

THE QAAMS PROGRAM

Quality Assurance for Aboriginal and Torres Strait Islander Medical Services

Chris O'Brien and Bridgit McAteer

Illawarra Aboriginal Medical Service

and

Flinders University International Centre for Point-of-Care

Testing

6 May 2014



WHAT IS A POINT-OF-CARE TEST?

A pathology test

Performed on a small device

By a trained POCT Operator

Small sample size

Outside the laboratory setting

At the time of patient consultation

Results of desired analytical quality

immediately available

Leading to improved outcome for client



A systems change for the delivery of pathology testing!

POCT IN REAL TIME



Convenient and Accessible!

The 'QAAMS' Program

(Quality Assurance for Aboriginal & TSI Medical Services)



Diabetes management - POCT for HbA1c and urine ACR

- Long-term diabetes control
- Early renal disease

Siemens DCA Vantage

Result in 6 - 7 mins



Funded for 13 years by the Australian Government

Partnership between FUIPOCT and RCPA QAP

170 Aboriginal Medical Services (80% rural/remote)

AHP as POCT Operators





Largest national POCT Network in Australia

The 'QAAMS' Program

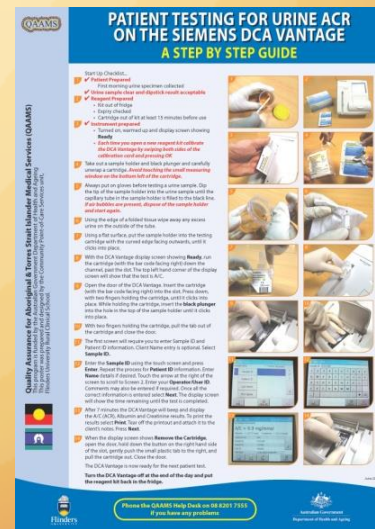
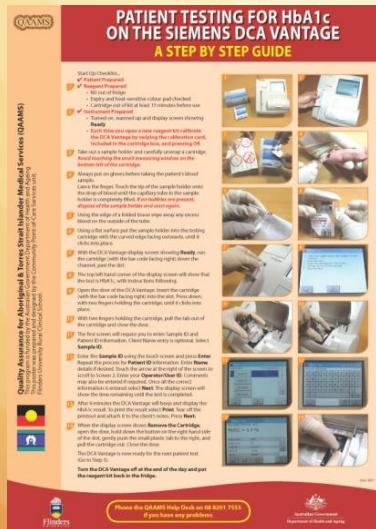
Currently 25 services enrolled in NSW



Benefits of Joining QAAMS

- Community controlled program
- Culturally Safe Training Program and Resources
- Quality Management
- Range of Support Services
- Access to Medicare Rebates





Flexible Training Options



On-site Training



Regional Training Workshop



Training via video conference



Annual QAAMS Workshop

Training by live
'web-streamed'
video via website

www.qaams.org.au

'Participant Only'



The screenshot shows the QAAMS website interface. At the top, there's a header with the QAAMS logo and a background image of a landscape with a large rock formation. Below the header, there's a navigation bar with links: Participant Log in | Home | Search | Contact us. The main content area is divided into two columns. The left column contains a 'Menu' with links to Mission statement, What is the QAAMS program?, Aims & objectives, Who's involved?, QAAMS structure, Main activities (Education & training, Annual workshop, Quality management, Support services, Cultural and clinical outcomes), History, Publications, Related links, Gallery, Why join QAAMS?, Issues to consider, How does my service join?, Contact us, and For participant's only. The right column features a 'Mission Statement' with the QAAMS logo and a quote: "To provide culturally appropriate and clinically effective diabetes management to Aboriginal and Torres Strait Islander people through the use of Point-of-Care Testing for HbA1c and urine ACR that is conducted under a quality management framework." Below the mission statement is a photo of three people (two men and one woman) working together at a table, with a caption: "QAAMS Program Manager and Aboriginal Health Workers undertaking training, February 2003". Another photo shows a group of people standing in front of a building, with a caption: "Participants at QAAMS Workshop, Alice Springs, NT, October 2005". At the bottom right, it says "Updated: 28 March, 2007". The footer contains the Flinders University logo and copyright information: "All Contents Copyright ©2007. QAAMS is funded by the Australian Government. This website was developed and is hosted by the Flinders University of South Australia. For further information contact: mark.shepherd@flinders.edu.au".

