Negotiation

Recruitment
- Service
  - Individuals embrace change facilitated by local leadership
  - Change viewed as advantageous
  - Organisation readiness for improvement activities supported by internal processes
  - Access to & uptake of additional support & resources
  - Effective networks to mobilise resources
  - Integrated governance to oversee CQI process, & resolve issues

Health policy
- CQI process
  - Alignment of ABCD objectives with policy
  - Fit with existing health sector incentives
  - Tools & support provided
  - Ability to facilitate mobilisation of additional resources

Staff retention

Workplace conditions

Leaders
- Academic, clinical & Indigenous champions
- Worked across multiple levels & broader system to influence
- Provided credible evidence of effectiveness of ABCD CQI process
- Facilitated process of ‘sense-making’;
  - built a shared picture of benefits & credibility at all levels;
  - articulated a clear, shared vision

Uptake of CQI

Poverty

Geographic isolation

Burden of illness

Adaptation