

The benefits of working in residential aged care homes for GPs

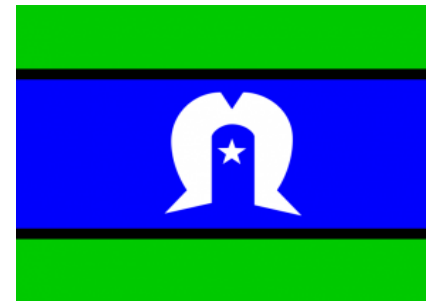
Tuesday 9 April 2025

The content in this session is valid at date of presentation

Acknowledgement of Country

North Western Melbourne Primary Health Network would like to acknowledge the Traditional Custodians of the land on which our work takes place, The Wurundjeri Woi Wurrung People, The Boon Wurrung People and The Wathaurong People.

We pay respects to Elders past, present and emerging as well as pay respects to any Aboriginal and Torres Strait Islander people in the session with us today.



Housekeeping – Zoom Meeting

All attendees are muted

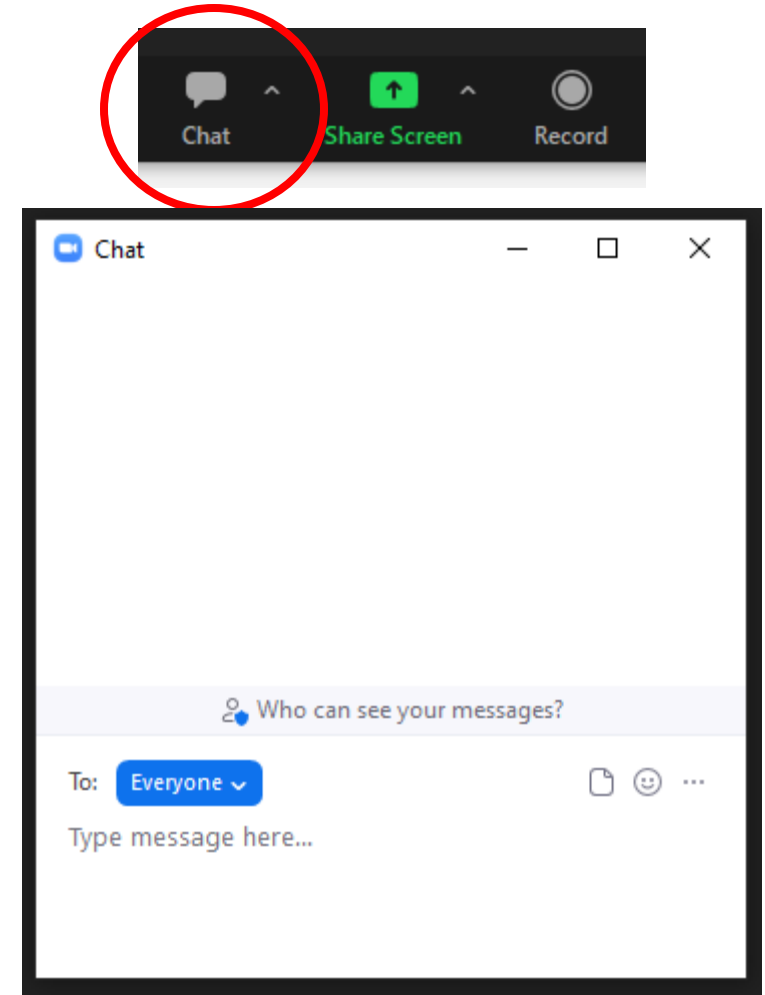
Please keep your microphone on mute

Please ask questions via the Chat box

This session is being recorded

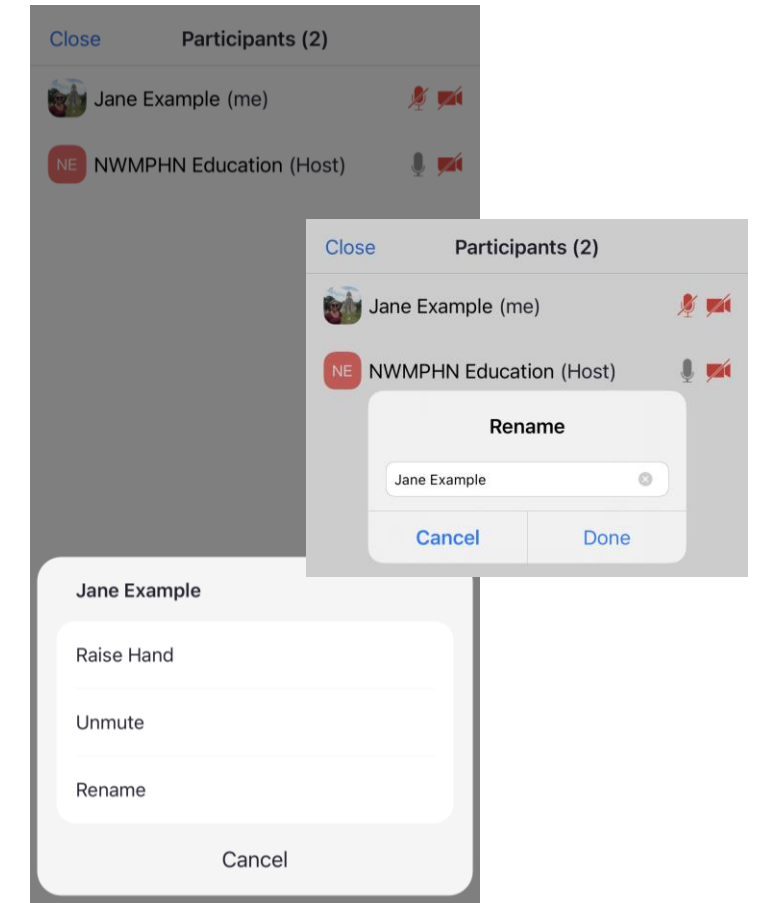