Online Training

QAAMS : Member's Area - Microsoft Internet Explorer provided by Flinders Medical Centre

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds McAfee SiteAdvisor

Address <http://www.qaams.org.au/participants/video.htm> Go Links McAfee SiteAdvisor

General site home | Search | Contact us

QAAMS Training Videos

Menu

- QAAMS Training Resources
- QAAMS Training Videos
- Information Updates
- Key Paperwork
- Claiming Medicare Rebate
- QAAMS Scholarships
- Contact us
- Back to general QAAMS site

PDF document
Image file
Word document
Excel document
Video file

Instructions

Please read the instructions before viewing the training videos.

[How to Use the Video Training \(125KB\)](#)

HbA1c

1. An Introduction to QAAMS
2. Diabetes and HbA1c
3. How the DCA 2000 Measures HbA1c
4. The Theory of How to Perform a Patient Test for HbA1c
5. A Practical Demonstration of a Patient Test
6. Introduction to Quality Management
7. The Theory of How to Perform a Quality Control Test for HbA1c
8. A Practical Demonstration of a QC Test
9. The Theory of How to Perform a Quality Assurance Test for HbA1c
10. A Practical Demonstration of a QA Test

ACR

Done Local intranet

start Inbox - Microsoft ... ICEMEN Worksho... CRH Workshop Le... QAAMS : Member'... CRH Workshop 28... 13:33

Competency Assessment

Trainees must undergo a written and practical assessment following training

Only trained operators with current Certificate of Competency conduct POCT

Provision of Government Medicare Rebate conditional on trained POCT operator performing the test

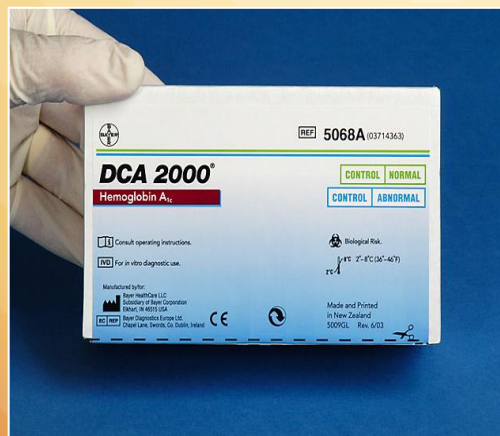


'Quality' Testing

Analytical quality of DCA Vantage is monitored:

- Internal Quality Control ('QC')
- External Quality Assurance ('QA') provided through partnership with RCPA Quality Assurance Programs Pty Ltd

Both standard laboratory practices ... applied in community POCT



Principles of QC and QA Testing

1. Provided with samples that have known values of analyte
2. Test the samples
3. Compare results of testing with known values

If agreement acceptable, then you know:

- Device performing well
and you can continue to
test clients

QAAMS QUALITY ASSURANCE FOR ABORIGINAL AND TORRES STRAIT ISLANDER MEDICAL SERVICES

QUALITY CONTROL RESULT SHEET FOR HbA1c — January to June 2014

☐ DCA VANTAGE ☐ DCA 2000

Lot No: 0101 HbA1c Expiry: May 2016

NORMAL						ABNORMAL							
Level	HbA1c	ACTION	WARNING	TARGET	WARNING	ACTION	Level	HbA1c	ACTION	WARNING	TARGET	WARNING	ACTION
	mmol/mol (%)	< 28 (< 4.7)	28 (4.7)	25 to 38 (4.8 to 5.9)	39 (5.7)	> 39 (> 5.7)		mmol/mol (%)	< 84 (< 9.0)	84 to 96 (9.0 to 10.0)	87 to 104 (9.7 to 11.7)	105 to 168 (11.8 to 17.0)	> 168 (> 17.0)
Jan-14							Jan-14						
Feb-14							Feb-14						
Mar-14							Mar-14						
Apr-14							Apr-14						
May-14							May-14						
June-14							June-14						

Siemens HbA1c Quality Control Kit

Each month fax this completed Quality Control result sheet to **08 8201 7886**

© QAAMS Management Team, Flinders University International Centre for Paediatric Care Testing

Support Services

- QAAMS Leaders Team
- Telephone Support Service
- Newsletters



Phone Number:
(08) 8201 7555



Medicare Rebate

HbA1c = \$14.45 (73840) + \$9.10 (*74991)

ACR = \$17.30 (73844) + \$9.10 (*74991)

