



CONCURRENT SESSIONS DAY 1

Session	Speakers
1. Quality Use of Medicines One of the most important initiatives in quality improvement in health care is the focus on QuM—Quality Use of Medicines. This field has given rise to significant research and exciting programs designed to develop better approaches to prescription, monitoring, cost-control and medication management. The presentations in this session explore some of these developments and illustrate the potential for quality improvement on the part of all the players involved including practices, divisions, pharmacists, hospitals, nursing homes, patients and pharmaceutical companies.	Session chair: Michael Janssen, Principal Policy Advisor for the Quality Use of Medicines, ADGP Mel Blachford, State MMR Facilitator, Pharmacy Guild of Australia - Victorian Branch <i>The Home Medicines Review (HMR) Program</i> Dr Nestor Fuertes, General Practitioner, Westgate Division of General Practice Nicholas Reilly, Pharmacist <i>Case Study – Home Medicines Review (HMR)</i> Warren Brooks, Iscover Product Manager, Bristol-Myers Squibb Pharmaceuticals <i>Patient concordance and HMR – an industry perspective</i> Dr Tim Gray, Inner Eastern Melbourne Division Of General Practice Kerry Hollier, Inner Eastern Melbourne Division Of General Practice <i>Meeting Medication Mindfields Midway</i>
2. Quality in divisions If divisions of general practice are to provide an effective service to their members they must have ways to ensure that their own structures and processes are of a high quality. In this session three divisions discuss their approach to quality assurance.	Session chair: Dr Sharon Monagle, GPDV Board Dr Christine McAuliffe, Board President, Brisbane South Division of General Practice David Gardner, CEO, Brisbane South Division of General Practice <i>Developing & maintaining a culture of quality improvement in a rapidly changing environment. What challenges do divisions face?</i> Associate Professor Peter Schattner, Monash University Department of GP and Monash Division of General Practice, Committee of Management Mary Mathews, Quality Improvement Coordinator, Monash Division of GP <i>Quality improvement or quality assurance – where should divisions be heading?</i> Sally Philip, Executive officer, West Vic Division of General Practice <i>Building capacity in divisions: the elements of quality assurance in a rural setting.</i>

3. Systems for organisation

Traditionally general practice has been so focused on the individual that the concept of systems has been an alien one. The shift to an emphasis on population health has entailed a shift to thinking about systems for identifying and managing health risk, for patient reminder and recall, for monitoring infection control and immunisation etc.

What are the core practical systems for a high-quality general practice? And how is the quality of these systems monitored/measured? Do the current measures provide adequate feedback for quality assurance?

Session chair: **Dr Peter Waxman**, Dept of Human Services, Victoria

John Newman, Systems manager, Canning Division of General Practice, WA

Continuous Quality Improvement – A practice-based strategy

Dr David Tillett, Border Division

Cervical Screening Best Practice Project

Judy Proudfoot, Centre for GP Integration Studies, University of NSW

Fernando Infante, Centre for GP Integration Studies, University of NSW

Chronic Disease management: developing suitable measures of organisational capacity for the Australian context

4. Information management How well are divisions using information management processes? Are divisions' in-house systems for information management at a satisfactory standard? How are divisions performing in terms of support for information management at the practice level? What is the role of IT (which is not funded) in supporting IM (which is funded)?	Session chair: Dr John Siemienowicz, Mornington Division Ms Karen Young, Monash Division of General Practice (Co-author , A/Prof Peter Schattner) <i>Supporting IM at the practice level</i> Christian Grieves, CEO, Mackay Division of General Practice, Queensland <i>Quality Indicators: utilising Information Management expertise to support GP participation in reflective clinical management.</i> Andrew Dalley, CEO, Illawarra Division of General Practice, NSW <i>I regret to inform you... An obtuse perspective of quality in information management</i>
5. Divisions supporting quality Session 2 focuses on the quality of divisions as organisations. In this session three divisions of general practice analyse ways of supporting/enhancing quality improvement at the practice level.	Session chair: Dr Nola Maxfield, Chair of GPDV Jane Measday, Program Manager, West Vic Division of General Practice Dr Rob Grenfell, West Vic Division of General Practice <i>Change management & quality: The roll out of Clinical Risk management across rural Victoria</i> Dr Kathryn De Garis, Chair, Central Bayside Division of General Practice Roy Batterham, Senior consultant, Central Bayside Division of General Practice <i>The science & art of quality: Quality is more than guidelines and quality indicators more than compliance with guidelines</i> Christopher Anderson, Whitehorse Division of General Practice <i>Practice Management Support: A model for improving Practice quality, capacity and viability.</i>