



the  
**Lowitja**  
Institute

# **CQI Tools and Resources Project**

## **Overview of the Tools Package**

**June 2016**

## Overview

The tools package of the CQI Tools and Resources Project contains the following:

- a Professional Development Course Outline for CQI
- an Orientation and Induction Package, which contains three learning modules (for the learner) and three PowerPoint presentations (for the trainer)
- role descriptions for the three key roles involved in implementing the CQI framework core components
- a modifiable Plan–Do–Study–Act (PDSA) template.

The tools were commissioned by the Australian Government Department of Health (Indigenous Health Division) as part of the CQI Tools and Resources Project. The project was conducted by the Lowitja Institute and supported by partner organisations. The tools were developed by the ThinkThrough team led by Dr Sanchia Shibasaki and Dr Beverly Sibthorpe, with contributions from Dr Jacki Mein, Ms Kerry Copley, Ms Carolyn Renehan, Professor Ross Bailie, Mr Alistair Harvey and Dr Ashok Kanagarajah. They have not been piloted nor assessed for user acceptance or adaptability.

Full details of the CQI Tools and Resources Project are contained in the accompanying *CQI Tools and Resources Project Final Report* presented to the Australian Department of Health in June 2016.

### **A Professional Development Course Outline for CQI**

The Professional Development Course Outline for CQI describes the CQI professional development training requirements for Boards, management, staff and others as they develop the knowledge and skills needed to support CQI in Aboriginal and Torres Strait Islander primary health care services. The Course Outline may be used:

- as a planning tool to guide the development of learning and training tools
- to support trainers to identify and set learning program goals and to develop outcomes and session plans for learners
- to support learners by identifying learning requirements, goals, outcomes, expectations and timelines
- as a reference for services, colleagues, administrators and registered training organisations to identify what is included in the learning programs and what is expected of learners
- to determine the skills that learners should have after completing the course
- to support the development of new courses that could build on the learning outcomes described in the current Course Outline.

## **An Orientation and Induction Package**

The Orientation and Induction Package describes the foundational knowledge and skills required to prepare for initial work in CQI in primary health care. The package is for all staff members commencing a new work role or those currently working in Aboriginal and Torres Strait Islander primary health care.

The Orientation and Induction Package aligns with the Professional Development Course Outline for CQI and consists of:

- three learning modules for the learner: these Microsoft Word documents contain information and tasks to support learners to achieve the learning outcomes
- three PowerPoint presentations for the trainer: these support the trainer to deliver the three learning modules. The presentations identify and describe the main points for each topic area. The presentations also support the trainer by incorporating information on adult learning principles, learning activities and so on.

## **Role descriptions for the three key roles involved in implementing the CQI framework core components: Clinical Leader, CQI Lead and External CQI Facilitator**

In the area of CQI, the staff teams that deliver care and health programs are the primary vehicles through which problems are analysed, improvements are generated and change is evaluated. Working with the staff teams, the key roles for driving and supporting the uptake of CQI in Aboriginal and Torres Strait Islander primary health care are:

- Clinical Leader
- CQI Lead
- External CQI Facilitator.

The Clinical Leader, CQI Lead and External CQI Facilitator are roles that are complementary to each other (e.g. CQI Lead working with the Clinical Leader and Clinical Governance Team or the External CQI Facilitator delivering training to groups of CQI Leads). The roles are also complementary to other roles such as those involved in accreditation and those involved in participating or supporting CQI.

The role descriptions provide information about roles that support the uptake of CQI in Aboriginal and Torres Strait Islander primary health care services and:

- act as a guide to support workforce planning for CQI
- support the development and/or review of job descriptions for CQI roles
- act as a communication tool to describe the expectations of the role, key duties and required knowledge, skills, experience and personal attributes
- support career planning and development for those interested in quality and CQI in Aboriginal and Torres Strait Islander primary health care.

The role descriptions are based on evidence drawn from the literature and on the knowledge of individuals with significant experience in CQI and in Aboriginal and Torres Strait Islander primary health care. The descriptions may be tailored to suit organisational contexts and capacities but the content and the integrity of the outcome should be maintained (e.g. roles should remain focused on embedding CQI in primary health care and time should be quarantined for the conduct of CQI activities).

### **A modifiable PDSA template**

The Plan-Do-Study-Act (PDSA) template is presented as a Microsoft Word document to help services plan, develop and implement change that can lead to improvement. The PDSA template meets the project and sector requirement of flexibility and allows the text to be changed—questions amended, deleted or added—to suit the local needs of services.