*74991 is the Medicare "Rural/Remote" payment code for Bulk Billing for children under 16yrs and for Concession Card Holders

19 (2) exemption

601 specialty code for Dr's provider number

Indigenous Medicare Liaison Officer-call 1800 556 955

More details on QAAMS website



Effectiveness of QAAMS

- **Culturally Effective**
- **Clinically Effective**
- **Analytically Sound**
- **Cost Effective**



Culturally Effective

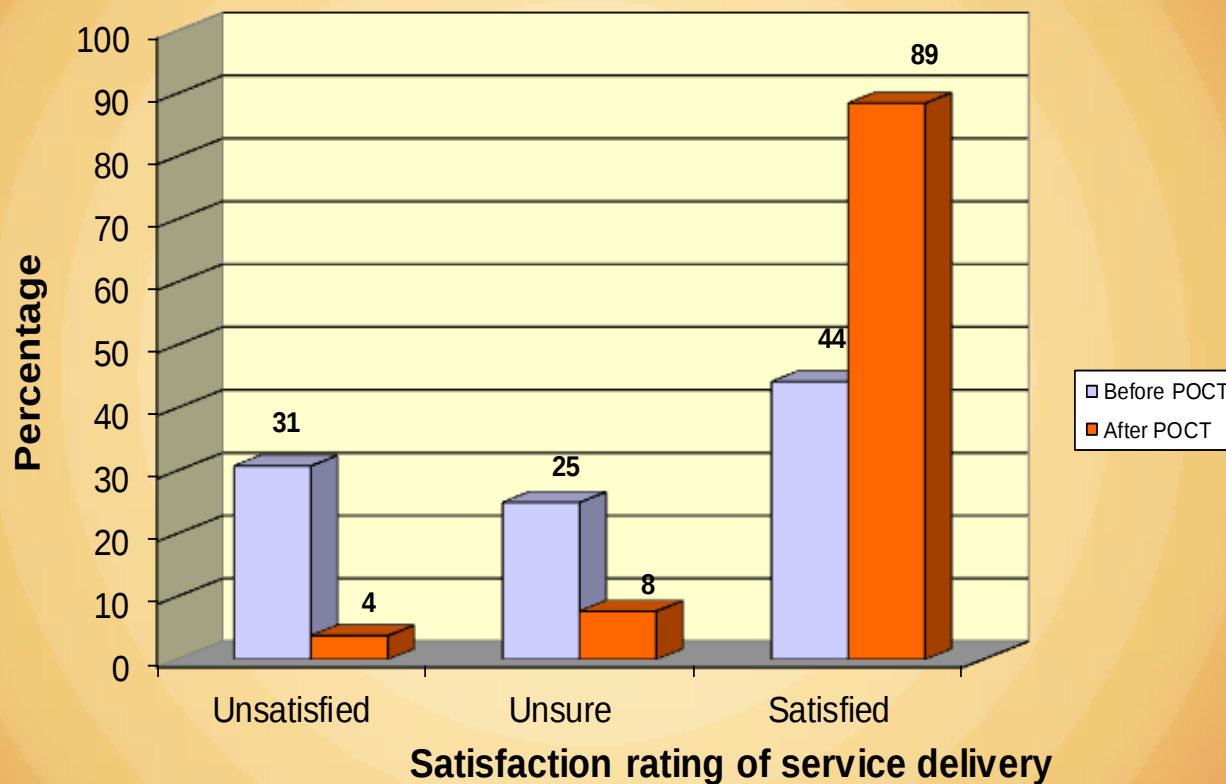
Well accepted by:

