

CQI: EVERYBODY'S BUSINESS

Northern Territory Continuous Quality Improvement Strategy

COMMUNIQUE IN QUALITY

WELCOME TO THIS EDITION October 2017

Welcome to the third Communiqué in Quality newsletter for 2017.

It's your last chance to register for the CQI Collaborative!!

Only two weeks until the CQI Collaborative in Darwin on the 14th and 15th November

Contact Haidee on cqiadmin@amsant.org.au for a registration form and more details NOW



Kerry, Haidee & Louise - the AMSANT CQI team



Edition 3 - 2017

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CQI Out and About



COMMUNIQUE IN QUALITY

introducing...

Emma Corcoran

CQI Facilitator Central Australia Health Service

Introducing Emma Corcoran, our latest CQI Facilitator recruit to Central Australia Health Service who sees CQI as a new challenge!

Emma has lived and worked in Central Australia for nearly 20 years spending the majority of her time in nursing and project management roles. Her background is renal, palliative care, health promotion and management.

She's looking forward to getting out into the wide open spaces and engaging with teams across the region and excited to join the CQI team in Central Australia especially as they gear up for accreditation.



Erin Burrows

CQI Facilitator Miwatj Health

I'm the Quality and Accreditation Officer with the newly developed Quality and Health Information Management Team at Miwatj Health. This team is being managed by Melissa Hilton.

I'm currently focusing on preparation for upcoming QIC Accreditation at Miwatj. To date, I have conducted a desktop gap assessment and I am currently visiting Miwatj sites in Darwin and Nhulunbuy to meet and sit down with staff across all departments of Miwatj.

In engaging with managers and staff I can promote my role in CQI, develop relationships to work together, and by finding out how we do things currently and how we would like to do things, we can plan together to achieve accreditation next year.

Gwen Ferguson

CQI Facilitator Region and Health Service – NTG East Arnhem North – Ramingining and Gapuwiyak.

Gwen is the new CQI facilitator, based in Nhulunbuy, for NTG East Arnhem North. She has a background in rural and remote nursing and emergency department.

Originally from Central Australia, Gwen has been working in safety and quality in the acute sector for a cluster of regional hospitals in South Australia.

She's excited to be back in the Top End and back in remote health. She's also looking forward to working with PHC teams, helping them to work smarter and achieve gains for their communities.



Melissa Hilton

Welcoming Melissa Hilton back to the CQI Team. Melissa has recently taken the role of CQI Manager for Miwatj Health. Melissa has past experience in quality improvement and has worked in a number of ACCHOs quality improvement and management roles.

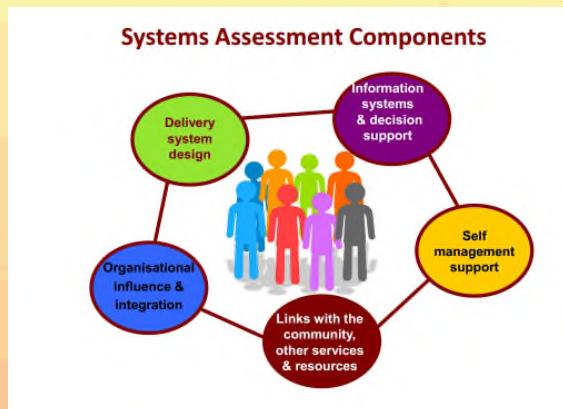
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The SAT - Systems Assessment Tool

The Systems Assessment Tool or SAT was developed as part of the Audit and Best Practice in Chronic Disease (ABCD) Research Project right here in the Northern Territory and was then part of the One21seventy suite of tools. It was developed to allow local health centres to undertake a structured assessment of the strengths and weaknesses of the systems to support patient care. Doing a SAT provides a great opportunity for health service teams to evaluate the effectiveness of their systems which support effective care to the people of their community.

