



QUALITY ASSURANCE FOR ABORIGINAL MEDICAL SERVICES

REPORT ON THE QAAMS WORKSHOP 2008

Held from October 29th to 30th at the Comfort Inn Haven Marina, Glenelg, SA

75 participants from 45 services attended the 2008 Workshop; this total number is similar to 2007 when a record 79 participants from 46 services attended the event. Every mainland State was represented, with Queensland having the highest number of participants, followed by Victoria and South Australia.



Group Photo – October 2008 Annual QAAMS Workshop - Adelaide

A comprehensive and varied range of activities (including both core and concurrent sessions) were again offered to QAAMS participants through this year's Workshop Program. A brief summary of the key highlights of this year's Workshop included:

- A Welcome to Country, delivered by Major Sumner, a local highly respected Aboriginal elder. Major Sumner, together with members of his family, also gave a cultural performance at the completion of the first day's activities
- An overview of the past year's activities and achievements of the QAAMS Program
- A live demonstration on how to use the QAAMS website (together with a later opportunity to participate in hands-on instruction re the website)
- A core session on the theme 'Managing Diabetes and its Complications', delivered by local experts Dr Pat Phillips (general diabetes complications), Olivia Corso from Kidney Health Australia (diabetes nephropathy) and Dr Stewart Lake (diabetic retinopathy)
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- A core session on the theme 'Quality and Support', delivered by members of the QAAMS Management team (Anne Shephard, Janice Gill, Mick McDonnell and Craig O'Sullivan)
- An inspirational core session delivered by the QAAMS Leaders Group (Kay Mundraby, Tony Burgoyne, Alison Woods, Shirley Best and Chris O'Brien [as proxy for Louise Moore]) on their personal perspectives of being a QAAMS Leader and their thoughts about what the QAAMS Program meant to them
- A presentation of the results of the Diabetes Outcome Study by Heather Halls, followed by an interactive discussion session on this topic
- A presentation from the current President of Diabetes Australia (Shirley Cornelius) on the National Diabetes Services Scheme
- Three presentations from QAAMS participants from NT, WA and Qld on how their service uses the DCA 2000 as part of the provision of their diabetes service
- A themed concurrent session, run by the QAAMS Leaders Group and Clinical Support Officer, on Diabetes in Urban Aboriginal People
- A practical demonstration of a retinal camera, delivered by Aboriginal Health Professional Albert Doughty with support from the Clinical Support Officer
- A Trade Display featuring educational resources on chronic diseases from Diabetes Australia, Kidney Health Australia, the Australian Diabetes Educators Association (ADEA) and pharmaceutical company Sanofi Aventis.

In addition, there were opportunities for participants to

- Meet their State Medicare Indigenous Liaison Officers
- Discuss results of 2008 QC and QA testing with Janice Gill (QA) and Anne Shephard (QC).
- Participate in full training sessions for both new participants and those requiring competency updates, organised by Beryl Mazzachi.

It was particularly pleasing to not only have the continued support and interest from Diabetes Australia and the ADEA at the Workshop but also to welcome Kidney Health Australia to the QAAMS family of support organisations. The Community Point-of-care Services unit has fostered and built a strong relationship with Kidney Health Australia over the past 18 months and the QAAMS Program looks forward to receiving continued input from this key professional group at future QAAMS Workshops and related activities.

At the completion of the Workshop, participants were invited to complete a short questionnaire concerning their satisfaction or otherwise with the Workshop. The responses indicated a high level of satisfaction with the Workshop.

A selection of photos from the Workshop is shown on the next page.



Theory for HbA1c Training for New Participants



QAAMS Leaders Group Session: Diabetes in Urban Aboriginal People



Practical Training for Participants on the DCA 2000 and DCA Vantage

