Closing the Loop:
A culturally-informed continuous quality improvement initiative for aeromedical retrievals in Timor-Leste

Ruth Hitchins[1]

Estela Noronha[2], Inggrid Pinto[2],

Joshua Francis[1], Alexandra Edelman[1], Deborah Russell[1]

[1]Menzies School of Health Research

[2]Mission Aviation Fellowship Timor-Leste

menzies SCHOOL OF HEALTH RESEARCH

Location



Figure 2. Map of East Timor. Source: Macky, I. (2013). Portable Atlas Project. Public domain.



Figure 3. Map of Timor-Leste municipalities and airstrips (adapted). Source: Fischer (2020), Wikimedia Commons (CC BY-SA 3.0).









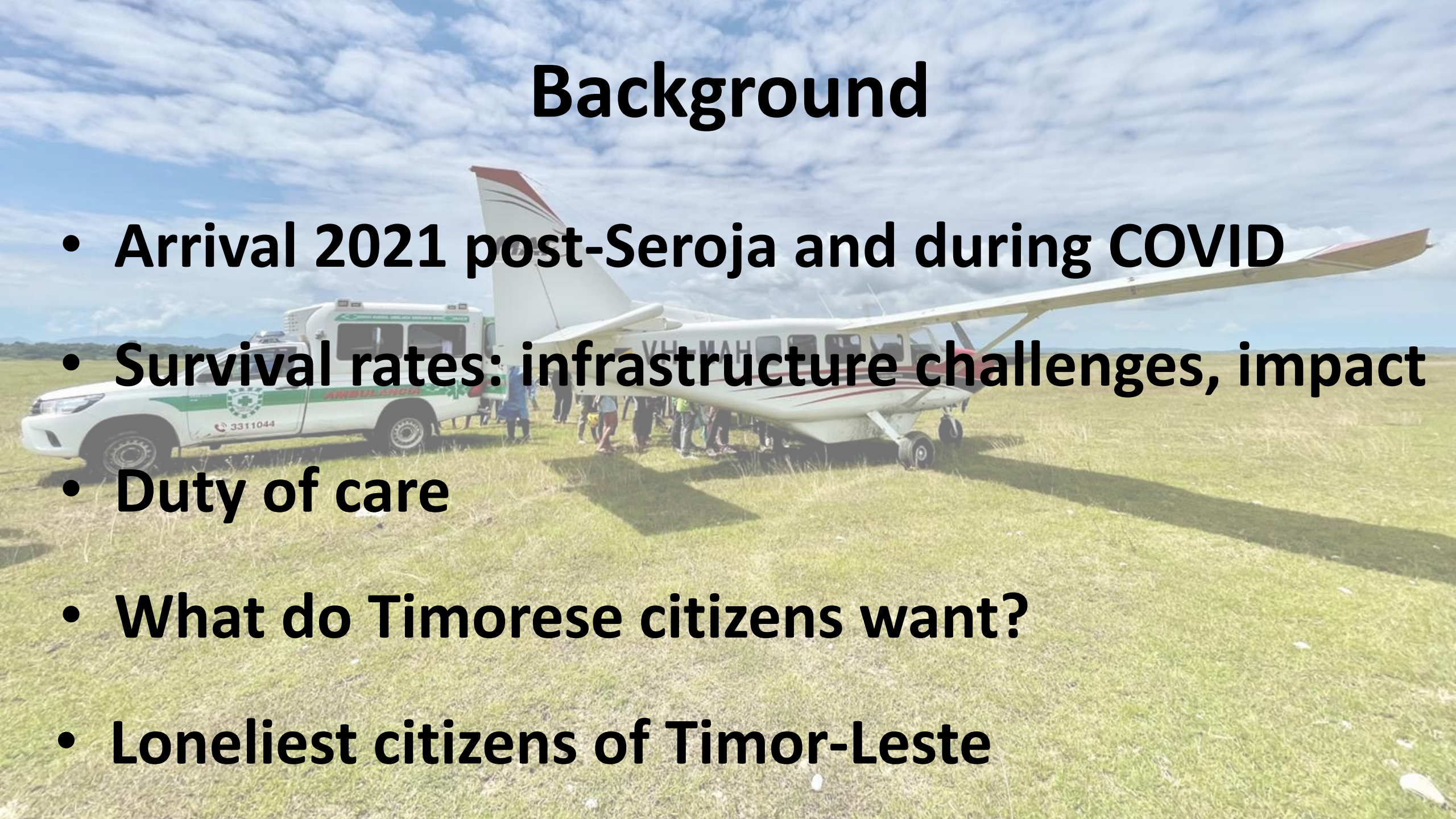


Servisu Hamutuk

- 300 ARs per annum
- MAF: aviation logistics
- Ministério da Saúde: referrals & clinical care


Hi, my name is Estella and
I work here at MAF Timor-Leste in Dili.

Background



- Arrival 2021 post-Seroja and during COVID
- Survival rates: infrastructure challenges, impact
- Duty of care
- What do Timorese citizens want?
- Loneliest citizens of Timor-Leste

