Driver Diagram to provide **Practice Support and Improvement** 2020-2021

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)

Strat 1 → **Aboriginal Health Initiatives**

Strat 2.3 → **Digital Health** (*PRODA/NASH/Secure Messaging/MHR/Telehealth)*

Strat 4.3 → **Education and Training**

Strat 4 → **Accreditation**

Strat 4, 2.2, 2.1 → **Quality Improvement** *(QI PIP, HCH readiness, High performing Practices, LEAN, Data Driven)*

Strat 4.1, 4.2, 4.3, 4.4 → **Business Support** (*Tiered Support Model, Workforce & Business modelling for sustainable practice)*

Kaizen Event (day-to-day work)

- Aboriginal Health- Improve Health outcomes & access to care through Business Model for care, PIP and CTG support & pt promotion, Aboriginal resource pack
- 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
- Progression towards Health Care Home model and Team based care
- Provide Education, Training and upskilling on Business Planning and MBS item numbers including PIP/QI/WIP
- Provide Monthly Resource pack
- Engage with our Practices through email and phone calls
- Tiered practice support to meet all practice needs
- Engage with our practices by Practice Visits as per Tiered support model of engagement
- Accreditation Support
- 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 & Business Continuity
- Practice Staff training and upskilling (All staff)
- Privacy and confidentiality
- Medico legal
- CDM registers and appointment books
- CPD (with focus on online platforms)
- 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 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 support and MBS pathways
- Enhanced Digital Care (i.e. telehealth, Argus and SMD)
- Covid 19 response (Pandemic planning, Business Continuity, triage policy, gov compliance)
- E Prescribing rollout
- Practice Engagement