While One21seventy no longer exists, the SAT is still going strong. The System Assessment Tool is being used widely across the Northern Territory and has proven to be a very useful way to bring the whole health service team together, to support improved communication across the team and to inform planning for improved service delivery and system design.

Over the last few months, SATs have taken place in Wurli Wurlinjang with their Goodbindji, Strongbala, Women's and Children's Health and Chronic Disease Team, at Nauiyi, Gunbalanya, Jabiru, Lake Nash, Canteen Creek, Ali Curung, Epenarra, Yuendemu and Elliott.



"The SAT offers a *map* of the delivery system, information system, links with community etc...and without the support of such a framework, how do we know we are improving or otherwise. Quality, safe health care is essential to both the care givers and clients if we are going to make a difference."

"If you can't see where you're going, you ain't going."

Fiona Steele | Primary Health Care Manager
Canteen Creek Health Clinic | Central Australia Health Service



Ali Curung Health Centre Team



Epenarra Health Centre Team



Jabiru Health Centre Team

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Systems Assessment at Elliot Health Centre



The Elliott PHC team L-R: Kerrie Westwood, Lee Lanyon, Dr Jennifer Barker, Jacylyn Pascoe, Joanne Sandy, Dr Bruce Barker, Diane Mayers, Natalie Reese

Following an invite made to the CA and Barkly CQI Program Coordinator by HCM Lee Lanyon to visit and work with the PHC team, a very successful Systems Assessment (SAT) and review of the 2016 and 2016-2017 financial year NT AHKPI data was held at Elliott Health Centre on 9th and 10th August.

Prior to the systems assessment on Thursday afternoon, the PHC team reviewed each key performance indicator, unpacking the data and highlighting the improvements in service delivery systems and processes. Their work as a team in looking at how they could do it differently was evidenced with improvements to their NT AHKPIs, noted pretty well right across the board. The SAT also identified opportunities for improvement that will be worked on in the near future.

The team and Louise appreciated the support of Barkly District Manager Kellie Brahim who travelled with Louise and acted as a scribe during the SAT.

Another PHC team “aiming high through CQI”. Well done!



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Systems Assessment at Lake Nash

A robust systems assessment was facilitated by the Central Australian CQI team with the health centre staff at Lake Nash on the 11th October.

Six passengers that included the CAHS quality and safety manager (Helen Gill), Emma Corcoran (CQI Facilitator), Louise Patel (CQI Program Coordinator) and the Barkly District Manager (Kellie Brahim) flew out to Lake Nash for an intensive day of quality and safety activities.

With a latish departure following the systems assessment, a pharmacy audit, a review of PIP (practice incentive program) and numerous other pre accreditation activities, the travellers flew east to Mt Isa to refuel before flying back to Alice Springs.



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Systems Assessments in West Arnhem

West Arnhem PHC services have been coming together to do some focused quality improvement across the region.

Jabiru and Gunbalanya Health Services have both been involved in System Assessments over the last couple of months. The information gathered from the SAT has then been used to develop Action Plans for each health service. The whole team have been active participants in both the SATs and the planning days. Prioritising time to evaluate the effectiveness of the systems that support health care delivery and into planning for improvement pays off down the track as systems are more efficient

Day 9:00am - 12:00pm • 1:00pm - 4:00pm
Day 8:30am - 12:00pm • Closed
8:30am - 12:00pm • 1:00pm - 4:00pm

