



REPORT ON THE QAAMS WORKSHOP 2010

Held from July 21st to 22nd at the Stamford Plaza Hotel, North Terrace, Adelaide, SA

Introduction

The Annual QAAMS Training Workshop for 2010 was held in Adelaide, South Australia, at the Stamford Plaza Hotel, North Terrace. This venue was chosen because of its central location, high professional standards, cultural acceptability and availability of large spacious rooms for core sessions and training to cater for an ever-increasing number of attendees at the Workshop. The QAAMS Program had exclusive access to the first level of the hotel where the Workshop was held and all participants were able to stay at the hotel at a specially negotiated rate for participants. A dinner (at no cost to participants) was also provided at the hotel on the Wednesday night.

The Workshop provided an opportunity for Aboriginal Health Professionals, nurses and other non-laboratory trained staff who conduct PoCT for HbA1c and urine ACR on the Siemens DCA 2000 and Vantage devices to:

- Undertake initial or refresher training to gain or update their certification as a PoCT operator,
- To learn about and share ways in which PoCT in the QAAMS Program can enhance the management of Aboriginal and Torres Strait Islander clients with diabetes in their services, and
- To network with other PoCT operators from around Australia.



2010 Workshop participants at the Stamford Plaza Hotel, North Terrace, Adelaide

Participant Details

The 2010 Workshop was attended by **78 participants**, comprising 21 from SA, 21 from NSW, 16 from Qld, 8 from WA, 7 from Vic and 5 from NT. These participants came from a total of 49 services. **60 participants** undertook training at the Workshop and, of these, 41 were new participants and 19 were refresher participants updating their competency certificates.

Specific Government funding for the Annual Workshop enabled the QAAMS Management team to support the attendance of participants from services with immediate training needs, and the Government is sincerely thanked for this support. This funding also provided support for speakers from QAAMS services who presented how the QAAMS Program was assisting the management of clients with diabetes at their services.

Also attending the workshop, in addition to the invited speakers, were the QAAMS Program Manager, Beryl Mazzachi (QAAMS Training Coordinator), Anne Shephard, Heather Halls and Brooke Spaeth (QAAMS Project Officers), Pauline Rudevics and Cheryl Marshall (QAAMS Administration Assistants) (from the Community Point-of-Care Services unit, Flinders University Rural Clinical School); Janice Gill, Kristina Barancek and Lisa Jolly (from the RCPA Quality Assurance Programs Pty Ltd); Dr David Dunn (QAAMS Clinical Support Officer); Craig O'Sullivan and Sue Sterling (from Siemens HealthCare Diagnostics) and Dr Vinod Daniel, Janet Rigby, Steve Schatz and Malcolm Auld (from NT Dept of Health & Families Remote Health Branch). Richard Jaynes represented Medicare Australia and arranged for the attendance of selected Indigenous Medical Liaison Officers (IMLOs). Robert Walsh attended the Workshop representing the Australian Government's Department of Health and Ageing. David Badger (QAAMS IT Support Officer) was in attendance to set up and run all audiovisual equipment and also to video-record selected presentations and take photographs.

A Brief Summary of the Workshop Activities

This year's program included both core sessions (attended by all participants) and sessions held concurrently with the main training sessions (to cater for those participants who did not require attendance at the training session).

Introduction to Workshop

Major Sumner, well known Kurna Elder, opened the Workshop with a traditional Welcome to Country which included a smoking ceremony.



Major Sumner performing Welcome to Country ceremony

Core Sessions - Presented by Members of the QAAMS Program Management Group and QAAMS Leaders Team

Topic and Presenter	Content
Overview of QAAMS 2008-2010 <i>Mark Shephard</i>	An overview of the major milestones and achievements of the QAAMS Program over the past three years
Overview of QA Performance <i>Janice Gill</i>	Summary of the analytical performance achieved by QAAMS services in the QA Program for 2009/2010
Introducing the QAAMS Leaders Team <i>Beryl Mazzachi, Kristina Barancek and QAAMS Leaders</i>	Each of the State QAAMS Leaders introduced themselves and spoke about their service and their role as a State Leader.
Introducing the DCA Vantage Connectivity Package <i>Anne Shephard, Volker Harms and Craig O'Sullivan</i>	The new connectivity package to enable the electronic transfer of de-identified patient, QC and QA results to a central data station was showcased to participants.
Siemens Update <i>Craig O'Sullivan</i>	The support services offered by Siemens Healthcare Diagnostics for QAAMS sites was discussed, along with the advantages of the new Vantage device and how services could purchase one.
Medicare Australia <i>Richard Jaynes</i>	Richard Jaynes, the new Medicare representative on the QAAMS Management Group, introduced himself and the IMLOs who were present. Richard and the IMLOs discussed the process of claiming the Medicare rebate for the performance of HbA1c and urine ACR with smaller State Groups in a later concurrent session.

