

CQI: EVERYBODY'S BUSINESS

Northern Territory Continuous Quality Improvement Strategy

COMMUNIQUE IN QUALITY

WELCOME TO THIS EDITION

Mark This Event in Your Diary Now...

The NT CQI COLLABORATIVE will be held on Tuesday 14th and Wednesday 15th November 2017 at Double Tree by Hilton on the Esplanade Darwin.

Our theme this year is:

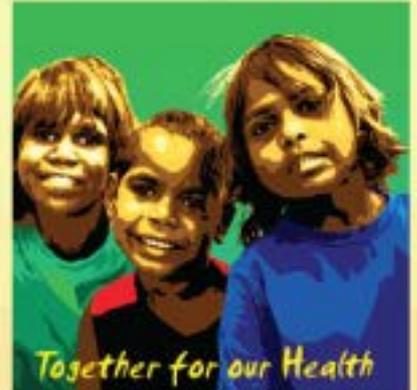
'Storytelling – Don't keep it to yourself'.

The value of storytelling has been reinforced over and over again. This is how culture and traditions are passed on, how people connect, how important information is communicated and where successes can be celebrated. So please consider sharing your story of the great work and activities taking place at your health centre.

Make contact with your CQI Facilitator or Kerry and Louise soon.

Hope to see you there!

Faces in the crowd at the CQI Collaborative



Edition 1 - 2017
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Welcome to Our New CQI Facilitators



NAME: Keegan Williams
CONTACT DETAILS: <ul style="list-style-type: none"> • PH: 8971 9500 / keegan.williams@sunrise.org.au
HEALTH SERVICE AND REGION YOU ARE WORKING IN: <ul style="list-style-type: none"> • Sunrise Health Service Aboriginal Corporation – servicing 9 remote communities east of Katherine.
SOMETHING ABOUT YOUR ROLE IN CQI: <ul style="list-style-type: none"> • Provide organisation wide CQI support and advice to all sections when instigating or performing CQI activities • Actively monitor and record CQI events within the Organisation’s CQI register • Develop and implement process, procedures and forms in concurrence with CQI activities. • Support Clinical CQI activities in line with RACGP Standards and AGPAL Clinical Audits • Risk assessments, monitoring and reports
SOME BACKGROUND: WHAT HAVE YOU DONE IN THE PAST? <ul style="list-style-type: none"> • Assets and Logistics • Building repairs and maintenance + building safety and security inspections • Vehicle fleet management



NAME: Helen Merritt
CONTACT DETAILS: <ul style="list-style-type: none"> • helen.merritt@kwhb.com.au
HEALTH SERVICE AND REGION YOU ARE WORKING IN: <ul style="list-style-type: none"> • Katherine West Health Board, Katherine
SOMETHING ABOUT YOUR ROLE IN CQI: <ul style="list-style-type: none"> • Primary Health Care Quality Coordinator, commencing 1st February 2017
SOME BACKGROUND: WHAT HAVE YOU DONE IN THE PAST? <ul style="list-style-type: none"> • Registered Nurse • Remote Area Nurse for the past eight years • Moving into a new role

COMMUNIQUE IN QUALITY



Listen Up Everyone!



We've started planning for the next CQI Collaborative that's being held in Darwin on the 14th and 15th November 2017.

We'd like you to send us a photo of your health centre team with one word that you think describes your team! Good luck with that 😊

With your permission, these photos will be part of a rolling slide show during the two days of the CQI Collaborative.

The CQI Collaborative is about YOU and YOUR team and we would love to see you all on the screen during the Collab.

So start snapping photos on your phone and email them to cqiadmin@amsant.org.au

For Example:



Quality

Fun

Crazy



Dedicated

Inventive

"The next time someone starts listing all the reasons an idea won't work or can't work, ask them to give three reasons it can."

Program Logic for Jabiru and Gunbalanya AHP & ACW Public Health Staff

Gunbalanya and Jabiru Public Health teams are participating in a series of workshops around 'program logic', being delivered by CQI's celebrated coordinator Kerry Copley of AMSANT.

The public health staff of Jabiru and Gunbalanya communities came together at Jabiru Primary Health Care Centre on Thursday the 15th December 2016 to review a regional plan for activity related engagement that was conceived in May 2016 by the two teams.

The workshops are set out to assist public health staff to more effectively clarify outcomes, prioritise activities and provide the team with a framework to self-evaluate. These workshops involved regional public health staff and other local stakeholders to facilitate a more collaborative approach and effective use of resources. Plans are underway to increase involvement of outreach staff and the program clinical teams.

This is CQI in action at the 'coal face'.

Written by Will Costigan (Public Health Coordinator – West Arnhem Region)



Jabiru and Gunbalanya AHP & ACW Public Health Staff



Essentials for Remote Managers REMOTE MANAGEMENT PROGRAM



CRANAplus in partnership with Australian College of Health Service Management (ACHSM) ran a very successful Remote Management Pilot Program last year. Building on this success CRANAplus and ACHSM have decided to offer the program again for this year.

If you are a manager, an acting manager or aspiring to be a manager this is an exciting opportunity for you to further develop your skills and knowledge in your management role.

Registrations for the 12-week program are now open until Friday 19 May including a 2-day workshop being held at the Cairns CRANAplus Office on 6&7 July 2017.

Registrations for the 2nd program will be open until early October and the 2-day workshop will be held in Broome, 16 & 17 October 2017, prior to the Opening night of the CRANAplus Conference.

During the 12 weeks remote managers will be guided through the online modules, which include:

- Action Learning and learning styles
- Leadership and Management
- Clinical Governance
- Project Management

The 2-day workshop will build on the learnings gained from the modules, enhancing their understanding clinical governance, leading change, managing a project from a management perspective.