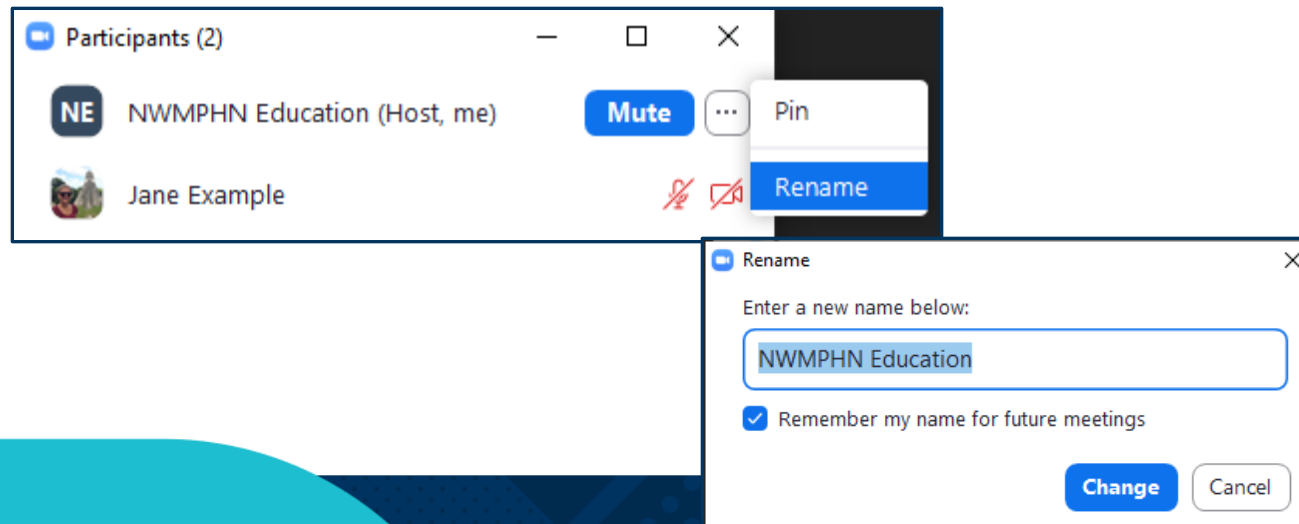
Please ensure you join the session using the name you registered with so we can mark your attendance

Certificates and CPD will not be issued if we cannot confirm your attendance



How to change your name in Zoom Meeting

1. Click on **Participants**
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Desktop: hover over your name and click the 3 dots
Mac: hover over your name and click *More*
3. Click on **Rename**
4. Enter the name you registered with and click
Done / Change / Rename



Speakers

Dr Jagdeesh Singh Dhaliwal

Dr Jagdeesh Singh Dhaliwal is a GP based in Melbourne with a special interest in aged care. He is an honorary senior lecturer at Monash Medical School, where he focuses on communication skills, and Research Translation Fellow at trophi.org.au, leading research into AI transcription tools in aged care.