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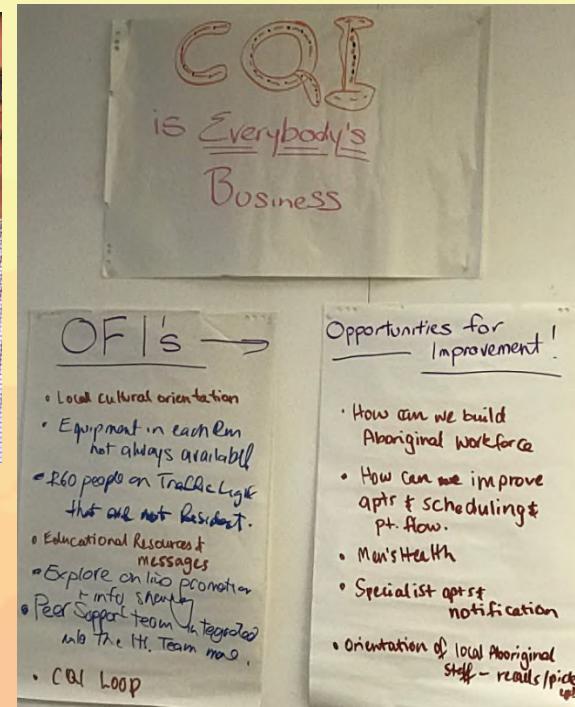
Medical



Above: Samson Henry receiving an award just be for the SAT at Jabiru.Pictured here with Martina the PHC Manager and Will Costigan the Public Health

Right: Looking for Opportunities for Improvement during the SAT at Gunbalanya Coordinator.

Below: Gunbalanya SAT



CQI support for all Indigenous staff across West Arnhem

The WA Public Health Team has also been focusing on some CQI activities. They have worked together over the last 6 months to develop a Program Logic Framework to underpin their work in the community and to support collaborative partnerships with other stakeholders in West Arnhem. Their program logic will also be a useful tool to help them evaluate how they are tracking against their plan.



In September all the Aboriginal staff from Warrawi, Minjilang, Jabiru and Gunbalanya had a day focused on learning a range of CQI tools and approaches that can be used to support the work they are doing.

Right: Jabiru SAT



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Facilitator Updates

Danila Dilba – Bec Bond, Andrea Roe and Sharni Cardona



We would like to welcome Sharni and Andrea into the CQI team at Danila Dilba. Both Sharni and Andrea have proven to be great advocates of CQI and skilled clinicians who add great value to the CQI team.

Danila Dilba has recently gained AGPAL accreditation for all of its five clinics during a time of change and expansion.

Congratulations and well done to all clinical staff of Danila Dilba Health Services for their hard work and dedication to providing quality health care to clients and community.

West Arnhem – Vicki Chamberlain

West Arnhem health centres are all preparing for their planning days.

- Both Gunbalanya and Minjilang have completed theirs.
- Jabiru's will be held on 26th November.
- Warruwis will hold theirs in the New Year.



The West Arnhem Inaugural CQI Indigenous Workshop was held on 28th September in Gunbalanya. Feedback from participants requested that a CQI workshop / education be held annually.

They also requested that their feedback of the day be communicated back to Health Centre Managers, District Managers, Deputy General Manager and the General Manager as they were proud of what they had achieved on the day.

Miwatj Health Service – Melissa Hilton and Erin Burrows

Miwatj Health Service is currently pulling together the Healthy Systems Team which consists of Communicare, Medicare and CQI Officers. Our current focus of CQI is QIC Accreditation, in particular, systemising the policy and procedure process and entering them onto a new program called "MagiQ".



I recently spent two weeks interviewing staff, looking at and physically removing old policies, establishing pathways for this and mapping out functions of service and cross services.

I have already found:

- the email process needs review
- the meeting process needs re-establishing
- data (drives) are difficult to access and are completely ad-hoc
- ad-hoc access where access should be restricted

This is going to be a busy journey where the goal is to identify gaps.

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Facilitator Updates cont.

Barkly Region – Marcel Clark



Recently the CQI Facilitators got together for face to face CQI training in Darwin. It was great catching up with old friends and to make some new ones.

During our two day training at the Vibe we reviewed some old tools that can be used in the CQI process and learnt some new ones.

For those of us who have been around for a while, we learnt new ways to do some old things and were reminded that we are a special breed!

CQI Facilitators share a passion for doing things better, with an ability to engage with a number of different personalities, people of different backgrounds and different forces that drive our commitment to improve.