Participants will develop and implement a workplace quality improvement project, based on NSQHS Standard 1: Clinical Governance. This program provides an ideal situation where managers can lead, develop, implement and evaluate their workplace projects. A registered member of ACHSM will mentor participants for a period 6-8 months in their management role, during the implementation phase of their projects.

Testimonials

- *This should be part of orientation for all clinicians who become managers*
- *Found the workshop very helpful. It was more discussion than "telling" which helped me feel more comfortable*
- *Excellent presentations by all. Provision of a mentor – fantastic*

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SAT Facilitated at **headspace Alice Springs**

Wednesday 19 April, saw the Congress CQI team and AMSANT CQI Program Coordinator Louise Patel join forces with the headspace Alice Springs crew to undertake and complete a full SAT (Systems Assessment Tool). This is the first time that headspace staff have been through the process and from the feedback we have received it was an interesting and thought provoking session.

Headspace is a program based on delivering holistic care to the youth and young adults (12-25) of Alice Springs, providing support through a dedicated team of health care professionals, including Psychologists, General Practitioners, Social Workers, Nurses and an amazing administration support team.

We kicked the day off with the headspace staff, all of who are relatively new. It was amazing to see their passion and dedication. Not only did they respond openly and honestly identifying their gaps in service delivery and care, but they showed that they care about their clients and their team, through the outstanding teamwork and brainstorming we saw that day. Their “parking lot” was quickly filling up with each passing question. (The parking lot ensures that we don’t lose any of the fantastic suggestions put forward to address issues identified during the SAT). The Congress CQI Facilitators have plenty of projects to keep them busy now! The SAT, regardless of the results, showed to me a team that was willing and wanting to improve everything they do purely for their clients. With lunch completed it was time to complete the SAT and await the arrival of the Youth Advisory Group.

At 3pm Louise and I met with some of the most amazing and driven young people - the headspace Youth Advisory Group (YAG) - a group representing the youth of Alice Springs. They trickled in slowly to start with, and then we needed to find more chairs and couches to accommodate them as they all rolled in (I’m sure someone told them there was food!). Louise as always worked her magic and soon the conversations were flowing, ideas coming from left and right. I have been in Alice for the past 5 years and previously worked with youth groups and young people around the NT. I was in awe (actually gobsmacked) by the passion and drive from these young adults, confident speakers in an open forum of peers (something adults often struggle with) with ideas that were to the point and respectful of each other and differing viewpoints, and of course food lovers, one and all!

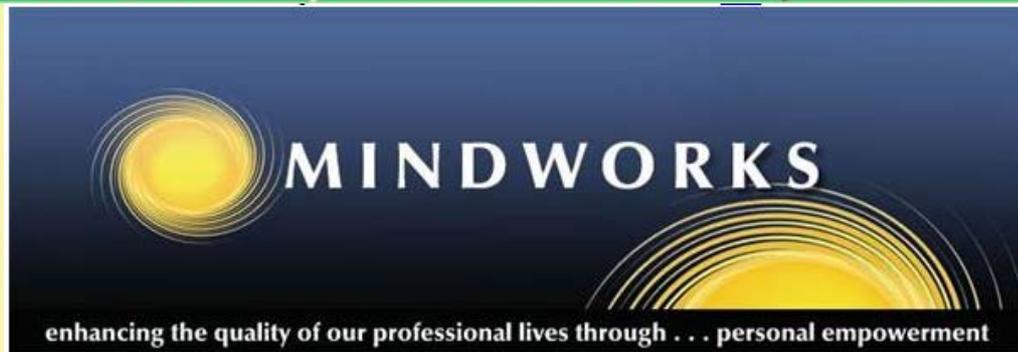
I think sometimes we over complicate things. We should take a step back and look at what we do and how we do it. That is CQI!

Would like to say a big thank-you to headspace Alice Springs team and the YAG Alice Springs for inviting us in to your world for the day and to Annie Power for doing all the hard work leading up to this day. An amazing opportunity for all involved.



Written By Dale Tschirpig (CQI Facilitator at Congress)

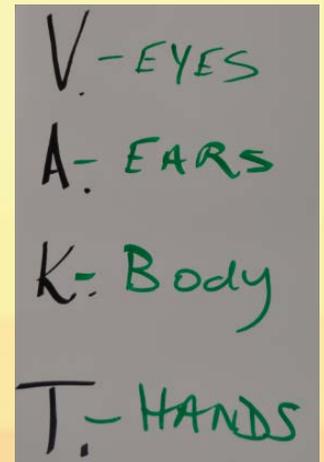
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Mindworks Training

The AMSANT CQI Coordinators provide support, mentoring and training in CQI skills and tools to the NT Wide CQI Facilitator Team and PHC staff. On the 1st and 2nd February we brought Laurie Kelly and Sue-Ellen Kushler from Mindworks to Darwin to deliver an action packed 2 days of professional development to our CQI Facilitators. 24 people attended the training which focused on facilitating and communication skills, adult learning techniques, influencing others to change and some self-care.

Evaluation of the day revealed that **95%** scored the presenter's skills and workshop content as excellent with 5% scoring it as good. We think the comments below from those who attended say it all!



"I didn't want you to stop"

"An absolutely awesome 2 days. Thank you! I left my scepticism at the door and learned [sic] so much"

"Thank you so much. Very good food for thought and to put into practice"

"Amazing workshop, changed my way of thinking about me and others around me"

"Best workshop I have ever been to. Every workplace and school needs this. I wish it was a week long"

Thank you Laurie and Sue-Ellen and thank you to everyone who attended and really got involved over the 2 days.