- Clinicians
- AHPs
- Clients



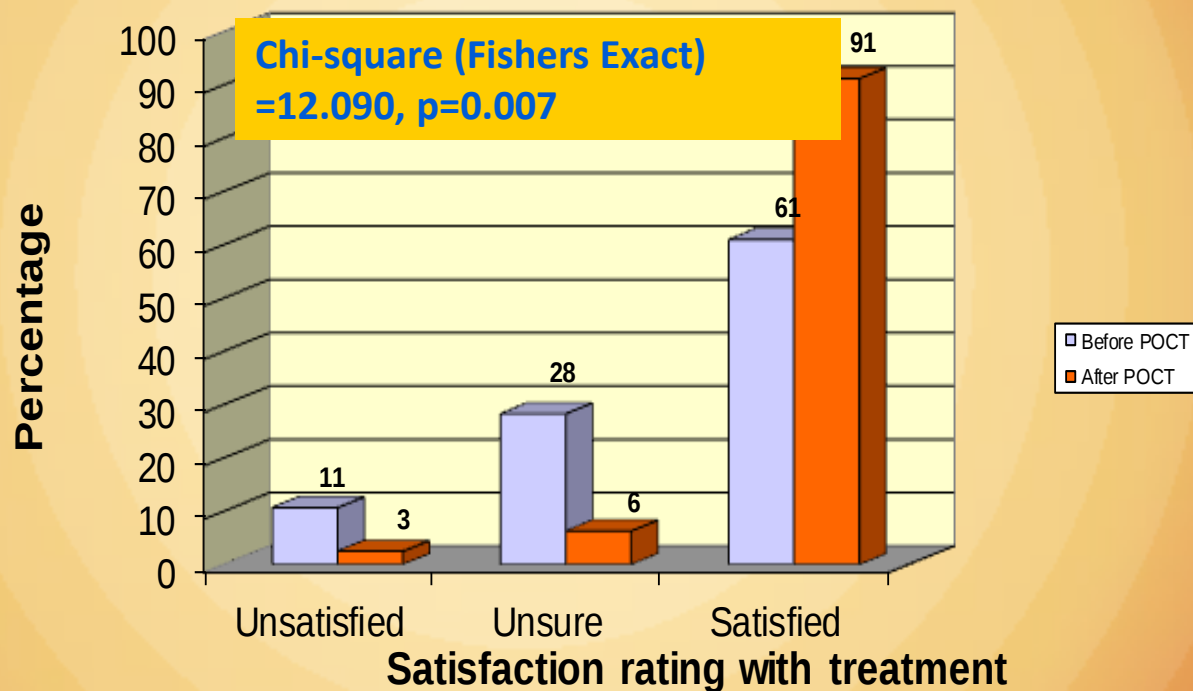
Culturally Effective

Device Operator (AHP) Satisfaction (n=52)

