Health service environment:
Characteristics that enabled uptake of ABCD CQI process

- 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
  - Staff retention
  - Workplace conditions
  - Burden of illness

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

- 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