He is also Medical Director at Alternaleaf, and serves as a medical advisor to HotDoc.

Jagdeesh has over 20 years of experience as a GP partner in England, and has held notable positions including Deputy Director of Postgraduate Medicine at Keele Medical School, Honorary Associate Professor in Health Services Management at the University of Warwick, and consultant medical advisor in health care technology strategy to global

companies such as BT plc, as well as various Australian and UK small-to-medium enterprise technology companies.

He has lectured extensively in the UK, USA, Latin America, and Asia, with particular interests in health care leadership, ageing, complexity, and the support of new technologies and innovation.

Dr Dhaliwal is a former chair of NWMPHN's Older Adults Expert Advisory Group.

LinkedIn: [@medtechdoc](#)



HealthPathways and Residential Aged Care Homes

Pathways are written by GP clinical editors with support from local GPs, hospital-based specialists and other subject matter experts



- 
- **clear and concise, evidence-based medical advice**
 - **Reduce variation in care**
 - **how to refer to the most appropriate hospital, community health service or allied health provider.**
 - **what services are available to my patients**

HealthPathways – Everything you need in RACH!

Residential In-Reach (RIR) Services

Certification of Death

Practice Incentive Programs

After-hours

First 12 Months After Admission

Hospitals - Public

Residential Care Home

Palliative

Telehealth

Falls and Balance Services

Transfer of Care - RACH to Acute Services

Drive

Caring for a Dying Patient

Health Assessments

Comprehensive Medical

Before Entering a Residential

Guide to MBS Items

As

Deprescribing

Dementia Support and Resources

Advance Care Planning

CPD Hours for HealthPathways Use

Emergency Department Referral

Palliative Care Resources

My Health Record

Referral Forms and Templates

Medication Management Reviews - DMMR & RMMR

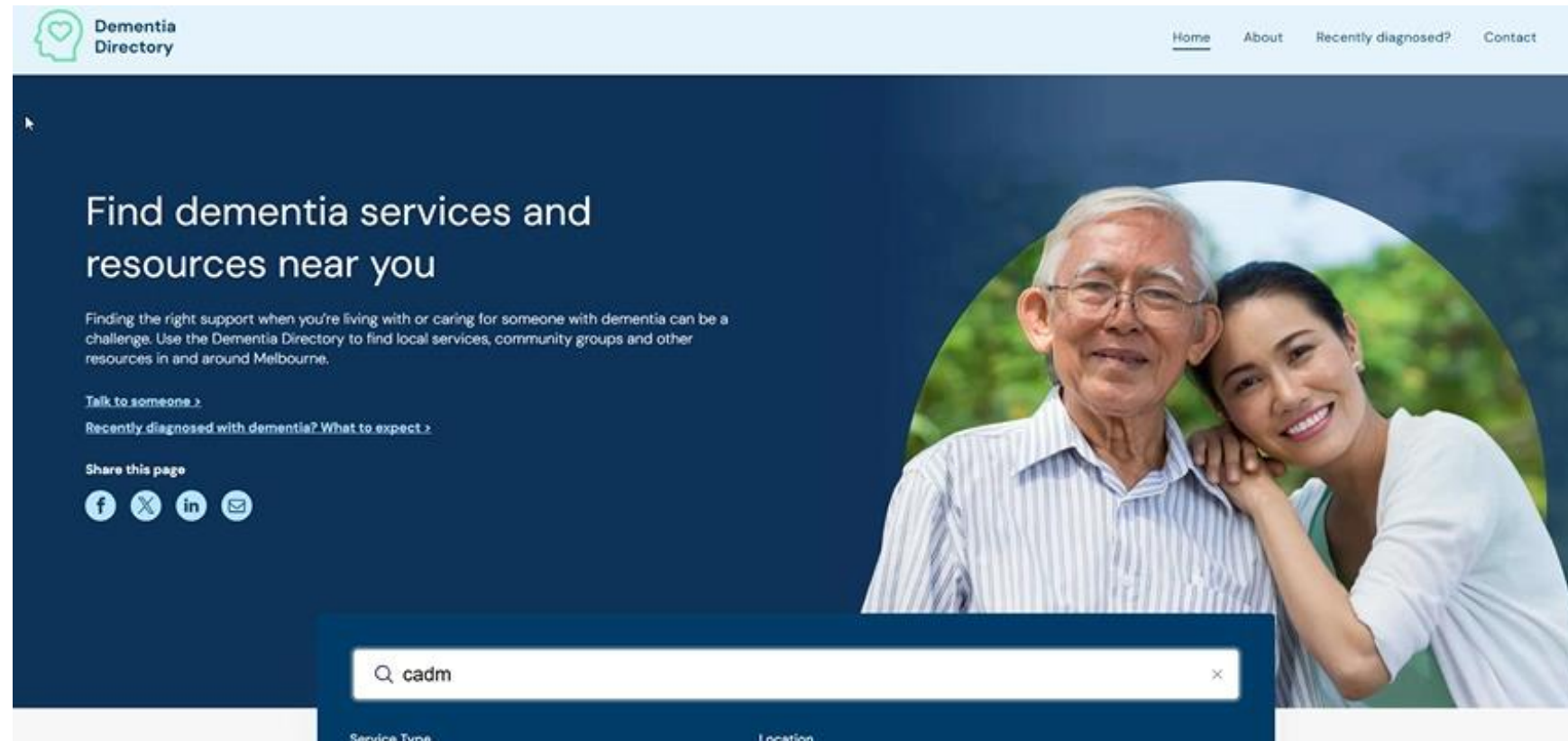
Care Clinics

Visit the Dementia Directory.org.au

Local directories of dementia-relevant services have been created by each primary health network. HealthPathways Melbourne has provided this information via the Dementia Directory


The [Dementia directory](#) is a directory of local services and support for people living in Melbourne with dementia, as well as their carers and families. It complements existing directories for My Aged Care and NDIS.


