

Meet Northern Queensland Primary Health Network's (NQPHN's)

# Primary Care Engagement Team



## About NQPHN

### Our aim

NQPHN aims to improve health outcomes for all residents by supporting, investing in, and working collaboratively with local hospital and health services, the primary healthcare sector, local government areas (LGAs), other health organisations, and the wider community.

### Our region

The NQPHN region extends from Moranbah in the south, up to the Torres Strait in the north, and west to Croydon and Kowanyama.

## About the Primary Care Engagement Team

As part of NQPHN's commitment to primary care providers, the organisation is pledging investment and effort to ensure that primary care is well placed to respond to the emerging health needs of the North Queensland community.

The Primary Care Engagement Team aims to assist primary care providers to maintain highly effective and sustainable practices. The team works to build workforce capacity and capability of GPs and other primary care professionals and their teams to meet the demands for primary care services through integrated, coordinated, and responsive service provision.

### Our role

- » Design and deliver primary care capability and capacity enhancing interventions through face-to-face engagement and planned education.
- » The collection, collation, analysis, and meaningful use of de-identified clinical data to enhance patient management and practice sustainability.
- » Driving health service and system integration and improvement through digital enablement by

providing capability enhancing support, training, and resource provision.

- » Increased capacity of general practices to be able to systematically measure and monitor patient care to improve outcomes through continuous quality improvement (CQI) activities.
- » Providing leadership, education, and resources to ensure regional readiness for health reform in collaboration with general practice and other primary care providers and local health services.

### Our services

- » Data optimisation program
- » Digital data dashboard
- » Digital capability enhancement program
- » Continuing professional development program
- » Continuous quality improvement programs
- » Training and webinar library
- » *My health for life* program
- » Resource library
- » Newsletters



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



## Get to know the Primary Care Engagement Team

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**Jennifer Burnham**  
**Primary Care Engagement Manager**  
Mackay

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Jenny leads the Primary Care Engagement Team to deliver comprehensive and professional support to the primary care sector. Jenny has 30 years medical administration and Practice Management experience including general practice, private and public hospital administration, and emergency services. Jenny's leadership qualities, understanding of the health system,

and integration enables her to think outside the box to create, develop, and implement innovative solutions to complex issues.

**E:** [jennifer.burnham@nqphn.com.au](mailto:jennifer.burnham@nqphn.com.au)  
**M:** 0499 292 838



**Linda Jowitt**  
**Senior Primary Care Engagement Officer**  
Cairns

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Linda is an Enrolled Nurse, originally of the UK, who has called Cairns home since 2006.

With over 25 years health industry experience, incorporating both medical administration and nursing, Linda has worked in both the public and private sector and has built many trusted relationships within the GP community during her time in the region.

Linda is very excited to once again be part of the Primary Care Engagement Team and working with our partners to develop an integrated and coordinated primary healthcare system that ensures we reach our vision of helping 'Northern Queenslanders live happier, healthier, and longer lives'.

**E:** [linda.jowitt@nqphn.com.au](mailto:linda.jowitt@nqphn.com.au)  
**M:** 0484 511 696



**Claire Lawless**  
**Primary Care Engagement Officer**  
Cairns

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Claire has medical administration experience in a specialist clinic environment and general practice. These roles enabled her to gain experience communicating with health providers and a good understanding of the health demographics for North Queenslanders. Claire also has a background in customer service, technical data analysis,

and biological science reporting. Claire is a fantastic communicator and problem solver.

**E:** [claire.lawless@nqphn.com.au](mailto:claire.lawless@nqphn.com.au)  
**M:** 0455 043 559



## Patricia Taylor

**Senior Primary Care Engagement Officer**  
Townsville

Patricia, an experienced healthcare professional, merges over 10 years of practice management in general practice and Aboriginal Medical Services (AMS) with a background as an Enrolled Nurse. Her expertise spans general practice, AMS, and hospital settings, underpinned by managerial skills and a dedication to community engagement. Passionate about mentorship and training,

she actively fosters sustainable healthcare solutions in underserved communities, making her an invaluable asset to team striving for excellence.

