessions / telephone contacts / SURC attendances), demographic, disease and treatment details, triage of symptoms using the modified United Kingdom Oncology Nursing Society (UKONS) assessment tool.

De-identified data will be reported to the Department of Health and Human Services as requested.

Supportive care screening and associated referrals, interventions and outcomes of each episode of care will also be collected at a local level.

It is of benefit to the health service to continue to collect data beyond the project timeframe. It is recommended that health services endeavour to ensure commitment to maintaining the data collection.

Stakeholder management

List key stakeholders integral to the success of this project. How will you include consumers in the planning and delivery of your model?

Local Governance

Outline the governance arrangements for the project, including any committees (existing or to be established).

Please append a governance diagram illustrating reporting and accountability lines.

Please identify any anticipated organisational changes in the next 13 months that may impact on the ability of the organisation to keep to project timeframes? For example, relocation of services, other significant change management projects.

Communication plan

Outline your strategies for communication including:

- How will you keep your stakeholders informed about the proposed change to the model of care and how changes will be implemented?
- How will you communicate the changes in the model of care to patients and carers?
- To whom will you communicate the initiation, progress and outcomes of the project?
- How you will communicate progress and outcomes of the project to relevant organisations, services and clinical / academic community.

Evaluation

The organisation will be responsible for the collection of project data and preparation of progress and final reports, including a sustainability plan.

It is anticipated that projects submitted will be predominantly focussed on quality and service development and/or improvement.

Sustainability

How will you ensure that the model is sustained beyond the project timeframe? What evidence do you have of commitment to ongoing funding by your health organisation?
E. Project Milestones

With reference to the proposed project, please provide a list of realistic milestones that can be used to measure project progress.

Each milestone should be clear and succinct. Include milestones for staff appointments where relevant. 

**Note that the delivery of a project work plan to SMICS within four (4) weeks of project approval is a non-negotiable milestone for all successful applicants.**

It is expected that there may be additional milestones added as the project plan is developed.

Please refer to the Reporting Requirements in the Application Guidelines for further information on progress reports against milestones during the phases of the project.

A final written report and financial statement must also be submitted at the completion of the project. 

**These milestones will be included in the funding contract between the Southern Melbourne Integrated Cancer Service and the Administering Organisation should the application be successful.**

**Milestones – Preparation Phase (1 month)**

This allows successful funding recipients time to recruit a Project Officer and establish local governance (with appropriate consumer representation and terms of reference).

*Local sites will be responsible for the development of a detailed project plan which is due at the end of the Preparation Phase.

**Milestones – Implementation & Establishment Phase (3 months)**

Outline the milestones that are to be achieved in the Implementation & Establishment phase (i.e. formation of a local steering committee, commencement of work on local pathways and standardised education / patient information for patients receiving SACT and clinic commencement).

*A progress report is required at the end of the Implementation & Establishment Phase.

**Milestones – Maintenance Phase (6 months)**

Outline the milestones that are to be achieved in the Maintenance phase (including ongoing data collection).

*A progress report is required at the end of the Maintenance Phase.

**Milestones – Evaluation & Implementation of a Sustainability Plan (3 months)**

Outline the milestones that are to be achieved in the evaluation phase (including completion of sustainability plan, and report generation).

*A final report and budget acquittal is due 20 August 2021.
F. Project Budget

It is at the discretion of each site to allocate the funds for salaries and wages associated with clinical / project role according to locally identified need.

Successful health services will be eligible to receive a total of up to $110,000 (ex-GST).

Budget Request

Total funding sought from SMICS

Enter the total amount of funding sought from SMICS. This should be the same as the total requested in the project budget section and MUST NOT exceed the level of funding for the grant ($110,000) otherwise the application will be deemed ineligible. All funding requests must be exclusive of GST. GST will be paid on top of grant amounts where appropriate, determined by the Administering Organisation’s GST status. This status must be identified by the financial delegate of your Administering Organisation.

Projects should be fully costed, even if the total exceeds the limit of funding offered by SMICS. If the project is receiving funds from other sources as a contribution to the project, please state where the additional funds are being sourced from and the amount provided.

Take into account CPI and salary increases when preparing your budget.

Complete the table provided.