This directory and accompanying information sheet have been developed for people who live in the Northern, Western and Eastern suburbs of Melbourne.



If you are interested in placing a print order for these resources, please email info@healthpathwaysmelbourne.org.au

HealthPathways – CPD Hours for HealthPathways Use





Melbourne

Weight and Nutrition in Older Adults

RACH Related Care

Unexpected Deterioration in an Older Adult

Older Adults' Referrals

Medicines Information and Resources

Public Health

Specific Populations

Surgical

Women's Health

Our Health System

Carer Resources and Support Services

Community Health Services

CPD Hours for HealthPathways Use

MyMedicare

Department of Veterans' Affairs

Digital Health

Forms and Resources

Hospitals - Public

MBS Items

News Archive

Practice Incentive Programs

Practice Management Resources

Primary Health Networks (PHNs)

Statewide Referral Criteria for Specialist Clinics

cpd

Crystal Burrows

Our Health System / CPD Hours for HealthPathways Use

CPD Hours for HealthPathways Use

About Continuing Professional Development (CPD)

From 1 Jan 2023, the Medical Board of Australia (MBA) requires all medical practitioners (except [those who are exempt](#)) to:

- create a performance development plan.
- undertake 50 hours of CPD per year. This includes:
 - 25 hours of performance review and measuring outcomes (no less than 5 hours per category).
 - 12.5 hours of learning/educational activities.
 - 12.5 hours of free choice.

By 1 Jan 2024, all medical practitioners will need to have identified a CPD home. This is typically their Australian Medical Council (AMC) accredited specialist college:

- [RACGP](#)
- [ACRRM](#)
- [AMA's CPD Home](#)

Specialist colleges may have additional requirements to those set by the MBA, e.g.:

- RACGP requires practitioners to complete a CPR course every 3 years.
- ACRRM requires practitioners to complete an advanced life support (ALS) course every 3 years.

Using HealthPathways for CPD

HealthPathways is a source of contemporary and practical clinical information, localised to the geographical region of the medical practitioner. Application of knowledge contained within pathways to the individual patient provides an opportunity for reflection upon current understanding of the patient's clinical condition, and how it may be improved.