**E:** [patricia.taylor@nqphn.com.au](mailto:patricia.taylor@nqphn.com.au)

**M:** (07) 4796 0432



## Debra Davis

**Senior Primary Care Engagement Officer**  
Mackay

Debra is an endorsed enrolled nurse and practice manager with over 15 years' experience in general practice. Debra moved to Mackay seven years ago and understands the challenges of rural and remote health, after working as a practice nurse in a remote general practice in Western Queensland. Debra is committed to building the capacity of the health workforce in northern

Queensland by encouraging quality improvement through practice engagement and supporting general practice in developing access to integrated and comprehensive care for at risk patients.

**E:** [debra.davis@nqphn.com.au](mailto:debra.davis@nqphn.com.au)

**M:** 0482 578 279



## Alexander Mathias

**Digital Capability Officer**  
Mackay

Alex is passionate about Digital Health and has over five years experience working in this space. His qualifications include Bachelor of Arts, Certificate IV in Network Administration and Diploma in Community Welfare Work. His goal is to achieve a workforce confidently using digital health technologies to deliver health and

care. Alex can provide online and face to face support to improve provider uptake and use of State and National digital health initiatives.

**E:** [alexander.mathias@nqphn.com.au](mailto:alexander.mathias@nqphn.com.au)

**M:** 0439 110 555

## NQPHN programs

NQPHN Programs	Descriptor
Data Optimisation Program	NQPHN provides clinical audit tools to general practice at no cost as well as training and support on how to utilise their practice data to improve clinical safety, patient care, and prepare for accreditation. Monthly benchmark reports provide practices with patient process of care data as well as financial information to support practice sustainability.
Digital Data Dashboard	A new dynamic Data Dashboard is designed to be a single, secure, self-service virtual landing point for all practices in the NQPHN region. Through this browser-based tool, practices will be able to ascertain their performance over time and relative to other comparable benchmarks and practices across their Hospital and Health Service (HHS) area. This tool will also support the pursuit of continuous quality improvement in general practice. The tool aims to bring together CAT4's health analytics capability with Power BI's PowerPivot business intelligence engine. This dashboard aims to allow practices to quickly analyse data from multiple sources and create summary reports and visualisations that are relevant to their practice.
Digital Capability Enhancement Program	The program supports practices and providers to be resource conservative, technologically agile, and innovation and reform ready through digital capability enhancement.
Continuing Professional Development Program	Professional development activities are designed and delivered locally, based on local need, and informed by population health data. These activities aim to build capacity and skills and to support general practice and other healthcare providers through workforce development and networking opportunities to maintain quality care and best practice in primary health care.
Continuous Quality Improvement (CQI) Program	Continuous Quality Improvement (CQI) is an activity undertaken with the purpose of reviewing, monitoring, evaluating, and improving the quality of services, processes, or experiences delivered at your practice. The NQPHN toolkit provides the information required to successfully carry out quality improvement by guiding you through a process of quality data, identifying areas for improvement, planning QI activities, implementing QI activities, and evaluating QI activities.
Training and Webinar Library	NQPHN's Primary Care Engagement Team develops resources to enhance the provision of capability building opportunities to providers. These resources are made available to providers and their teams on the NQPHN website at <a href="http://www.nqphn.com.au">www.nqphn.com.au</a>
Resource library	NQPHN's resource library is an online platform where primary health care providers can find information to assist you in providing high quality care for North Queenslanders. Visit the resource library at <a href="http://www.nqphn.com.au/healthcare-professional/resource-library">www.nqphn.com.au/healthcare-professional/resource-library</a>
My Health for Life Program	NQPHN is commissioned by the Queensland Government to deliver <i>My health for life</i> (MH4L). MH4L is a free, six-month program where individuals work with a health coach to achieve their health goals. The state government-funded initiative is delivered by an alliance of health organisations and is designed to help Queenslanders stay well and lessen their risk of developing conditions such as type 2 diabetes, heart disease, stroke, high cholesterol, and high blood pressure. Find out more at <a href="http://www.myhealthforlife.com.au">www.myhealthforlife.com.au</a>

**Cairns**  
 p: (07) 4034 0300  
 Level 5, 111 Grafton Street  
 Cairns, Qld 4870

**Townsville**  
 p: (07) 4796 0400  
 Building 500, Level 3  
 1 James Cook Drive, Douglas, Qld 4814

**Mackay**  
 p: (07) 4963 4400  
 2/45 Victoria Street (Ground Floor)  
 Mackay, Qld 4740