

# HMR in the Divisions' Network

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# HMR Program Goals

- An increase in the number of HMRs performed
- Per GP? Per 1000 people in the over 65 age group? Or number of GPs using the item?
- How monitored?
- Other goals or objectives that may contribute?



# Reporting

- National Quality & Performance Framework
- Opportunity
- Linkages
- Analysis



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# Levels in the NQPS

- Level 1 Divisions
- Level 2  
Practices and  
GPs
- Level 3  
Processes of  
care
- Level 4  
Intermediate  
health outcomes

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# Resources

- NQPS-kits at your division and available electronically from GPDV
- GPDV Practice Statistics Package
- GPDV QUM Consultant and GPDV Division Consultants

# Short Break

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# HMR analysis

Opportunities

Threats

Strengths

Weaknesses

What is a national, state and local issue

- 10 minutes for each
- 4 ideas per table
- 1 idea per card
- Big writing
- Put them up on the wall

# Things to consider

Does the program work well?

Why or why not

How and Where

When

What would lead to improvements?

What is Nirvana?

Some might fit into several categories.

# National, State, Local Issues

Where does each of these points  
identified in the SWOT fit?

May cross several jurisdictions

# Where to from here?

Distribute the findings to the facilitators  
and AGPN and the Guild

Develop a plan for how some of these  
might be addressed

# CULTURAL ISSUES FOR DIVISIONS

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# Cultural Issues

3 aspects

VACCHO

Overseas trained doctors

HMR for CALD people

# VACCHO

MOU between GPDV on behalf of divisions and VACCHO

Key principles: community control, their priorities

Key Strategies: Cultural awareness training

# Overseas Trained Doctors

Approx 150 actively completing fellowship in rural areas

Many have completed and working in Victoria

Middle East, Africa, India

Knowledge of the health system, palliative care, aged care, access to medications etc, etc

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# CALD Communities

Project to develop process for HMR as part of discharge planning

Funding for interpreters

- In hospital to explain process

- In community to do HMR

Greek and Italian elderly patients

Good response from pharmacists

## Further Information

Centre for Culture Ethnicity and Health

[www.ceh.org.au](http://www.ceh.org.au)

Department of Victorian Communities

[www.dvc.vic.gov.au](http://www.dvc.vic.gov.au)

Victorian Office of Multicultural Affairs

[www.voma.vic.gov.au](http://www.voma.vic.gov.au) – includes Multicultural  
Services Directory

[www.vaccho.org.au](http://www.vaccho.org.au) Victorian Aboriginal  
Community Controlled Health Organisation