Australian College of Rural and Remote Medicine (ACRRM)

Complete 30 minutes of [performance review](#) and 30 minutes of [educational activity](#):

- Enter details into the [Reflective Activity Template](#).
- Submit to [ACRRM online](#).

The Royal Australian College of General Practitioners (RACGP)

Complete 30 minutes of [performance review](#) and 30 minutes of [educational activity](#):

Expand all

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CPD REPORTING

Add learning notes

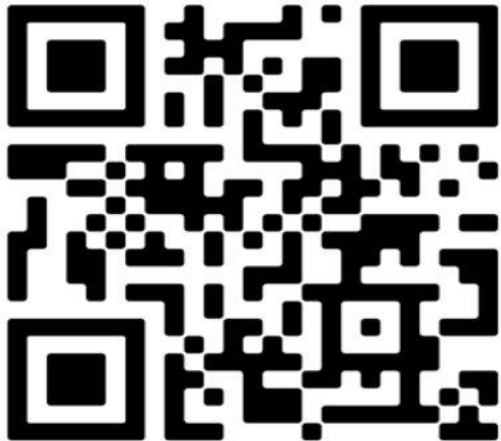
Create a CPD report

SEND FEEDBACK

Accessing HealthPathways

Please click on the **Sign in or register** button to create your individual account or scan the QR code below.

If you have any questions, please email the team info@healthpathwaysmelbourne.org.au.



Welcome

This website is for health professionals only.

Important update: individual HealthPathways accounts are now required

To enhance the security and personalisation of your HealthPathways experience, shared logins are no longer available. All users will now need to access the site with an individual HealthPathways account.

Sign in or register to request access.

Sign in or register

Choosing Aged Care Medicine as a GP

- Dr Jagdeesh Singh Dhaliwal
- Aged Care GP
- <https://www.linkedin.com/in/jsdhaliwal/>



Meet Your Facilitator: Jag Dhaliwal

Professional Background

Current Roles

Research Focus



Senior Lecturer at Monash University

Communication Skills



GP specialising in elderly care

Chair of Older Adults Expert Advisory Group.

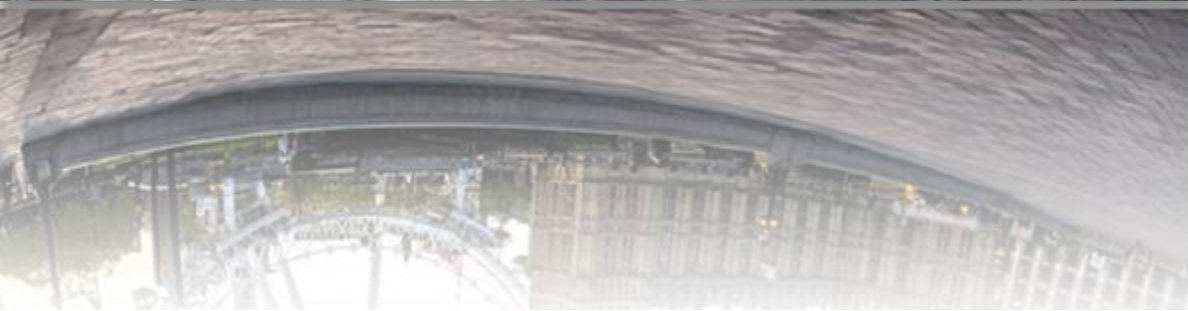


Leading AI implementation projects in primary care, focusing on safety and technology in healthcare. Medical Adviser for tech companies