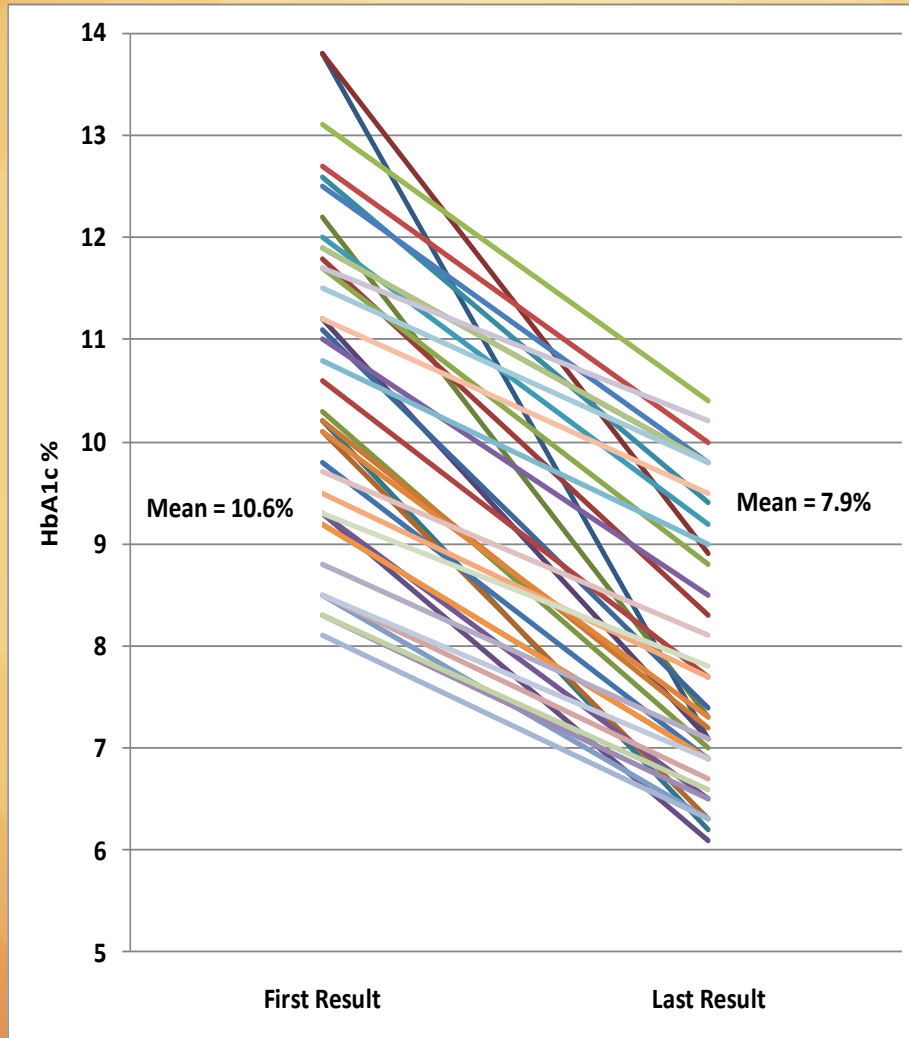


Culturally Effective

Client Satisfaction (n=159)



Clinically Effective



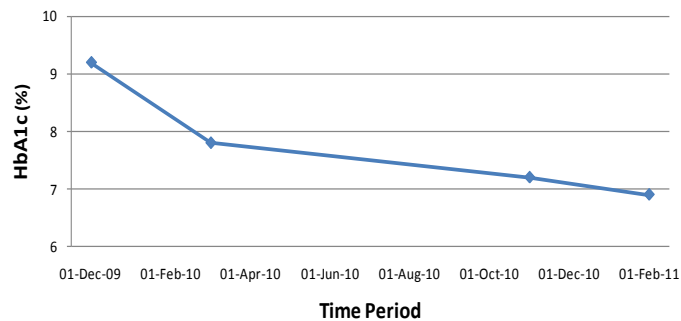
NT Clients n=40

**Mean Time by
POCT=15 months
(2.7% reduction in
average HbA1c)**

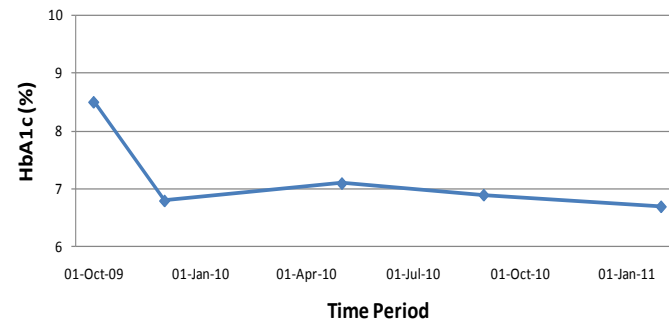
**Remembering
that just a 1%
reduction in
HbA1c = 25-30%
reduction in risk
of complications**