Labour costs

Provide details for the Lead Applicant, or any co-applicant/s for whom salary support is being requested, including name, level and Equivalent Full Time (EFT).

Group positions according to position type, indicating the level and EFT required, e.g. 1 x Project Manager, Level X @ 0.5 EFT. When requesting funding for salaries, do not forget to include ‘on-costs’ (e.g. superannuation, leave pay, Workcover levy etc.). Provide full details of the positions in the Budget Justification.

Operational costs

Costs that are required in setting up and carrying out the project. For example, patient equipment, printing, stationery, recruitment, advertising, survey costs, software licence for MS ACCESS.

Consumer participation costs

Consumer incentives, as well as reimbursement for costs incurred as a result of participation in the project steering committee or other project management strategies.

Funding from other sources

SMICS will only provide funding to applicants who can confirm that they have not already received funding from other sources for this specific project. If this application is successful, SMICS must be informed of any other funding received for this specific project for its duration. This may affect the funding provided by SMICS.

GST status

Please identify the Administering Organisation’s GST status.
In-kind contributions

Please list any in-kind contributions the project will be receiving. This could be provision of office space, IT equipment, or waiving of any infrastructure charges.

Budget justification

Provide details of items requested in each budget category. Fully justify each item in terms of need and cost. It is not sufficient to claim that a certain item costs $x.

The justification should include the following:

Labour costs

Provide rationale of each position requested, including number, level and EFT. Include an explanation of how the salary level requested is in line with the required skills, experience and time commitment to the project. If it is intended to hire to a specific position, please provide a suggested Key Selection Criteria.

Direct project costs

Provide a full list of items requested, including details of quantities required. Justify each in terms of its contribution to the project.

Other project costs

Justify the need for other expenditure, not directly related to carrying out the project. Detail any costs involved.

Where organisations levy an infrastructure charge, provide an approximate breakdown of the level and value of the services provided: human resources, IT services, library resources, administrative support, phone/communication costs, stationery/office expenses, utilities and accommodation costs.

G. Certifications

Privacy notice

Applicants consent to the information supplied as part of their proposal being disclosed for the purposes of the assessment of their application and for purposes connected with the making and administration of the project funding. Such disclosure includes but is not limited to: disclosure to members of the evaluation panel, independent readers/assessors requested to provide advice, and relevant representatives and employees of the Victorian Government. Documents containing personal information are handled and protected in accordance with the provisions of the Privacy and Data Protection Act 2014 (Vic), which sets standards for the collection, storage, use and disclosure of, and access to, personal information.

Instructions for obtaining certifications

All signatures must be obtained prior to the submission of the application to SMICS. Electronic signatures will be accepted.

Before proceeding to certification, review your application for accuracy and completeness.

Provide the PDF of the application, together with each of the appropriate certification forms to the lead applicant, Medical and Nursing Leads, the delegate of the Administering Organisation, and the delegate of the Information Technology Department.
Certification by the Lead Applicant

The Lead Applicant must sign the application on behalf of all Applicants.

- The applicant will certify that all information contained in the application is complete, true and correct and that they understand that the provision of false or misleading information may attract substantial penalties.
- The applicant has sought agreement from project participants for their involvement in the project as outlined in the application.
- The Medical Lead and Nursing Lead have the capacity to champion this project.
- The applicant has not received funding for this specific project or proposal from any other funding source.
- The applicant consents to the proposal being peer-reviewed by persons who may remain anonymous.
- The applicant has read and agrees to the Privacy Notice as above.

Certification by Information Technology

Microsoft Access is required to facilitate data collection for this project. After downloading the software program, information entered into the database is stored with provision of a level of security equivalent to that of the computer terminal on which it is installed. It is the responsibility of the individual health organisation to ensure data security and govern the input of identifiable data such as patient ID numbers.

The IT Department's certification must be gained confirming that Microsoft Access is available on at least one computer in your department and that security of this data is maintained.

Certification by the Organisation

The application must be signed by the relevant delegate of the Organisation. This should be the CEO or equivalent or delegate.

H. Questions

If you require further information regarding your application, please email Nell Sproule, SMICS Quality Manager at nell.sproule@monashhealth.org or telephone 0413 353 268.