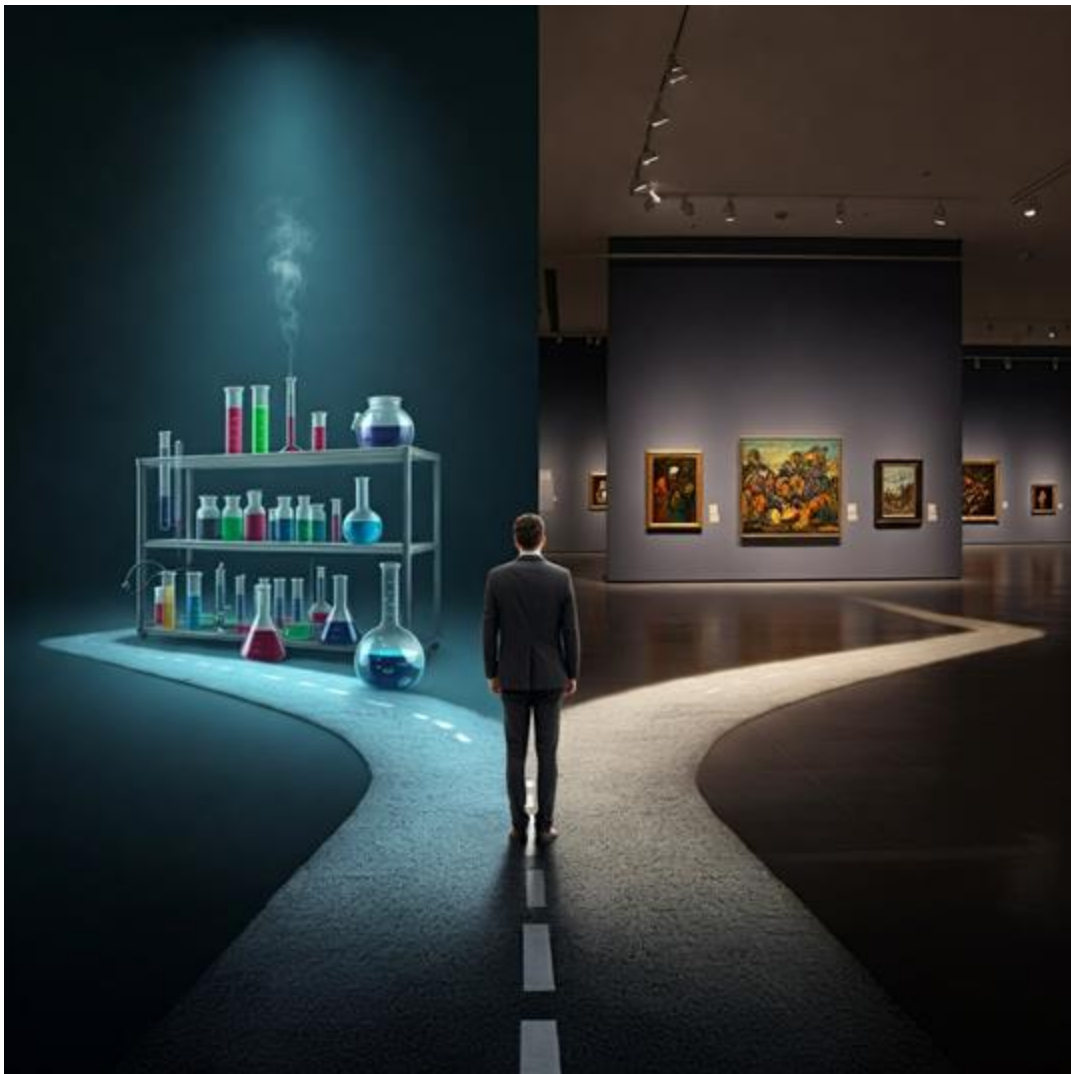


My Journey to Aged Care

- London-born, GP and aged care.
- Emigrated to Australia, worked in bulk billing: low income, no team.
- Switched to mixed billing, encouraged by peers to try aged care.
- Discovered passion for aged care, transitioned fully.
- Outcome: Deep satisfaction and fulfillment in aged care.



Why Aged Care?



Medical History:

Dementia, Alzheimer's disease - Early Onset
Delirium

Depression, mood and affective disorders

Neurotic, stress related, anxiety, somatoform disorders e.g. post traumatic stress disorder, phobic and anxiety disorders, nervous tension/stress, obsessive-compulsive disorder

High cholesterol

Epilepsy

Hypertension (high blood pressure)

