

CQI: EVERYBODY'S BUSINESS

Northern Territory Continuous Quality Improvement Strategy

COMMUNIQUE IN QUALITY

WELCOME TO THIS EDITION



Don't miss out on



The CQI Collaborative
15th and 16th November
Alice Springs
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Don't forget the competition!
We're looking for a new CQI slogan
Something short, sharp and attention
grabbing.
There will be a prize!!!

Edition 2- 2016
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“The CQI Collaborative”

This year, the CQI Collaborative will be held in Alice Springs at the Doubletree Hilton on the 15th and 16th November. Plan to be part of this 2 day workshop where NT PHC teams will gather to share ideas and strategies for improvement. Focus areas for this CQI Collabs will include Clinical Governance, Health Literacy, Care Coordination, Maternal Health, Men’s Health and HR strategies. We are looking for Table Top Presenters - people who would like to share a brief presentation about a quality improvement activity they have been involved in. Please contact Kerry or Louise if you are interested in sharing your story. Registrations for the Collabs will open in early September. Last year we had 130 people attend and had to close registrations due to the high numbers – so please register early to ensure a place.

Following on from the CQI Collaborative will be a workshop for Communicare users AND a half day CQI/Research workshop meeting. This will provide an opportunity for PHC providers and researchers with a focus on CQI to meet and talk about priorities for research.

“CQI Slogan Competition!!”

Send in your ideas for a fresh, new slogan for our CQI strategy! All ideas will be considered but only ONE will be the winner. It could be you! The Winner will be selected by the NT CQI Strategy Steering Committee and announced at the CQI Collaborative in November. There will be a prize for the winning entry.

CQI IS Everybody’s Business but how else could we promote the benefits of taking a CQI approach to our work?? Send your entry in to: cqadmin@amsant.org.au



Kerry Copley

CQI Coordinator (Top End)

Ph: (08) 8944 6646

Email: kerry.copley@amsant.org.au



Louise Patel

CQI Coordinator (Central Australia)

Ph: (08) 8959 4608

Email: louise.patel@amsant.org.au



*“Unity is strength ... when there is teamwork and collaboration,
wonderful things can be achieved” Mattie Stepanek*

Instilling the Values of a Quality Culture in your Organisation

Value 1

We are all in this together
Building a sense of team and
“family” with a shared vision
and clear aims for the
organisation

Value 3

Transparency – open and
honest communication
across the organisation

Value 2

Participatory
Management instead of
top down approach

Value 5

Focus on process
Having effective systems to
support good processes
rather than a “people
blaming” culture

Value 4

Access to information for all
staff as needed

Value 6

Learning culture
One where innovation and
testing things is encouraged.
Where people are not afraid
to speak up or to take a risk.



CQI Success Story *“Maningrida Award winning”*



Maningrida's Aboriginal Workforce Support Program has been recognised by Top End Health Services (TEHS) by winning the Quality Awards in the following two categories; Strengthen Workforce Culture and Capacity/ Increase Aboriginal Workforce and the program won the overall award for Best TEHS Innovation. Awarded to a submission that demonstrates outstanding initiative, leadership and commitment to 'Building Better Care, Better Health, Better Communities Together' through the use of innovation in the workplace

Maningrida Health Centre identified a need to improve Aboriginal staff recruitment and

retention through analysing and reflecting on their service. They developed a comprehensive program to address this gap and collaborated with multiple stakeholders and Aboriginal community-based organisations, in particular Malabam Health board, to implement the changes. They have been leading the way through positive action, community consultation and evaluation and thus, they have become a role model for other similar services.

The Aboriginal workforce has tripled and continues to grow. There has been a sustained enthusiasm amongst staff and resultant decrease in absenteeism. It has been wonderful to see the Aboriginal workforce develop over the past year and pride in their work grows. Many staff who initially saw their roles as drivers now identify as community workers or smoking cessation officers, receptionists or patient travel.

Positive changes include identifying and attending training, mentorship, regular meetings and weekly work plans, work partnership plan for all staff, allocated work space, uniforms and lockers and a breakfast program to encourage staff to arrive at work on time.

This innovative program is currently being replicated throughout the West Arnhem region. The program plan has been entered into QIPPS so it is available for other communities throughout the NT to use. There has been interest and enquiries from Queensland Health centres. The program plan provides other health centres with a framework that can be adapted to the local needs and capacity.