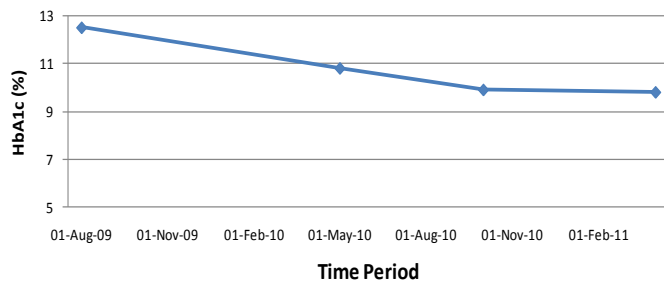
Case 1



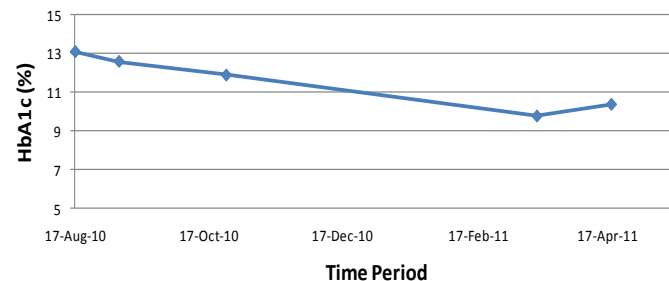
Case 4



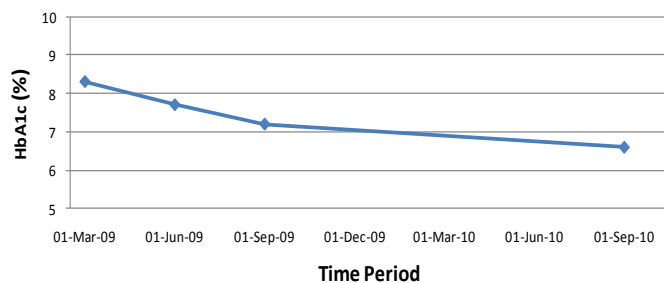
Case 2



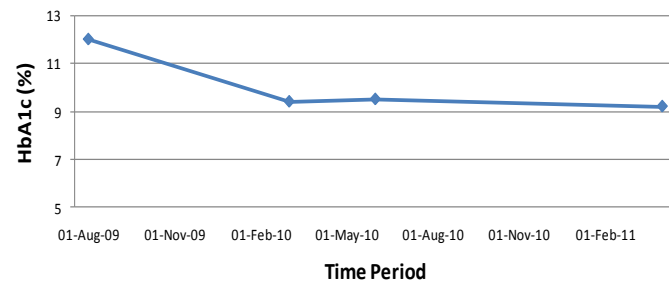
Case 5



Case 3



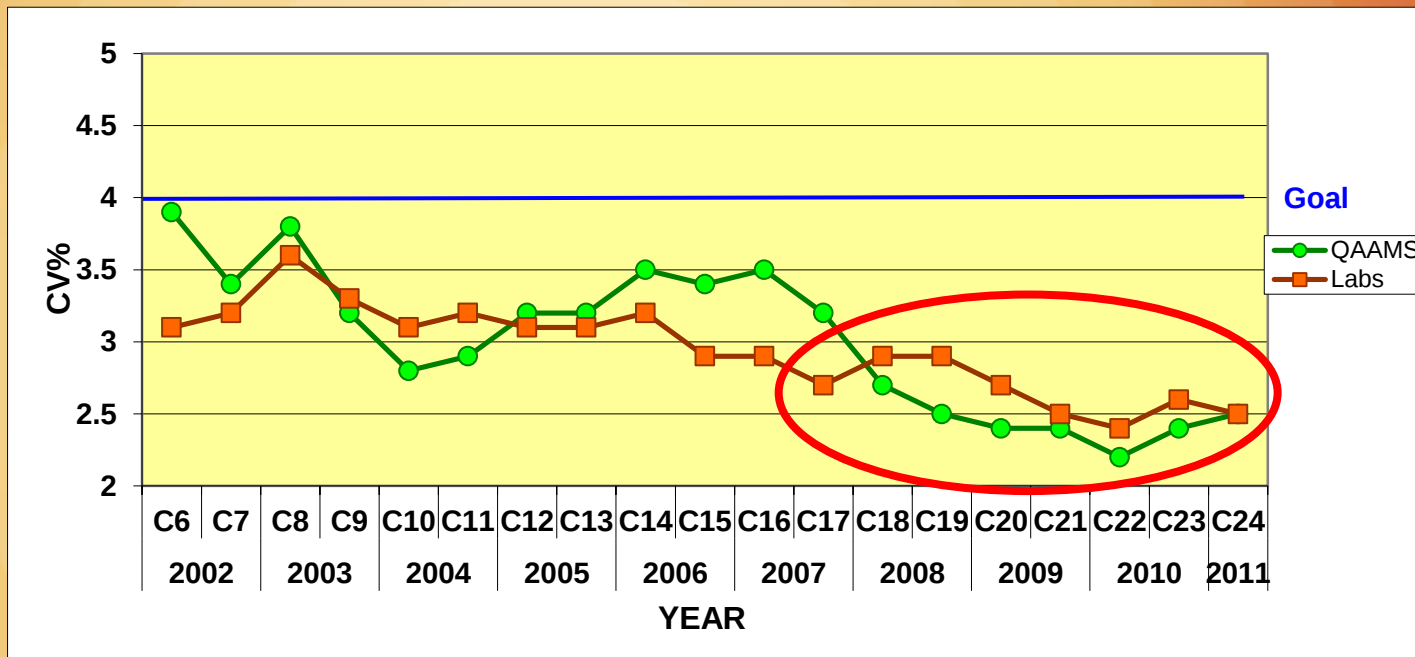
Case 6



Clinical Effectiveness

Parameter	15 months BEFORE POCT	15 months AFTER POCT
Change in HbA1c (%)	9.5% to 9.8% (+0.3%)	10.6% to 7.9% (-2.7%)
Mean TAT of result	42 hours	6 mins
Mean time to consult	24 days	Immediate*
#HbA1c tests/patient	2.7 tests in 15 mths	4.2 tests in 15 mths

Analytically Effective



Shephard M & Gill J. Clinical Biochemist Reviews 2010: 31: 95-99

The lower the CV%, the better the quality of the test

How to Join The 'QAAMS' Program

Are you an Aboriginal Community Controlled Health Service or a NSW funded Aboriginal Medical Service?

