

## NPS MEDICINEWISE MENTORING PROGRAM

### About the program

NPS MedicineWise in collaboration with CHF is implementing a mentoring program which aims to build the capacity and diversity of consumer representatives within the quality use of medicines sector. The Consumer Mentoring Program will provide support to new and less experienced consumer representatives to build their capacity to participate on one of NPS MedicineWise's Advisory Groups. The program will take up to 4 pairs of mentors and mentees and will be implemented over one year in 2021.

### What is Mentoring?

Mentoring is defined as "a mutually beneficial relationship which involves a more experienced person helping a less experienced person to identify and achieve their goals". A **Mentor** provides support, knowledge, encouragement, guidance and constructive feedback and acts as a sounding board, to the mentee by developing a genuine interest in the growth of their abilities and talents. A **Mentee** actively seeks supports and leads the process by establishing goals and/or bringing scenarios to the mentoring relationship.

### Who is eligible to apply?

**Mentors** will need to meet the following selection criteria:

#### Essential

- At least 5 years' experience as a consumer advocate
- Familiarity with the role of the NPS MedicineWise and its scope of work
- Genuine interest in supporting and guiding consumers in their advocacy journey
- High level communication skills and ability to build effective relationships
- Willingness to be open and reflect on own personal attitudes and style
- Ability to provide sound, independent feedback and advice

#### Desirable

- Previous experience as a mentor
- Experience as a consumer advocate for NPS

**Mentees** will need to meet the following selection criteria:

#### Essential:

- Interested in developing advocacy skills and participating in a formal mentoring program
- Meet one or more of NPS priority areas: youth, culturally and linguistically diverse communities, rural and remote

- New to advocacy work or new to NPS or both
- Willing to undertake advocacy work for NPS if successful
- Willingness to be open, share information and receive constructive feedback

#### **Desirable**

- Have completed consumer advocacy/representative training

#### **What is the commitment?**

If successful, you are committing to participating in a pilot mentoring program for one year. The program will provide up to 7 mentoring sessions of approximately one hour over the year. Each mentor and mentee can develop a plan for how they best want to use those sessions. You will also be required to attend an orientation session and participate in an evaluation process. Mentees will be required to work as a consumer advocate for NPS MedicineWise if not already doing so and will be paid sittings fees for this.

#### **How will mentors and mentees be matched?**

The matching of mentors and mentees will be part of the selection process and will be undertaken by a Selection Panel consisting of representatives from CHF and NPS MedicineWise and two consumer members of the NPS MedicineWise Consumer Advisory Group. Mentors and mentees will be required to complete a questionnaire as part of the application process and this will be used to match compatible participants to maximise the benefit of the program. However, if either the mentor or mentee is uncomfortable with the pairing or decides the mentoring is not successful there is a process for exiting the program and ending the mentorship.

#### **Application process**

You should read this factsheet carefully before you apply. This will help you decide on whether the mentor program is for you. Applicants must address the selection criteria and complete the relevant questionnaire. Application forms are available [on the CHF website](#)

**Applications Close:** 31 December 2020

## **INFORMATION ABOUT MENTORING: SOME FREQUENTLY ASKED QUESTIONS**

### **What do mentors do?**

In collaboration with the mentee, mentors:

- Establish development goals and objectives of the mentoring process
- Decide on the format and structure of the mentoring relationship- How often to meet, where to meet and how to meet (i.e. f2f, zoom or combination) as well as what will be addressed (i.e. each session might focus on a different topic or each session may follow or precede a meeting or be scenario driven)
- Establish boundaries—discuss what mentoring involves and what it doesn't involve and confidentiality. It is important to create a safe space for the mentee to share sensitive information about themselves and others
- Review progress at regular intervals to ensure the mentoring is meeting the needs of the mentees

### **What do mentees do?**

- Be able to articulate goals for the mentoring relationship (i.e. what you want to get out of it)
- Be willing to share how you would like the mentoring relationship to occur
- Develop a plan for the mentoring in collaboration with your mentor and commit to it
- Be willing and open to share information about situations as well as your own responses, reactions and behaviours so your mentor can help you
- Keep a journal for personal reflection, feedback and learnings
- Reassess goals and progress at regular intervals
- Keep the mentor focussed on what you need and want to achieve
- Maintain confidentiality of the relationship

### **What makes an effective mentor?**

An effective mentor has the following qualities:

- Able to communicate openly and clearly
- Able to establish trust and respect
- Genuine desire to support less experienced consumers
- Is committed to supporting, encouraging and guiding the mentee
- Is comfortable providing constructive feedback
- Willingness to share own experience, when relevant
- Respectful, inspiring and positive attitude

### **What makes an effective mentee?**

An effective mentor has the following qualities:

- Willingness to learn and to be open to constructive feedback

- Able to articulate goals or needs clearly
- Openness to sharing information
- Being proactive in initiating information or scenarios your mentor can help with and documenting learnings
- Comfortable in being stretched out of your comfort zone when required
- Respectful of your mentor's time and role

### **What are the benefits of being in the mentoring program?**

There are many mutual benefits of participating in a mentoring program for the mentors and mentees including:

#### **Mentors**

- Opportunity to share knowledge, experience and wisdom
- Contributing to the development of new consumer advocates
- Opportunity to learn and self-reflect from the mentee's experience
- Contributing to building the capacity of NPS MedicineWise to value and respect the consumer voice

#### **Mentees**

- Develop skills and knowledge
- Increase confidence and self-esteem
- Build networks with other consumers
- A safe "space" to discuss challenging situations and perspectives and developing a way to respond
- Gaining support, encouragement and constructive feedback

## **INFORMATION ON NPS MEDICINEWISE ADVISORY GROUPS AND ROLE OF CONSUMER ADVOCATE**

### **About NPS MedicineWise**

Independent. Not-for-profit. Evidence-based. Consumer-centred.

