



Welcome to our second newsletter!

Dear project partners and friends,

We hope you enjoy the second edition of our newsletter chronicling our progress in the 3 year project “Lessons from the best: to better the rest”.

Five of our six “high improving” primary health care sites have now had a data collection visit from the research team.

This edition includes a focus on our site visits to the Torres Strait region , a farewell to departing staff and a new staff introduction.

We hope to feature each of the other sites in editions to follow as data collection visits continue.

Best Regards, Sarah and the project team.

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Special points of interest

- Ancient rock fish traps at Yorke Island
- Who is our new team member?

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Yorke (Masig) Island airstrip viewed from the light plane. Wet feet if the pilot overshoots the runway!

Meet the CQI Workforce Development Officer at One21seventy

What is “Lessons from the best” project about?

The project aims to identify those Aboriginal and Torres Strait Islander primary health care (PHC) services that have shown consistent high improvement in ABCD Continuous Quality Improvement (CQI) audits, and understand what helps these services to be able to respond well to CQI activities. Health centres identified as high improvers have been invited to participate in the project by contributing information regarding the factors contributing to their success through group and individual interviews with the health centre managers, staff, patients and CQI facilitators. The project is designed to uncover factors that contribute to the success of using continuous quality improvement to improve health outcomes. Results from the study will be presented back to the participating health services and individual participants who have contributed information in an easy to read format.



Sue Ferguson-Hill

Sue Ferguson-Hill is a CQI Workforce Development Officer with One21seventy in Brisbane. Her background is nursing and midwifery. Sue has worked in health settings throughout New South Wales, Queensland and Western Australia and in diverse roles including clinical management, research, health professional education, and project management. Maternal and child health is an area of particular passion and interest, especially in rural and remote settings. Recently Sue accompanied Cindy Woods to the Torres Straits to conduct CQI audits at Darnley (Erub) and Yorke (Masig) Islands.



Sue is pictured above left conducting audits with Robyn White (RN/Manager) right and Ruth South (relief RN) centre at Yorke (Masig) Island Health Centre in March 2015.



Yorke Island clinic pictured above.

Yorke (Masig) Island

Yorke Island is a 2.7 km long coral cay island situated in the eastern area of the central island group in the Torres Strait, at the top end of the Great Barrier Reef and northeast of the tip of Cape York Peninsula in Queensland. It is 800m at its widest point. Yorke Island can be reached by plane, first flying to Horn Island and then taking an 8 seat light plane to Yorke Island. The island is a teardrop shape and the landing strip crosses the island from one side to the other at its widest point.



Yorke (Masig) Island



The research team was busy in March travelling to our two sites in the Torres Straits. Cindy, along with Sue Ferguson-Hill, visited Yorke (Masig) Island in late March. They stayed at the Lowatta Lodge, a short walk from the clinic, in lovely cabins set amongst the palm trees.

While they were at Yorke (Masig) Island they undertook three One21seventy CQI audits at Yorke Island Health Service. Their visit included auditing, data entry, report interpretation and site goal setting. Cindy learned a lot about the audit process and Best Practice, the electronic medical records system used in Queensland PHC centres. Cindy also conducted interviews with the health centre staff. Given the longevity of the staff, their knowledge of the community and the degree to which the community is engaged with the clinic it is no surprise that Yorke (Masig) emerged as one of the “high-improving” services.

Robyn White, RN and manager of York Island Health Centre, took Cindy and Sue for a walk around about one-third of the island one evening and they saw turtle tracks in the sand, met some locals, and collected some beautiful shells from the shoreline. While walking, they met with Fraser Nai, the Torres Strait Island Regional Council (TSIRC) councilor, out taking an evening walk, and had a chat to him about the research project.

Both Sue and Cindy had a very enjoyable and productive time at Yorke (Masig) Island and wish to thank the staff and locals for their hospitality and for making them feel so welcome.

Cindy is pictured centre with Margaret (Indigenous Health Worker) left and David (Administration) right at Yorke Island clinic in March 2015.