Bronchiolitis





Same Realities, Different Narratives, Different Outcomes



Older People; Stories to be Constructed



The Power of Storytelling in Aged Care

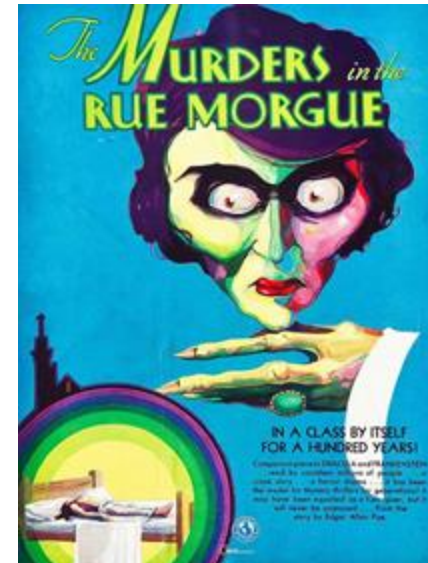
- GPs play a vital role as storytellers for older patients.
- The narratives we share can bring hope and improve the patient's experience.
- Conversely, negative narratives can lead to hopelessness and depression.
- Aged care is a fulfilling path for those with a "can-do" attitude.
- Every added day of quality life is worth cherishing.





Same Facts, Different Stories

AMERICAN HORROR STORY



Career - Practical Issues

- Flexibility: Aged care offers flexible work arrangements, including part-time and locum opportunities.
- Stability: Demand for aged care services is consistently high, providing job security.
- Sociability: Build strong relationships with patients, families, and colleagues.
- Continuity of Care: Follow patients' journeys and witness their progress over time.
- Impactful Work: Make a tangible difference in the lives of older adults.





Income and Benefits in Aged Care

- Income can vary based on experience, location, and employment type.
- In Australia, Aged Care GPs can benefit from enhanced Medicare rebates.
- The new General Practice Aged Care Incentive (GPACI) provides additional payments.
- Other incentives are available for procedural GPs working in Aged Care.
- Overall, Aged Care offers competitive remuneration and job security.

My Typical Week in Aged Care 🌅

- Monday: Aged care facility visits, medication reviews.
- Tuesday: Home visits, GP clinics, care plan discussions.
- Wednesday: Admin, meetings, professional development.
- Thursday: Aged care facility visits, case conferences.
- Friday: Home visits, GP clinics, follow-ups.
- Weekends: On-call roster (shared).





Effectiveness in Aged Care GP

- Strong Processes: Streamlined systems free up mental space for compassionate care.
- ISBAR Handover: Clear communication ensures continuity and minimises errors.
- Time to Care: Efficient workflows allow for dedicated patient interaction.
- Tech Savviness: Embracing technology like AI Scribes to enhance efficiency.
- Teamwork: Collaborative approach with families and healthcare professionals.

Aged Care's Future: Tech & Beyond**

- AI Scribe Technology: Revolutionising note-taking and communication in aged care.
- Pharmacogenomics: Personalised medicine for improved treatment outcomes.
- Enhanced Nutrition: Tailored dietary plans for optimal health and well-being.
- Physical Therapies: Advanced techniques for maintaining mobility and independence.
- Smart Homes and Wearables: Technology for remote monitoring and safety.



Pick Aged Care If:

You value making incremental improvements in health, medications, and wellbeing

You like leading a team

You are skilled at setting up tight systems to automate routine tasks, keeping your brain and energy free to be imaginative, compassionate, and focused on care

You have a strong support network to handle family frustrations and can set clear boundaries when needed

You like older people and their families







Q & A



Dr Jagdeesh Singh Dhaliwal
Aged Care GP
LinkedIn: jsdhaliwal

What's next?

Are you interested in caring for residents living in residential aged care homes?

Complete this evening's survey and request a call to discuss how we can help you get in touch with a residential aged care homes near you.

We value your feedback, let us know your thoughts.

Scan this QR code



Resources

Visit the NWMPHN General Practice in Aged Care Incentive page

Fact sheet | Australian Government Department of Health and Aged Care

General Practice in Aged Care Incentive fact sheet

RACH toolkit – Australian Government Department of Health and Aged Care

General Practice Aged Care Incentive QI toolkit – PHN Cooperative

<https://nwmpnhn.org.au/for-primary-care/primary-care-reform/general-practice-in-aged-care-incentive/>

Session Conclusion

Survey link AGAIN

Tell us what you thought of this session.

Tell us you want to chat more about working in RACH sector



You will receive a post session email within a week which will include slides and resources discussed during this session.

Attendance certificate will be received within 4-6 weeks.

RACGP CPD hours will be uploaded within 30 days.

To attend further education sessions, visit,

<https://nwmphn.org.au/resources-events/events/>

This session was recorded, and you will be able to view the recording at this link within the next week.

<https://nwmphn.org.au/resources-events/resources/>