

ASSURING HIGH QUALITY IN DIVISIONS OF GENERAL PRACTICE



**The Australian Council
on Healthcare Standards**

safety, quality, performance

A presentation by Brian Johnston, Chief Executive, ACHS to the 3rd General Practice Divisions of Victoria Conference – 4 April 2003

- This presentation is made on behalf of the collaboration involving the Australian Council on Healthcare Standards and Quality in Practice.
- These organisations have been commissioned jointly to develop standards and a quality improvement framework for Australian divisions of general practice, state based organisations and ADGP.



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Firstly what we are NOT doing

- Writing standards for clinical practice
- Taking on the role of the Royal Australian College of General Practitioners or any other General Practice support organisation
- Interfering with the strategic direction of individual organisations or the Divisions movement



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Quality

“ The extent to which the properties of a service or product produces a desired outcome ” (ACHS)



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Quality Improvement

“ Continuous improvement in the performance of all processes and the products and services that are the outcome of those processes ” (ACHS)



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What

- Agreed standards against which structures, processes and outcomes can be measured
- Support resources and tools
- CQI framework
- Framework for implementation



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Why

- Goal: To provide development and business support to the Divisions Network
- Strategic outcome: Continuous improvement to ensure quality program delivery by Divisions
- Action: Development of standards and continuous quality improvement framework for Divisions



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Why (continued)

- To demonstrate to stakeholders and the wider community Divisions' commitment to quality and accountability



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Our Approach

- Develop an understanding of your business
- Use well researched, tried and tested standards - EQuIP Corporate
- Maximum involvement of stakeholders
- Directed by stakeholders
- Evaluate
- Plan for implementation



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What is EQuIP Corporate?

The only quality improvement program in Australia specifically developed for:

- Health departments
- Administrative offices of area/district/networked health services
- Corporate offices of private health care providers
- Organisations involved in administration of health services but not providing direct patient care



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What does EQuIP Corporate cover?

- Continuum of care
- Leadership and management
- Human resources management
- Information management
- Safe practice and environment
- Improving performance
- Service delivery



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What does EQuIP Corporate achieve?

Assists an organisation to:

- Provide better value for customers
- Focus on outcomes
- Create a culture of continuous quality improvement
- Minimise and manage risks
- Improve overall performance
- Develop strong leadership
- Empower staff
- Establish systems to identify and eradicate problems



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Why use EQuIP Corporate?

- Standards already researched, field tested and in use
- Framework familiar to stakeholders with whom Division have links
- Meet international requirements



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How

- Plan methodology with ADGP Quality Framework for Divisions Taskforce
- Seek EOI from task force members for involvement in a project working group
- Use EQuIP Corporate as a building block



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How (continued)

- Comprehensive consultation including:
 - Workshops
 - Focus groups
 - Surveys
 - Comments on written documentation
 - Field testing and evaluation



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How (continued)

- Draft standards, develop self assessment and implementation framework
- Pilot
- Evaluate and consolidate



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Field Review / Pilots

- 1 x ADGP
- 2 x SBOs
- 12 x Divisions of General Practice



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Expected Roll Out

- Signing of contract
- Plan methodology with ADGP Taskforce, gather information, develop consultation (6 weeks)
- Draft standards (4 weeks)
- Develop self-assessment and implementation of CQI framework (6 weeks)
- Settle standards (5 weeks)
- Field test/pilot standards, self assessment (12 weeks)
- Final stage of project (7 weeks)



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Registry of Resources

- A web-based listing of services and products for the health industry
- Your organisation linked to related information pages (CQI Maps)
- Search engine to find a particular product or service



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Preliminary thoughts on what might be reflected in Standards and a CQI Framework for Divisions

- Information dissemination
- Integration with other care providers and services
- Professional development
- Advocacy
- Special projects
- Wide variety of contexts
- Continuous quality improvement



Possible elements of a CQI Framework

- Self assessment tool
- Education support
- External evaluation



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What should the gains be

- Standards based on evidence and general practice expertise
- Standards for quality practice in the organisation and in the provision of services
- Implementation of a quality culture based on continuous improvement
- Support systems for participating organisations on quality issues
- The potential to benchmark performance and build toward best practice
- Contemporary standards to support governance



Accreditation – to be or not to be?

- Strengthens collegiality
- Promotes networking
- Adds skills and competencies
- Helps build an ethic of continuous improvement in the organisation
- It provides a base line from which to measure future performance
- Supports external accountability (verifies that accredited organisation meets standards of high quality)



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