Does your community have a high population of ASTI people with established diabetes?

Does your service want to take greater control of diabetes management?



How to Join The 'QAAMS' Program

Does your health service have a DCA Vantage?

If not, do they have sufficient funds to buy one?

Trade in offers available on the DCA 2000's for upgrade to DCA Vantage

Siemens contact: Yvette Kruger.
Telephone: 03 9721 7022



- Fundraising Event
- Medicare Rebates



How to Join The 'QAAMS' Program

Appropriate Infrastructure:

- **Staff:** Aboriginal Health Worker or Nurse
- **Time:** Allocation of time to complete client
& and quality testing, on-going training
- **Support:** Appropriate support for staff from
clinical and administrative team

The logo for the QAAMS program is located in the bottom left corner. It features the word "QAAMS" in a bold, serif font, surrounded by a decorative border of small, colorful dots in shades of red, orange, yellow, and black. The entire logo is set against a white background within a blue-bordered box.

QAAMS

How to Join The 'QAAMS' Program



QUALITY ASSURANCE FOR ABORIGINAL AND
TORRES STRAIT ISLANDER MEDICAL SERVICES

PROGRAM MANAGEMENT

2014 QAAMS PROGRAM - ENROLMENT FORM

1. Full Name of Service:

2. Our service wishes to participate in the following QAAMS Programs in 2014:

HbA1c ☐ Urine ACR ☐ (please tick)

3. Name of the Contact Person(s) from your Service responsible for the QAAMS Program:

Their position is: Area Health Professional ☐ Nurse ☐ Doctor ☐

Other ☐ (specify):

Their phone number is: () Their fax number is: ()

Their email address is:

Their mobile phone number is:

Your Full Street Address for Delivery of QAAMS 2014 Materials is:

Post Code:

4. Your Full Postal Address for Delivery of QAAMS Quality Assurance Monthly Summary Reports and/or

General Program Information is:

Post Code:

5. This question is to be completed **ONLY** by those services that have more than one DCA. Do you wish to be enrolled under:

Separate kits ☐ Results only ☐ (please tick)

6. Instrument Type (please tick): ☐ DCA 2000 ☐ DCA Vantage

7. As CEO/Director of this service I, (print name),
give my approval for our service to participate in the QAAMS Program for 2014.

(Signature of CEO/Director)

Date

Please complete and fax this sheet to the QAAMS Management Team on 08 8201 7666.

QAAMS Program Management
Flinders University International Centre for Point-of-Care Testing
Phone: 08 8201 7666
Fax: 08 8201 7666

FREE TO JOIN

Contact QAAMS Management
Team: (08) 8201 7555

OR

Visit QAAMS Website:
www.qaams.org.au

Easy to fill out Enrolment Form

- Contact details
- Signed by CEO or Director of Health Service



Concluding Remarks

Campbell Research & Consulting Independent Review of QAAMS; Final Report 2008

"The QAAMS model is firmly rooted in accepted approaches to Aboriginal healthcare. QAAMS has consistently maintained a high level of cultural appropriateness and acceptability ..."

"Aboriginal Health Professionals and clients alike hold QAAMS in high esteem."

"The program has always been very consultative & culturally sensitive & empowering; those are the things that have made it such a success."

"All sources of evidence suggest that QAAMS is meeting best practice standards in the areas of Indigenous healthcare, diabetes management and Point-of-Care Testing."



Acknowledgement of Support from Department of Health and Ageing



Australian Government

Department of Health and Ageing

QAAMS

Acknowledge QAAMS Management Team

FlindersUniversity iPOCT

Anne Shephard
Beryl Mazzachi
Bridgit McAteer
Brooke Spaeth
David Badger
Heather Halls
Lara Motta
Lorri Tietz
Pauline Rudevics
Narelle Brown

RCPA QAP

Kristina Barancek

QAAMS Leaders

Chris O'Brien
(National & NSW)
Jodie Croft (VIC & TAS)
Malcolm Gertz (QLD)
Richard Seden (NT)
Tony Burgoyne (SA)
Trevor Garlett (WA)

Clinical Support Officer

Dr David Dunn

Siemens

Yvette Kruger

Medicare

Teneale Lavender