*Written and photos by
Kelly Hosking | CQI
Facilitator Maningrida*



CQI Success Story "Wadeye Influenza Drive"



The 2016 National Indigenous Influenza Vaccine Program was rolled out with great success in the remote community of Wadeye in the Northern Territory. The program targeted Indigenous children aged between six months and five years, and any child with a medical condition that increased their susceptibility to influenza.

The roll out was completed over 4 days, utilising two concurrent teams in troop carriers. Local staff were invaluable in the delivery of the program, and were very proud of the outcome of 75% coverage of the targeted population.

Wadeye Influenza Drive 16th - 19th May.

The Annual Influenza Program for Wadeye kids 6 months- 5 years.

With two teams operating in the community

(Truck One: Bronwyn Nankervis, Therese Dumoo and Regina Jimarin
& Truck Two: Juliet Chula, Clare Callaghan)

We achieved 207 out of 277 on our population list, plus 8 extra children.

This places their coverage at 75%.

[Message stick April 2016 - click here](#)

Written and photos by Priscilla Moore.



What's happening around the NT

Ntaria Health Centre Systems Assessment



Ntaria Health Centre staff – Robyn Leyden (WAHAC Nurse Manager Community Health Team), Marion Swift (Child Health Outreach AHP) and Steve McIntyre (Health Centre Manager) – participated in a Systems Assessment in July co-facilitated by CQI Facilitators Debbie Cottrell (CAHS) and Dale Tschirpig (Congress).

Palumpa HU5K screening



Palumpa held a very successful HU5K screening program in May. Over a few days 70 children out of 101 were screened.



Apmere Mwarre – iltyeke (KAIZEN) at Congress

The Central Australian Aboriginal Congress initiated a new process for eliminating defects in practice called **Apmere Mwarre - iltyeke**, which is another step in our journey for assuring continual improvement. This initiative is based on the principles of the Japanese concept for assuring continual improvement, called **KAIZEN**, and it means ‘a place (workplace) for improvement’.

Apmere Mwarre - iltyeke is all about coming up with small improvements in our daily practice in the work- place. In a typical organization, staff are more aware of problems happening in the workplace than senior management. For the same reason, staff can suggest very good and practical solutions for solving the problems. But usually the staff does not think of solving them as there is no standard system for proposing a solution and also there is no encouragement or incentives for staff to come up with solutions for these day to day problems.

The solutions in **Apmere Mwarre - iltyeke** are simple, easy to implement, with no or low cost involvement. As we focus on simple solutions, implementation of these solutions are not time consuming, and so a large number of solutions can be implemented in a short period of time, which will eventually improve overall quality of the organization.

In **Apmere Mwarre - iltyeke**, the team submits the problem as well as the solution to the problem to the CQI team through the IT helpdesk. The CQI team will evaluate the feasibility of the solution and if the solution is valid and implementable, the CQI team will initiate a project and support the staff implementing the solution. In most cases, the solution will be implemented by the staff member/team. Apart from supporting the staff to implement the solution, the CQI team will ensure that the solution is implemented in other clinics if applicable, to ensure proper dissemination of the idea in all Congress clinics.

The challenge for **Apmere Mwarre - iltyeke** is to make sure that staff are involved in this initiative. We shall provide certificates of appreciation to any staff member/team that come up with good solutions. In addition, they can present their own success story in our weekly CQI meetings. We shall also be placing pictures of ‘before and after’ improvements in the staff rooms or reception areas to make them famous!

We expect that **Apmere Mwarre - iltyeke** shall improve the quality of services, empower staff to make changes in their own practice and foster innovation across congress.

*Bipin Manezhi
Congress CQI Coordinator*



*“We are what we repeatedly do. Excellence then, is not an act, it is a habit.”
Aristotle*

HRM: Helping Remote Managers

www.helpingremotemanagers.com.au



Leigh-ann Onnis has recently completed her PhD thesis which examined the influence of management practices on the sustainability of health workforces in remote tropical northern Australia. Leigh-ann's research combined her professional experience in Human Resource Management (HRM) and her experience working with remote health professionals in a practical way. Leigh-ann noticed that many of the workforce challenges described by health professionals were not clinical in nature, they were people management challenges. She believed that she could offer an approach that complemented the research undertaken by her clinician colleagues in this area. An approach that contributed to providing support for remote health managers in geographically remote regions, because she believed that in remote regions, managers were the key to improving workforce sustainability.

While Leigh-ann's research provided a deeper understanding about the challenges of remote health workforce sustainability from a management perspective; it was always important that the research was relevant to the current health workforce. The website, HRM: Helping Remote Managers, has been developed with this end in sight.