Darnley (Erub) Island

Darnley (Erub) Island is an island formed by volcanic action and situated in the eastern section of the Torres Strait, Queensland. The island is situated 73km south west of Papua New Guinea, 202km north east of Thursday Island, 204km north east of Cape York, 845km north of Cairns. One of the striking features of Darnley (Erub) Island is the ancient rock fish traps in the waters around the island which can be seen in the photo at right. When the tide goes out the fish are trapped in the shallow waters of the fish traps and can be easily caught. Darnley (Erub) Island also has an arts centre at the local school. Visitors can wander through the shop filled with local art and also see artists at work in the studio.



Darnley (Erub) Island with views of the ancient rock fish traps.



Cindy Woods and Sue Ferguson-Hill visited Darnley (Erub) Island in early March and were hosted in the units above the Darnley (Erub) Island Health Centre. Whilst at Darnley (Erub) Island they undertook two One21seventy CQI audits and Cindy also conducted interviews with the health centre staff. They were invited to a health promotion night for women at the health centre during their stay and saw first hand how committed the staff are to the health of their clients.

Both Sue and Cindy had a wonderful time at Darnley (Erub) Island and wish to thank Angela and Robyn for their hospitality and for making them feel so welcome.

Sue Ferguson-Hill (right) is pictured with Angela Mills (centre), the permanent CNC on Darnley (Erub) Island, and Robyn Taylor (left), the long term relief CNC at Darnley (Erub) Island Health Centre.

Farewell to Annette, Max and Moana



We are sad to say goodbye to Annette, Max and Moana who have recently left the project. Annette has taken up a position with Catholic Health Australia in Canberra—stay warm Annette! Moana has left to concentrate on her PhD project and Max has left to study in the Doctor of Medicine program at the University of Queensland (UQ).



We would like to take this opportunity to thank Annette, Max and Moana for their fabulous work on the project and wish them all the best in their future endeavors.

...and welcome to Michelle Redman-MacLaren

Michelle Redman-MacLaren, Cairns.

Michelle has joined the Case Studies project as a joint Project Officer/Senior Research Officer, taking over Annette's role. Michelle works 2.5 days on our project while continuing her sexual and public health research in the Pacific.

As a social worker specialising in community development, Michelle has worked in rural, remote and international settings for over 20 years. Michelle grew up on Kamilaroi country (North West NSW) and has previous experience in hospital and community health social work, community development, health promotion and NGO management (including refugee settlement). Michelle has lived and worked in the Torres Strait Islands, on Dunghutti country (Mid North Coast NSW), rural New Zealand, Kosovo, Solomon Islands and Papua New Guinea (PNG).

Michelle facilitates participatory, action-oriented public health research and her current research interests include HIV prevention for women (PNG), faith-based responses to HIV (PNG), gender and public health (PNG and Solomon Islands). Michelle actively facilitates research capacity strengthening activities in all of her research work.



Recent and Upcoming Events

- Sarah Larkins has recently presented the 'Lessons from the Best' project in chilly Dubrovnik, Croatia during March 2015.
- The first manuscript from the project is now almost ready to submit by project leaders. This manuscript reports patterns of performance and characteristics of services- an important outcome of this project that will paint a picture for health services and for those involved in both governance and policy formulation.
- Moana Tane and Sinon Cooney from KWHB will be visiting Wurli Wurlijang NT this month to conduct interviews and focus groups. This will be Moana's last data collection trip for the project.
- Sarah Larkins & Annette Panzera will be presenting at the 13th National Rural Health Conference on Monday 24 May in Darwin NT - 'Lessons from the best to better the rest: quality improvement in Indigenous primary health care.
- A Project meeting will be held for the 'Lessons from the Best' project team in Darwin after the National Rural Health Conference on 28 May in the Board Room at AMSANT from 9am to 12pm.
- The research team are currently negotiating dates for their first data collection trip to Fitzroy Crossing, WA.
- Further trips to the Torres Straits sites for further interviews and client focus groups are planned for later in the year.

If you have questions or would like more information about anything you have read in this newsletter, please contact Michelle Redman-MacLaren, Project Manager, +61 (7) 42266312 or email michelle.maclaren@jcu.edu.au . If you no longer wish to receive this newsletter please contact Michelle and your details will be removed from the newsletter distribution list.