



## Tips for facilitating a group discussion on the ESP Project

This guide has been developed to support the facilitation of groups/teams discussing ESP data and findings. ESP online surveys are also available in pdf format for printing.

### Before the discussion

1. **Distribute the ESP report** well before the scheduled discussion. Emphasise the benefits of taking time to read and discuss the report.
2. **Download resources** that may support discussion such as:
  - ESP Report and PDF of survey. Available [here](#) on “Reports” tab.
  - How to interpret the box plot graphs (online presentation with dialogue). Available [here](#) on “resources” tab.

### At the start of a discussion

1. **Define data** if necessary - *information about the care we provide*. Explain ‘aggregated’ data - *data that are brought together*.
2. **Provide information about the ESP Project**

ESP is a dissemination project of the ABCD National Research Partnership. CQI data are aggregated for each area of primary health care (e.g. preventive health, mental health): our state/territory and national data. Each ESP cycle has 2 phases of reporting and feedback

*Message:*

~ *These data tell a national story. The ESP project invites us to analyse the CQI data to identify improvement priorities, and share what we know about barriers and strategies for improving the quality of care.*

3. **Highlight the opportunity provided by the ESP Project**

By participating in the ABCD National Research Partnership, many One21seventy registered services agreed to share CQI data for the benefit of all primary health care centres across the country.

*Messages:*

~ *ESP data represent thousands of de-identified client records. We can see what’s happening in the quality of Aboriginal and Torres Strait Islander primary health care delivery across Australia. This has not been possible until now.*

~ *The ESP Project is using a consensus approach. We are joining health professionals across Australia, sharing knowledge and experience to interpret CQI data.*

~ *We can see that primary health care teams across the country may be experiencing similar CQI results and quality issues as us. ‘Gaps’ in care quality are often due to wider system issues.*

4. **Take the group through the online presentation ‘How to read box plots’**. Available [here](#).
5. **Set some ground rules for discussion** - (e.g., staying on track, not interrupting, respecting differences of opinion).

## During the discussions, use guiding questions

### **Phase 1 – Identify evidence-practice gaps (EPGs)**

Look at preliminary gaps. Are there other areas that should be priorities?  
How do the national priority evidence-practice gaps relate to our local results?

*What's being done well?  
What's not being done?  
What might that look like here?*

#### **Phase 1 survey**



### **Phase 2 – Barriers/Enablers**

Look at national and state data to see trends in service delivery over time for each EPG. What may have influenced the changes?

*What are our experiences of working in a health centre or in the wider health system? - the resources ... facilities and equipment ... staff ... support ... etc. ... to address these evidence-practice gaps (see survey)*

*As people who work in the health system, what do we know, experience and believe about, our skills ... roles ... intentions ... feelings towards our work ... decisions when providing care? (see survey)*

*What has most influence on care delivery?*



*Tip: If discussion moves on to the next phase, use the momentum. Note and 'Park' the issues or suggestions and return to them later.*

### **Phase 2 (cont.)- Strategies**

What is needed at system level to overcome barriers/enhance enablers and support us at local level

*How could local health centre systems be changed to support the healthcare needs of our community?  
How could wider systems change to support local needs?  
What actions are needed? (see survey)*

*Is there need for ... further up-skilling ... revised job descriptions ... info systems ... equipment to provide recommended care?'*

#### **Phase 2 survey**

## As you proceed

- Create a safe environment for discussion (e.g., encourage participation without pressure to talk, allow silence and 'thinking time')
- Remain objective as you lead and guide the discussion
- Clarify terms used and key points, if there is risk of misinterpretation
- Keep your eye on the time (to achieve the session aims in the allocated time)

## At the end of each session

- Summarise key points and conclusions
- Clarify who will be responsible for the next step (e.g., complete online survey)

### Resources and tips for facilitating groups

[A Handy Guide to Facilitation](#) – guidance on effective group meetings and facilitated workshops

Services with a current contract for use of the One21seventy web-based information system can also access: 'Tips for preparing and facilitating a group session' in Section 10, pp. 137-142, [Improving the quality of primary health care: a training manual for the One21seventy cycle](#).

For more information email us on [abcd@menzies.edu.au](mailto:abcd@menzies.edu.au)



**Sue Ferguson-Hill**, *One21seventy Workforce Development Officer*, has offered these tips for facilitating a group discussion about ESP data and report interpretation.

*'ESP data tell a powerful story about what is and isn't working well in primary health care delivery in Aboriginal and Torres Strait Islander communities across the country. I hope these facilitation tips help your group contribute to this important evidence-based discussion about what needs to be done differently, at a higher system level, to help you improve the quality of care for your community.'*