HRM: Helping Remote Managers focuses on introducing management theories and practices to remote health professionals in an appropriate format for the remote manager. The resources section lists management literature, books, online resources, TED Talks etc. in a format relevant to remote managers. The website sorts through the management resources so that you don't have to, highlighting those that may be of interest to a geographically remote manager.

Leigh-ann understands the complexity, the idiosyncrasies, the constraints and the creativity required to work in geographically remote regions. Hence, the website provides evidence-based research and contemporary management practices, together with links to useful resources for the remote manager.



"If you focus on the result, you will never change. If you focus on change you will get a result."

Jack Dixon

COMMUNIQUE IN QUALITY

New Members of the NT CQI Team



Debbie Cottrell

After coming to the CQI Facilitator in March **Debbie Cottrell** is now the Safety and Quality Manager for CAHS. Debbie was an Emergency Nurse and has worked at Katherine Hospital NT, Allamanda Private Hospital and John Flynn Private Hospital on the Gold Coast. She also worked as the Quality Manager for Katherine Hospital and Top End Mental Health Service. Her most recent position was with a private RTO and was the Program Manager for the Diploma of Nursing.



Dale Tschirpig

Dale Tschirpig is one of the new CQI Facilitators working in the Congress -CQI Team. Dale is an Emergency Room nurse at heart but has now taken a side step to try something different -CQI. Working in the CQI team also gives him the opportunity to take in some of the amazing scenery in Central Australia whilst working with remote health services. The main focus of the Congress CQI Team is to work with remote health staff in developing different approaches to current health and social problems, focusing on giving the health centre staff and community members the ability to make their own choices and ultimately ownership of their key performance indicators.



Bipin Manezhi

Bipin Manezhi is new CQI Coordinator joining the Congress -CQI Team where he will be managing improvement activities in Congress. Only new to Alice Springs and Australia, Bipin brings with him a wealth of quality improvement experience and knowledge. Bipin left Saudi Arabia in May, where he worked as a Quality Improvement Unit Supervisor in the King Abdul Aziz Medical City. Amongst his responsibilities were the training of staff on quality tools and techniques, conducting root cause analysis for reported incidents, managing improvement projects based on Six Sigma and Lean methodology and conducting clinical audits and service assessments. He was also involved in assuring compliance with the Joint Commission International (JCI) Standards and ISO 9001:2008 standards for accreditation of the King Abdul Aziz Medical City.



Priscilla Moore

Priscilla Moore is the CQI Facilitator supporting the Top End West communities of Wadeye, Naiyu, Adelaide River, Palumpa, Woodycupaldiya and Batchelor. Her past roles include Primary Health Care and Clinical Nurse Consultant Education for Top End Central/Katherine/Top End West regions. Priscilla's ultimate goal is working with teams on, "How we can do things better for Indigenous Health Outcomes and thinking outside the square".



"Excellence is not a destination; it is a continuous journey that never ends"

Brian Tracy

Cont...



Kelly Hosking

Hi my name is Kelly Hosking and I am the CQI Facilitator for Maningrida for Top End Health Service. I began my role as CQI facilitators for Maningrida in March 2016. It has been great working with the Health Centre staff and Aboriginal Workforce to educate about and promote CQI, but most importantly to listen to what they think the communities most urgent health needs are. The West Arnhem / Maningrida management team has been very supportive and I'm confident that our team will all work together to look at the (magical) data and to come up with realistic, achievable and measurable action plans.

Also, as Kerry and Louise always say, CQI is about celebrating successes and the Maningrida team have had their successful Aboriginal Workforce Project recognized by winning the TEHS quality awards (see story on page9)

I've been a nurse for 20 years and have a Master of Public Health. Most of my roles have been in Public Health, Infectious Disease Prevention and Control and I have been privileged to work in many different countries and communities, including Laos, Indonesia, Fiji and the Torres Strait. I moved to Darwin 3 years ago and worked for Centre for Disease Control in the Remote Sexual Health Program.

I am passionate about primary health care. I am committed to facilitating others to care for themselves, their families and their communities by helping to identify and remove obstacle to create health. I think the CQI facilitator roles have a great opportunity to facilitate sustainable, improved health outcomes...and they are great for getting my nerd on – looking at all the lovely data 😊

"Unless someone like you cares
a whole awful lot, nothing is
going to get better. It's not."

Dr. Seuss

