

General Practice Improvement Program

for general practices in the north western Melbourne region

A model for general practice improvement

Our aim is to strengthen primary care to deliver integrated person-centred care that is comprehensive, accessible, safe and coordinated. Our new model has three modules of engagement. Your level of engagement will depend on your needs.



What's included in each module?

1

Practice Improvement

Focused on developing systems for quality improvement.

What is included?

Expert advice	<p>A dedicated Quality Improvement Program Officer as the central contact for the practice.</p> <p>A Practice Improvement Plan to identify specific priorities and objectives that you would like to achieve over 12 months and how the PHN will work with you.</p> <p>In practice support to explore and identify opportunities from your Practice Improvement Plan.</p>
Support and assistance based on your Practice Improvement Plan to:	<ul style="list-style-type: none"> • Implement and respond to policy reforms (such as My Health Record, QI PIP and SafeScript). • Get the best from your general practice and business systems such as how to maximise available funding, MBS, PIPs, HealthPathways, accreditation and practice software systems. • Access PHN funded services such as the Mental Health System of Care to support your practice and patients. • Access to data extraction tools and general practice data reports. • Prepare for your first Accreditation.

Practice Improvement continued

Training and resources	<ul style="list-style-type: none"> • Face-to-face CPD events close to work or home, or by webinar so you can get online when it suits you. • A library of online resources, toolkits with practical methods and strategies to implement in your practice. • Subscription to our new General Practice Newsletter to keep you connected to relevant news and events.
Opportunities	<ul style="list-style-type: none"> • Tenderlink registration – so your practice can apply for PHN funded project and activities. • Local networking events for practice managers and practice nurses. • Regional networking events to bring together general practitioners and the whole practice team, allied health and pharmacy.



Continuous Quality Improvement

Focused on data driven improvement. For accredited practices that share data and are new to quality improvement, or confident to implement quality improvement at their own pace.

What is included? All of the above plus:

Expert advice and support	<ul style="list-style-type: none"> • In practice support to explore and identify improvement opportunities, guide you through improvement methodologies and review and monitor progress. • Support to complete a self-directed improvement activity on a specific practice focus area. • Access to online forums for collaboration.
Data, software and training	<ul style="list-style-type: none"> • CAT PLUS software (CAT4 and Topbar) tools and training held at your practice or PHN. • Quarterly general practice data benchmark reports show how your practice is performing and benchmarking against other practices in the PHN region on a range of improvement measures.



Intensive Quality Improvement

A time-limited intensive facilitated quality improvement project for practices who want to further improve patient, clinical and whole of practice outcomes. For accredited practices that share data.

What is included? All of the above for 1 and 2 plus:

Guidance	<ul style="list-style-type: none"> • Intensive quality improvement program – you will undertake a specific structured quality improvement project that will engage the practice team and show improvements in outcomes.
Data and review	<ul style="list-style-type: none"> • Regular Benchmark reports showing how your practice compares to other practices on the improvement measures relevant to the specific improvement project.
Opportunities	<ul style="list-style-type: none"> • Three collaborative workshops to share ideas, challenges and successes. • Opportunities to <u>showcase</u> your activities and be recognised as improvement leaders. • Learn about how Quality Improvement can assist in: improved patient experience, improved provider experience; create sustainable businesses and improve whole of practice outcomes.

For more information call (03) 9347 1188 or email primarycare@nwmpnh.org.au