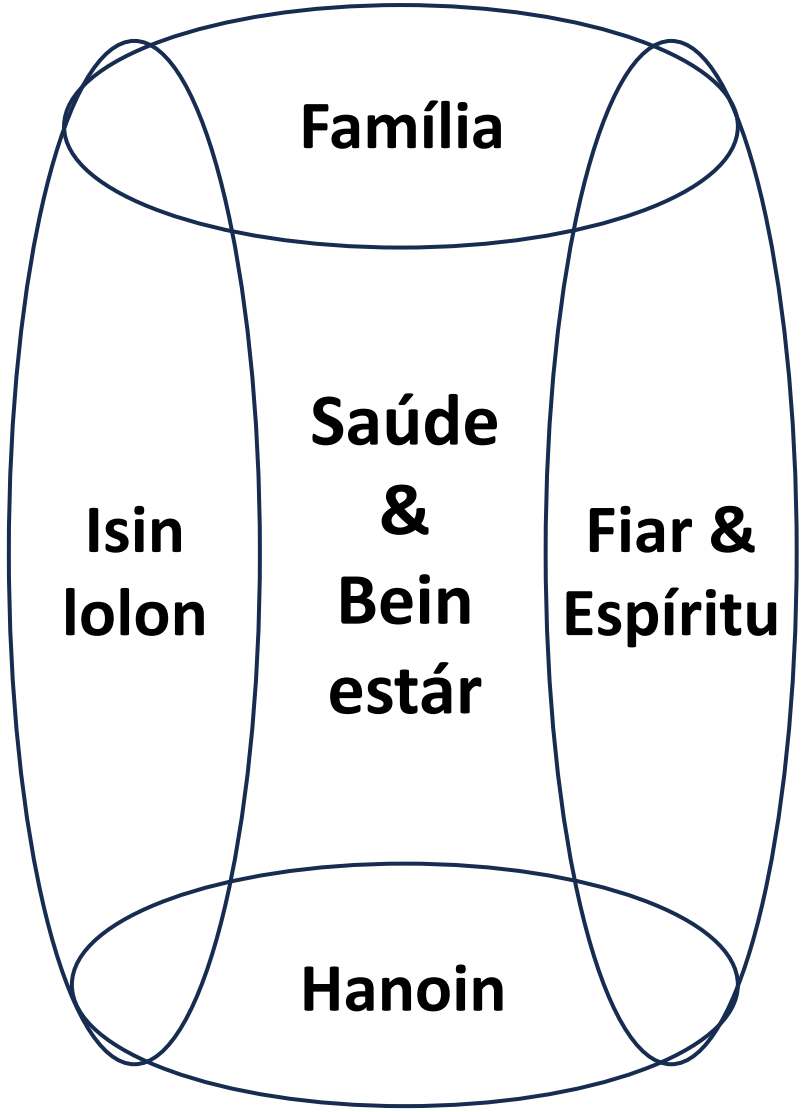
Quality improvement: Closing the Loop



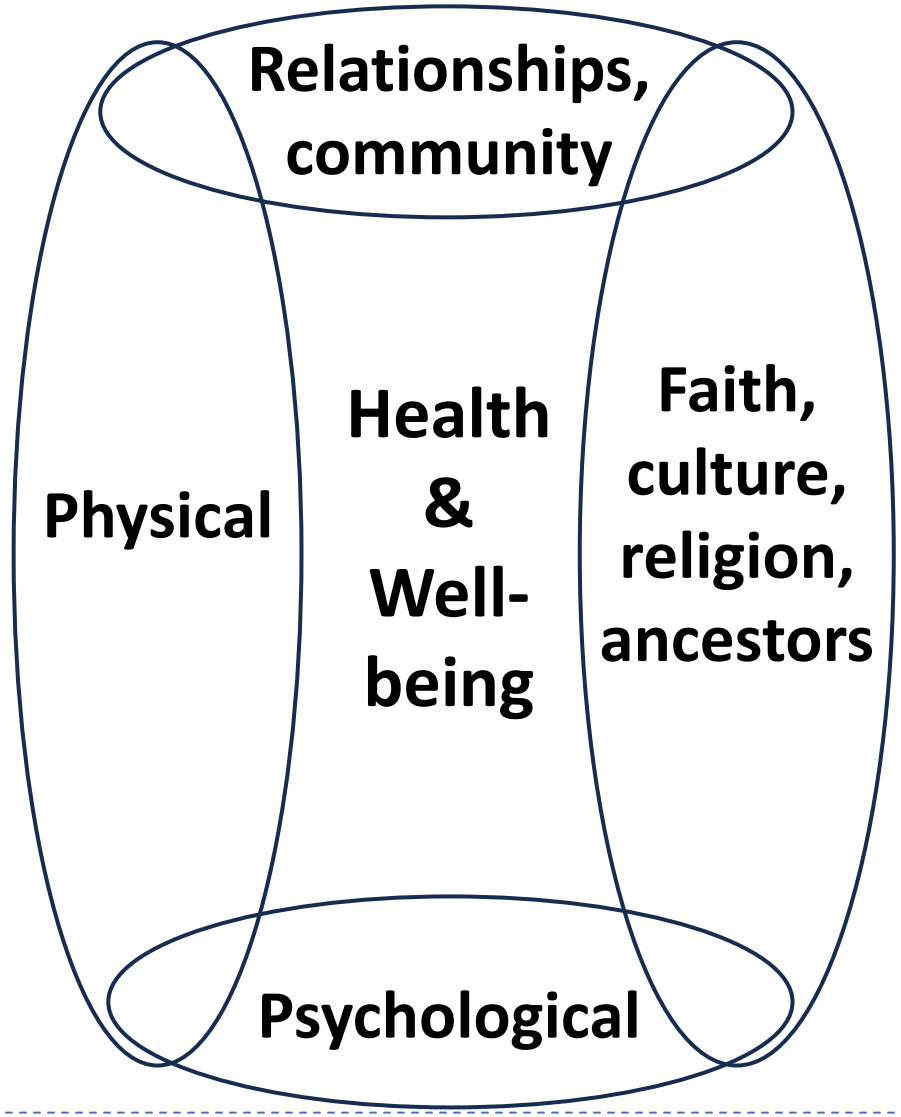
18 months laying the foundations

- Timorese model of health & well-being
- Akompaña
- Challenges

Timorese model of health and well-being



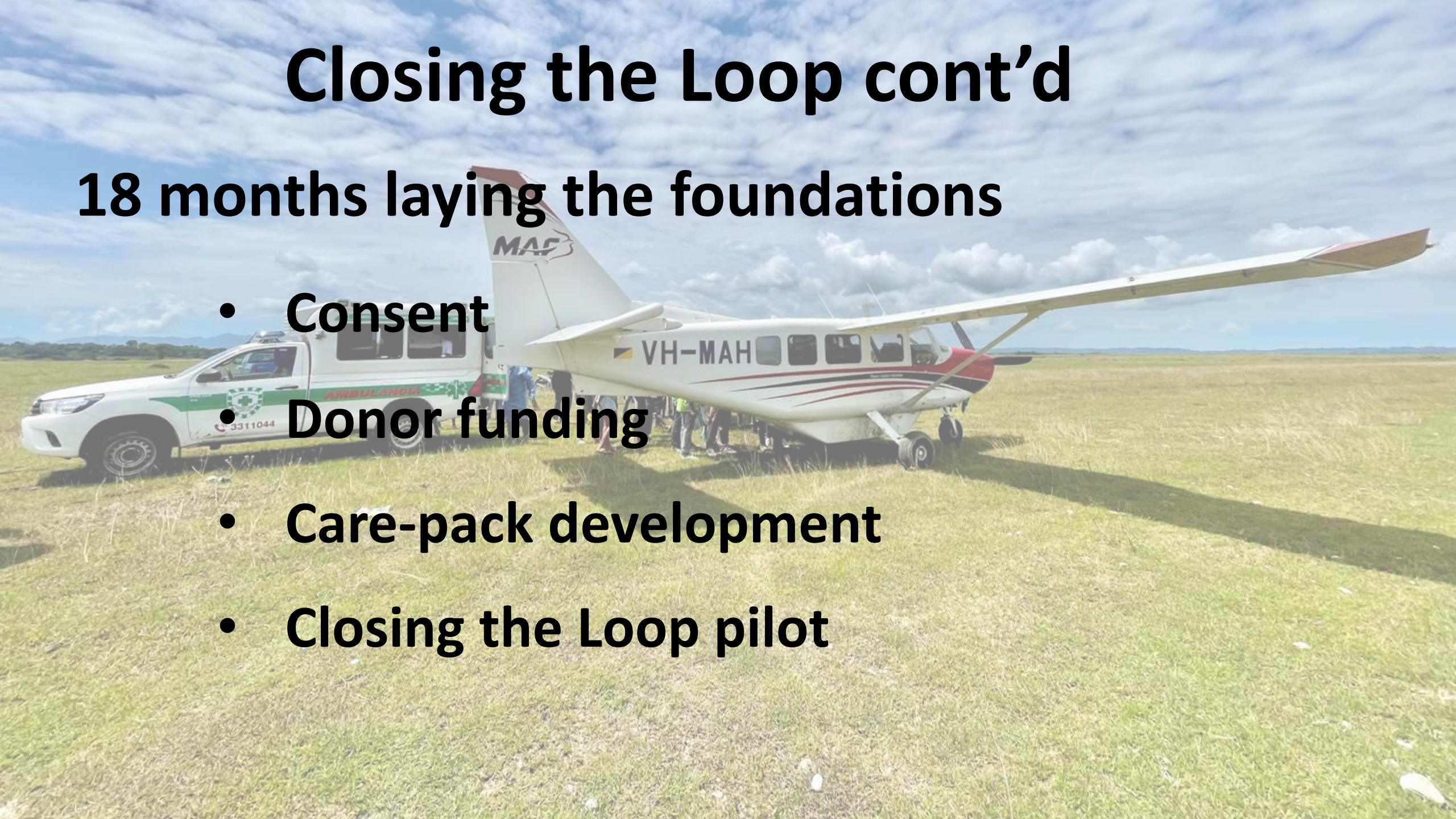
Timorese model of health and well-being



Closing the Loop cont'd

18 months laying the foundations

- Consent
- Donor funding
- Care-pack development
- Closing the Loop pilot



Data collection

- Tracking hospital discharge
- Data-collection through relationships & akompaña
- Data collection began…

“We are so thankful for the medevac, but what really means the most is when you became like our family in hospital.”

Closing the Loop refinement

Fear of flying



Closing the Loop: continuing care, informing research

- Closing the Loop ongoing
- PhD





Obrigada barak

Thank you!

ruth.hitchins@menzies.edu.au