Our mission is to improve health through safe and wise use of medicines and other health technologies. We aim to do this by:

- Improving the use of medicines and other health technologies to optimise health outcomes for Australians
- Improving health literacy of Australians
- Reducing misuse of medicines and other health technologies
- Improving the sustainability of the Pharmaceutical Benefits Scheme and Medical Benefits Scheme.

To find out more about NPS MedicineWise visit [www.nps.org.au](http://www.nps.org.au)

There are a four NPS MedicineWise advisory groups that are open to accepting mentees.

### ***Consumer Advisory Group***

NPS MedicineWise is committed to involving consumers in our work, so that they can influence what we do and participate in the development of our programs, products and services. Central to this commitment is our pledge to genuinely engage with consumers, communities and organisations at all levels of the organisation and throughout the process of developing all our programs, products and services.

The Consumer Advisory Group provides advice on best practice for consumer and community engagement and hold NPS MedicineWise accountable to our obligation and commitment to follow through on the consumer engagement principles as set out in the Consumer Engagement Framework.

The Consumer Advisory Group is to:

- Provide information and advice to NPS MedicineWise and the Board on strategies for implementing best practice methods for involving consumers as advisers in the organisation's strategy and operations
- Provide information and advice to NPS MedicineWise and the Board on consumer needs and priorities, how to elicit them and how to best meet them
- Support the development of templates, checklists and other resources for consumer participation and involvement
- Monitor and evaluate consumer engagement activities and the co-design of particular projects.

The Consumer Advisory Group meet for 2 hours six times per year over videoconference (with one all day face to face meeting planned for October 2021)

### *Clinical Interventions Advisory Group*

The purpose of the Clinical Intervention Advisory Group is to provide strategic advice on the selection, design, development, implementation and evaluation of NPS MedicineWise Quality Use of Medicines programs, products and services that engage directly with health professional and/or consumer audiences to improve medicine and medical test decisions.

The group will operate in accordance with principles that reflect the mission, goals and values of NPS MedicineWise and QUM Grant objectives and outcomes, including commitment to:

- keeping the consumer at the centre of all our work
- collaboration, consultation and responsiveness to feedback from stakeholders and others in the field
- independent, balanced, accurate and relevant information and education
- using evidence-based interventions and building the evidence base where gaps exist
- identifying and fostering partnerships.

The main areas of advice are:

- Identification of areas of unmet need
- Intervention design and effectiveness
- Design methods
- Policy scanning and emergent themes
- Evaluation

The Clinical Interventions Advisory Group meet for 2.5 hours six times per year over videoconference (with the option of one all day face to face meeting planned for 2021)

### *Choosing Wisely Advisory Group*

Choosing Wisely is an international initiative in more than 25 countries that aims to stimulate conversations between health professionals, consumers and healthcare stakeholders about unnecessary tests, treatments, and procedures, where evidence shows they provide no benefit, or in some cases, lead to harm. Choosing Wisely Australia was launched in 2015 as an initiative of NPS MedicineWise in partnership with Australia's health professional colleges, societies and associations.

A key element of Choosing Wisely is the engagement of health consumers. There are eight health consumer and information organisations as official supporters of Choosing Wisely Australia. Choosing Wisely Australia is helping the healthcare community and consumers to start important conversations about unnecessary and sometimes harmful tests, treatments and procedures through a range of resources including the [5 Questions to your doctor or healthcare provider](#), *Got Questions? We're listening* posters, the [Conversation Starter Kit](#), and a [range of videos](#). It is well understood that achieving Choosing Wisely's goal of reducing unnecessary healthcare in the Australian system requires further engagement of healthcare

professionals and health consumers to implement activities to change clinical practice and to empower consumers in shared decision making.

The role of the Choosing Wisely Advisory Group is to:

- Advise NPS MedicineWise on the implementation and direction of the Choosing Wisely Australia initiative
- Provide advice in relation to Choosing Wisely Australia program development and rollout
- Provide advice on developing policies and approaches to align with sector needs
- Provide advice on evaluation and assessment design
- Provide advice on relationship facilitation and advice on sector engagement
- Represent the perspectives of clinicians, consumers and the health sector more broadly
- Act as the primary consultative group and advisory body for the Choosing Wisely Australia initiative.

The Choosing Wisely Advisory Group currently meet for 1.5 hours six times per year over videoconference.

### ***Data Governance Advisory Committee***

The Committee is an external and independent advisory body established by NPS MedicineWise to provide advice on the use of data collected by the MedicineInsight program.

MedicineInsight is a quality improvement program developed and managed by NPS MedicineWise with funding from the Australian Government Department of Health. MedicineInsight allows GPs to reflect on their own patterns of prescribing and patient care, and compare these with other GPs in their practice. These can be benchmarked at local, regional and national levels. Participating practices are offered customised quality improvement activities that support alignment with best practice and identify key areas for improvement.

Insights from primary care are drawn from the aggregated clinical data of all participating general practices. These insights can be used by policymakers, health systems and health professionals. By responding to the identified evidence gaps in primary health care, MedicineInsight is improving clinical practice and health outcomes in Australia.

The key functions of the Data Governance Committee include:

- To provide advice on data governance as and when it is required by NPS MedicineWise
- To provide recommendations on the development of the data access framework and processes
- To provide advice at the request of NPS MedicineWise on specific projects applying for MedicineInsight data

The Data Governance Committee meet for 4 hours six times per year over videoconference.