Driver Diagram to provide **Practice Support and Improvement** 2019-2020

OUR AIM

EMPOWER GENERAL PRACTICE TEAMS IN OUR REGION TO DELIVER BEST PATIENT HEALTH OUTCOMES

OUR PRIMARY DRIVERS

PRACTICE ENGAGEMENT & CONTINUED SUPPORT

QUALITY IMPROVEMENT
(through data driven management)

OUR SECONDARY DRIVERS (GOALS)

Aboriginal Health Initiatives

Building Block Framework
(foundational blocks of a high performing General Practice or AACHO/AMS)

Education and Training

Accreditation

Quality Improvement
(QI PIP & QHIP)

Business Support
(Tiered Support Model, Workforce & Business modelling for sustainable practice)

Digital Health
(PRODA/NASH/Secure Messaging/MHR/Telehealth)

Kaizen Event (day-to-day work)

- Provide Aboriginal Health Business Model Templates for care and Practice Incentive Payment guidelines and registration forms
- Ensure Practice Engagement plan is completed at every practice to inform them of our core Practice Support Drivers as we have identified and linked to our Strategic Plan
- Develop New Building Block framework moving forward
- Provide Education, Training and upskilling on Business Planning and MBS item numbers including PIP/QI/SIP/PNIP
- Provide Monthly Resource pack
- Engage with our Practices through email and phone calls
- Design a model for Tiered practice support
- Engage with our practices by Practice Visits as per Tiered support model of engagement
- Accreditation Support
  - Resource Pack including Mock accreditation and 12th hour check
  - Copy of standards and manual templates
  - Policy and procedure assistance for Best Practice
- Provide support throughout the accreditation process from Accreditation pro to staff upskilling
- Engage with the Practice and encourage them to sign an Agreement to participate in Quality Improvement Initiatives (QHIP and QI PIP)
- Support Practice in installing Pen tool and submitting monthly data to PHN portal (Install Cat 4 and scheduler at minimum)
- Provide training and guidelines on data cleaning, clinical coding & identifying patient data trends
- Provide Synergia training to practice staff involved in QI and assist them to identify and improve their QI in practice
- Support a reporting mechanism in practice using the data from Synergia platform to be fed back to the clinical team
- Use LEAN methodology for change management, Streamlining process and policies Quality improvement within their practice
- MHR certificates Nash & PKI
- PRODA registration and ongoing support
- MBS billings
- Software training
- Business Planning
- Practice Staff training and upskilling (All staff)
- Privacy and confidentiality
- Medico legal
- CDM registers and appointment books
- CPD
- Quality Improvement
- Referral Pathways. Address books and templates
- Patient Awareness (GP comms)
- Promoting Award compliance. Roles & Responsibilities & contracts up to date
- Integrated Chronic and Complex Care program rollout and implementation with Practices and LHD
- New practice set up
- Registrar assistance- from GP Synergy Accreditation to register support & training
- Conflict resolution and HR
- Workforce
- Marrabinya training/ Education
- Telehealth
- Enhanced Digital Care (i.e. telehealth, Argus and SMD)