Katherine Region – Monica Ostigh

Staff Feedback – Satisfaction Survey following the 2016 CQI Collaborative

After attending the 2016 CQI Collaborative and listening to the table top sessions around staff satisfaction surveys, I returned to Katherine and discussed the concept with my District Manager. The idea went to the General Manager for approval and template was designed.

The survey was given to all PHC staff asking three simple questions and then asking for three ideas to make their workspace better.

TEHS and agency staff across all disciplines participated and feedback was received and collated.

Things that made staff feel appreciated included:

- Being part of the team
- A simple thank you
- Being asked for their opinion



Improvements included:

- Cleaning up after themselves
- Role development
- Education

A plan was devised which included all the participation of teams in 30 minute educational sessions being conducted via teleconference allowing all centres to participate, every two months.

Hearing Health - Gypsy de Jonge

The Hearing Services Health Promotion Team have been actively engaging with local community hearing workers based in the Family as First Teachers (FaFT) Program to provide key messages in reducing and preventing the impact of ear disease and hearing loss.



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East Arnhem South Initiative: Building a Healthy Community through Story

East Arnhem South (EAS) Outreach team's Dietitian/Public Health Nutritionist Lisa Nguyen-Manh has picked up from the previous Dietitian/Public Health Nutritionist, Bryony Leach and Health Promotion, Planning and Evaluation Officer, Katrina Gibson to continue the development of a series of locally developed storybooks, through collaborating with Umbakumba Families as First Teachers (FaFT), an innovative way to teach health messages. The topics were chosen based on identified health concerns in the community such as: Anaemia; Growth Faltering; Type 2 Diabetes and Cardiovascular Disease. These health conditions are currently impacting on Indigenous children and adults in Umbakumba, a remote Indigenous community located on Groote Eylandt. Funding for this project was received through the Northern Territory Department of Health- Office of Aboriginal Health Policy and Engagement: Aboriginal Health Innovation Sponsorship Fund to print four books.

By engaging with Umbakumba community members and collaborating with local Umbakumba families, the development of the books aim to increase health literacy, hence capacity building the community to make informed health related choices that essentially improve health outcomes effecting morbidity and mortality rates in Umbakumba. The storyline and artwork for the books were developed by the children's carers (Mothers, Fathers, Grandparents, Aunties) attending FaFT in Umbakumba. By targeting FaFT carers and children, the project aims to reach a large proportion of the population of Umbakumba.

In April, the first book 'Grandma teaches the Three Little Cyclones to have Strong Blood' was launched at the Umbakumba Crèche Day Care Centre and was well attended by the community and stakeholders, including Angurugu FaFT. The FaFT Educator commenced the launch by reading 'Grandma teaches the Three Little Cyclones' to the group, followed by songs about healthy food. The local school and community garden offered their support by providing healthy ingredients for a delicious lunch cooked by the FaFT parents and the school. It was a great day!

This project has been extended in other communities including Angurugu FaFT and Numbulwar FaFT, where families are creating activity books and posters on food and nutrition.

The second book: 'Make Me Grow Strong' is close to completion and the families have commenced the third book on diabetes. Stay tuned!

Written by Camille Dowling



Grandma teaches the Three Little Cyclones to have Strong Blood



Three Wanandilyakwan Children are now strong, smart and smiling.

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Orientation to Remote Primary Health Care Manuals

The remote health workforce is characterised by high turnover, low stability and high use of short-term and agency staff. This has major implications for service delivery. The orientation of new staff to remote health services has historically been poorly executed with up to 70% of nurses in very remote areas in one survey stating orientation was inadequate¹.

The Remote Primary Health Care Manuals is a suite of clinical guidelines for primary health care practitioners in remote and Indigenous health services to guide clinical practice, ensuring provision of consistent high quality care. The first manuals were published in 1992 and the current edition in 2017.

