



Namatjira Haven

Drug & Alcohol Healing Centre

USING TOOLS FOR QUALITY IMPROVEMENT

“Developing ways to gather data in a way that’s easy for staff to manage because they don’t have a lot of time.” Dian Challinor, Manager

Namatjira Haven Drug and Alcohol Healing Centre’s quality improvement project centres on using an electronic tool to establish a system for the routine recording and reporting of information that supports demonstrating compliance with certification standards, Funding expectations and legal requirements.

Prior to the project, staff used a variety of spreadsheets and other systems to record data and to track operational requirements. The manager recognised that this system was inefficient.

“It took a lot of time away from busy frontline roles and was a barrier to quality improvement.” Dian Challinor, Manager

The service therefore needed to identify and implement user-friendly tools. Project Officer, Dez Hoy conducted an evaluation of available software products using criteria relevant to Namatjira Haven’s needs.

The chosen electronic tool needed to be one that:

- integrated record keeping from across the service
- covered a range of domains such as legal and operational requirements
- provided for electronic prompting and progress tracking
- was user-friendly and accessible to all staff

Be clear on what you need

Evaluate your options before making a decision on tools

Change takes time





The team found that taking the time to get clear about what they needed was invaluable, as this process helped identify needs that were not immediately obvious.

A report was made to the board summarising the findings of the research and evaluation of software systems. This report enabled the Board to make an informed decision based on service and staff needs, rather than on cost alone.

The implementation of the new tool meant using a change management approach and involving all staff. It is envisaged that the new tool will be helpful for the orientation of new staff, for building staff knowledge, and for managing processes and systems.

"It's like with any kind of change management, persistence and patience I think are the key."
Dez Hoy, Project Officer

