

Supporting your practice to meet PIP QI and accreditation requirements

Northern Queensland Primary Health Network's (NQPHN) Primary Care Engagement (PCE) team works alongside general practices across our region to make quality improvement practical, achievable, and compliant.

Through initiatives like Quality Quest, practices receive tailored support and resources to help meet Practice Incentives Program (PIP) Quality Improvement (QI) incentive eligibility and requirements, meet accreditation standards, and document meaningful improvement activity.

PIP QI compliance support

- › Choose a relevant PIP QI measure.
- › Use practice data to identify gaps.
- › Document actions, outcomes, and the next steps.
- › Maintain a clear QI evidence trail.



Practical quality
improvement support
from the NQPHN Primary
Care Engagement Team

Accreditation readiness

- › Prepare evidence for QI discussions.
- › Link activities to standards and practice systems.
- › Strengthen documentation and workflow prompts.
- › Support continuous improvement conversations.

Practice led improvement

- › Focus on one achievable improvement area.
- › Turn data into recalls, screening, or workflow actions.
- › Review progress with PCE team follow-up.
- › Celebrate and sustain small wins.

Stay PIP QI ready.
Strengthen accreditation
evidence. Improve
patient outcomes.



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.



ISO 9001
QUALITY



Meet the Primary Care Engagement Team



Jennifer Burnham

Primary Care Engagement Manager
Mackay

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.



Claire Lawless

Senior Primary Care Engagement Officer
Cairns

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 northern Queenslanders. Claire also has a background in customer service, technical data analysis, and biological science reporting. Claire is a fantastic communicator and problem solver.



Linda Jowitt

Senior Primary Care Engagement Officer
Cairns

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'.



Alexander Mathias

Digital Capability Officer
Remote

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.



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.



Aaron Halliwell

Senior Primary Care Engagement Officer
Townsville

Aaron is an experienced engagement and education specialist with a diverse background across education, research, and health sectors.

His work includes improving Indigenous educational outcomes at James Cook University, researching climate-related health impacts with CSIRO, and studying chronic fatigue in military populations at Deakin University. Aaron has strong skills in stakeholder engagement and is committed to driving innovation and collaboration in healthcare.

He works closely with GPs and primary care providers to support sustainable, community-focused improvements in the primary care sector.



Rachel Wainwright

Senior Primary Care Engagement Officer
Townsville

Rachel brings a can-do attitude and is passionate about supporting primary care through quality improvement and business development.

She partners with practices to build capability, identify opportunities, and deliver meaningful change. A long-time resident of northern Queensland, Rachel has experience as a Practice Manager across ACCHO and Allied Health settings, as well as working as a small business coach. She holds a Diploma of Management, a Certificate IV in Accounting and Bookkeeping, and is a qualified Trainer and Assessor.



Quality Quest pathway

Choose a step ▶ Run the report ▶ Take action ▶ Record evidence ▶ Review progress

What we're hearing from practices

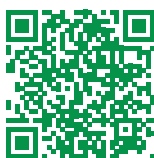
"The PCE support helps make quality improvement feel practical, not overwhelming."

"Having someone step through the data and reports makes it easier to know where to start."

"The visit helps us turn accreditation and PIP QI requirements into clear actions we can document."

Boost your practices QI journey

Visit the NQPHN Quality Improvement Hub for the latest QI activities and resources
www.nqphn.com.au/quality-improvement



Looking for support to stay prepared?

NQPHN's PCE team are ready to help your practice choose your next focus area, run your first report, and capture evidence for PIP QI and accreditation.

To take the next step, get in touch with us at pce@nqphn.com.au