Conditions that are common and lead to high burden of disease are a focus of the manuals. A major portion of the Standard Treatment Manual is dedicated to prevention and management of chronic conditions particularly diabetes, cardiovascular and renal disease.

Over the years, remote health services and stakeholders identified an absence of standardised and appropriate orientation to the correct and proper utilisation of the manuals.

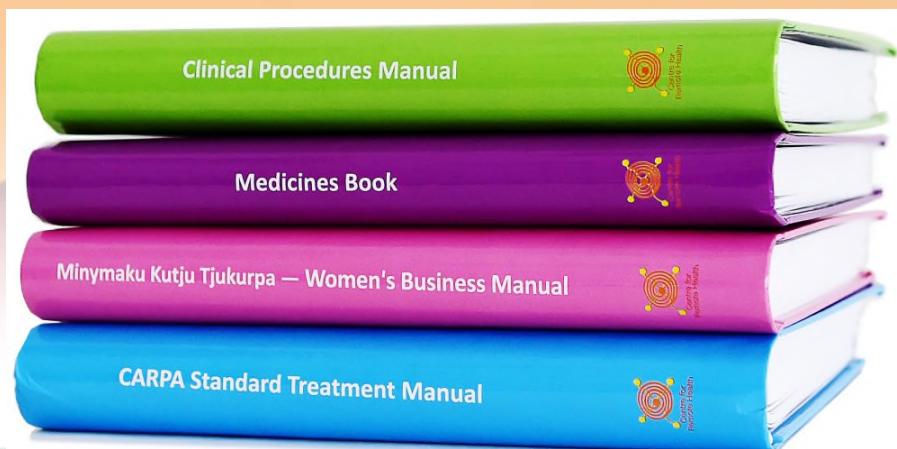
Therefore, Central Australian Rural Practitioners Association (CARPA) undertook production of an orientation video to the manuals to address the deficit of guidance to the correct and proper use of the manuals. The aim of the video is to improve delivery of health care in remote Australia through improved use of recommended clinical guidelines.

The Orientation to the Remote Primary Health Care Manuals video was launched at the AMSANT Leadership Conference in Alice Springs, May 2017, and is freely available online, via the Vimeo video stream site; <https://vimeo.com/218416028>

For further information please contact Central Australian Rural Practitioners Association;
carpa.inc@outlook.com

¹Opie T, Lenthall S, Dollard M. Occupational stress in the remote area nursing profession. In: J Langan-Fox, C Cooper (Eds); *Handbook of Stress in the Occupations*. London: Edward Elgar, 2011.

Written by Lyn Byers



COMMUNIQUE IN QUALITY



AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

The Australian Commission on Safety and Quality in Health Care has developed nine Fact Sheets to support the transition from the National Safety and Quality Health Service (NSQHS) Standards (first edition) to the NSQHS Standards (second edition). You can now access the Fact Sheets on the Commission's [website](#).

The Fact Sheets are the first in a series of resources to support health service organisations implement and prepare for assessment to the NSQHS Standards (second edition).

The Commission developed the Fact Sheets to help health service organisations to better understand changes in the NSQHS Standards (second edition), and to help identify strategies and actions to implement them. The first Fact Sheet provides an overview of the NSQHS Standards (second edition) and the remaining eight Fact Sheets outline key concepts of each Standard:

- Overview of the NSQHS Standards (second edition)
- Clinical Governance
- Partnering with Consumers
- Preventing and Controlling Healthcare-Associated Infection
- Medication Safety
- Comprehensive Care
- Communicating for Safety
- Blood Management
- Recognising and Responding to Acute Deterioration

The Commission has also been developing a series of other resources to support health service organisations to implement and prepare for assessment to the NSQHS Standards (second edition). These resources will be launched with the NSQHS Standards (second edition) in November 2017, with assessment to the NSQHS Standards to commence from 1 January 2019.

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



1 CLINICAL GOVERNANCE

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CQI Out and About

