



Champions of Change

Strengthening facilitation for continuous quality improvement in Indigenous primary health care

November 2020

Overview

The 'Champions of Change' project was initiated by the Northern Territory CQI Steering Committee and was developed through discussion with continuous quality improvement (CQI) support organisations and other CRE-STRIDE stakeholders. These groups identified a need to understand how CQI facilitators achieve engagement and enable impact in primary health care (PHC) settings, and how to improve the effectiveness and sustainability of facilitation practice for driving improvements in care.

Continuous quality improvement (CQI) initiatives are well-accepted by Aboriginal and Torres Strait Islander primary health care (PHC) services as an effective means to improve the quality of care. Sustained use of CQI has been shown to improve the delivery of best-practice care, yet it is challenging for many services to embed and sustain CQI processes in everyday practice. Variation in quality of care remains wide between services.

CQI facilitation has enabled CQI approaches to be adapted to suit PHC settings, using processes that respond to local needs. To date, little research has focused on how, when, why and under what circumstances facilitation works (or doesn't work) to embed CQI, drive and maintain improvements in care. Better understanding of facilitation will enable facilitators to support the implementation of best practice care with greater certainty of success.

MRFF grant application: Our team of researchers and CQI practitioners have applied for a Medical Research Future Fund (NHMRC) research grant to develop and implement in-depth knowledge about facilitation, build facilitator skills and develop resources in order to improve facilitation effectiveness in PHC. The application was submitted in November 2020.

Project Goal

To strengthen the facilitation of CQI processes, in order to accelerate the adoption of best-practice clinical care in Aboriginal and Torres Strait Islander PHC.

Project Aims

1. Develop, test and implement improvements in facilitation practice to enhance the implementation of best-practice clinical care in PHC settings.
2. Develop practical resources that build facilitation capacity and enable spread of effective facilitation to support PHC implementation.
3. Produce a realist-informed theory to understand and explain the processes used by facilitators to effectively engage PHC staff, teams and Indigenous communities in CQI.

Outputs and Outcomes

Outputs will include:

- Tested resources for facilitator training and support, targeting PHC services and community audiences. These will be co-developed with partners/participants in appropriate formats.
- Guidance for policy-makers, funders, managers and staff in implementation of CQI

Expected outcomes:

- New evidence and understanding to effectively facilitate CQI processes in Indigenous PHC and other complex health contexts.
- Improvement in facilitation practice through applied learning, leading to improved implementation of clinical guidelines in PHC.

Project Team

Chief Investigators: Dr Alison Laycock (Co-lead) (USyd), Ms Lynette Feeney (Co-lead) (USyd), Prof Ross Bailie (USyd), Assoc Prof Megan Passey (USyd), Dr Karen Carlisle (JCU), Dr Louise Clark (UTAS), Ms Kerry Copley (AMSANT), Ms Louise Patel (AMSANT). Associate Investigators: Prof Gillian Harvey (UniAdel), Ms Eva Williams (NT Gov), Ms Emma Walke (USyd), Ms Lauren Trask (QAIHC).