Core Sessions - Presented by Invited Speakers and QAAMS Participants

Managing Diabetes and Complications

Initially Dr Pat Phillips, Director of the Diabetes Outreach Centre at the Queen Elizabeth Hospital SA, and the Senior Director of the Endocrinology Unit, presented "Starting your Clients on Insulin".

The complication of diabetes which was highlighted for 2010 was "Oral Health and Diabetes". Dr Colin Endean, who has provided dental services to Indigenous communities including the Anangu Pitjantjatjara Lands in SA and the Ngaanyatjarra Lands in WA presented a discussion on tooth and gum diseases in diabetes patients and how these can be recognised, prevented and treated.

This core session was supported by two later concurrent sessions:

1. Caring for your teeth - conducted by Cathy Nelson (Health Promotion Officer) and Janice Braun (Aboriginal Liaison Project Officer), both from SA Dental Service, and Dr Endean.
2. Practical Tips on Using Insulin and Glucose Meters - conducted by Jane Giles from the Diabetes Outreach Centre and Heather Halls (QAAMS).

Presentations from Participants

Speakers from three services currently participating in the QAAMS program presented as follows:

Presenter	Title	Service
Vicki Hewitt	The Advantages of Point-of-Care Testing at Pika Wiya	Pika Wiya Health Service, Port Augusta, SA
Anne-Marie Thomas	CACH Chronic Disease Pathways	Cunnamulla Aboriginal Corporation for Health Cunnamulla, Qld
Kerry O'Brien	Using the QAAMS Program in the Mt Isa Health District	Diabetes Service - Mt Isa Health District Mt Isa, Qld

Concurrent Sessions - Presented by Invited Speakers and members of the QAAMS Management Group

The concurrent sessions were presented during the Workshop are listed in the table below. Several of these sessions were repeated during the Workshop to enable as many participants as possible to hear these sessions.

Topic and Presenter	Content
The Role of the Aboriginal Health Professional in Diabetes Care <i>Dr David Dunn a & Dr Vinod Daniel</i>	Discussion forum about the role of the Aboriginal Health Professional in the care of the diabetes patient.
Clinical Pathways for the Use of Point-of-Care Results in Your Service <i>Jane Giles</i>	Discussion session about linking PoCT results from the DCA to clinical pathways for the management of patients with diabetes.
QAAMS Leaders Team <i>QAAMS Leaders</i>	The QAAMS Leaders presented information about the projects on which they are currently working. Chris O'Brien (NSW Leader) and Marie Brindley and Gillian Harris (Eli Lily) demonstrated the 'Diabetes Conversational Maps', a new educational resource designed for working with groups to stimulate discussion on diabetes and practical tips for management.

<p>What Do I Do if I Have a Testing Problem?</p> <p><i>Brooke Spaeth and Kristina Barancek</i></p>	<p>Practical examples and tips for the troubleshooting of quality testing issues.</p>
<p>Working with Web-based Resources:</p> <p><i>David Badger, Janice Gill, Lisa Jolly and Leigh Hughes from IBERA</i></p>	<p>Practical hands-on demonstrations of the QAAMS website and the RCPA Quality Assurance Programs website.</p> <p>Demonstration of the IBERA website (www.ibera.com.au), featuring culturally appropriate animated videos of different health conditions, for example diabetes and renal disease.</p>
<p>Reviewing Your Quality Testing</p> <p><i>QAAMS Team</i></p>	<p>Participants were able to review the results of their QA/QC testing for the year with members from the QAAMS Management Team.</p>
<p>Trade Display – Diabetes Resources</p>	<p>Participants were able to access diabetes-related information and resources from a variety of trade exhibitors and professional organisations.</p>
<p>Practical Demonstration of Connectivity Software for Vantage</p> <p><i>Anne Shephard, Volker Harms and Craig O’Sullivan</i></p>	<p>Participants attended an information session and a practical demonstration of the new connectivity package for the DCA Vantage.</p>

Training Sessions – HbA1c and Urine ACR : Theory and Practice

As in previous years, a critical focus of the Workshop Program was the provision of training sessions and competency assessment for both new participants and those requiring training updates.

Training sessions on the theory of PoCT were delivered by the QAAMS Program Manager and QAAMS Training Co-ordinator for HbA1c on day 1 and urine ACR on day 2. These sessions were mandatory for new participants but optional for those requiring an update. Prior to the workshop, all participants were notified that, in preparation for the Workshop, they should view the on-line training videos on the QAAMS website to prepare for the Workshop training.

Following these sessions, participants were divided into small groups for the practical component of training. Supervised by a QAAMS scientist and a QAAMS Leader, participants were able to conduct both QC and QA testing and complete competency questions which were marked and returned to participants.

As mentioned previously, 60 participants undertook training at the Workshop. Of these, 41 were new PoCT Operators and 19 completed refresher training.



SA QAAMS Competency Certificate recipients with Sandy Wilson, SA QAAMS Leader



QAAMS participants undertaking training at the Workshop