

PRIORITY AREA 4: INTEGRATION

Objective Description

Domain	Local Objective	Rationale
GP/Pharmacy Integration	The division will work with local pharmacists and general practice to increase the use of HMRs.	Research has shown significant patient benefits as a result of home medication management reviews; established a successful program model; and showed significant GP and pharmacist satisfaction with the agreed process. Divisions are also best placed to facilitate linkages between general practice and pharmacists locally, which will support the referral processes.

Local Performance Indicators

Indicator	Result to date	Explanatory Text
Division collaborates with local pharmacists to ensure an effective system is in place for HMR referrals.		
An agreed system is in place between general practice and pharmacists for conduct of HMRs.		
Number and proportion of GPs and pharmacists satisfied with linkages between general practice and pharmacists locally		
An annual increase in the rate of HMRs conducted		

Strategies and key activities for this objective

Strategic approaches adopted to achieve this objective	Key activities within chosen strategic approaches in current year

Reflection on work towards this objective

Notable achievements and key contributing factors	
Notable challenges and key contributing factors	
What did the Division learn from the strategic approaches used?	
How were community needs met?	
Recommendations	

PRIORITY AREA 5: CHRONIC DISEASE MANAGEMENT

Objective Description

Domain	Related Local Objective	Rationale
DIABETES	Divisions will support general practices/GPs to provide optimal care and contribute to the achievement of the best possible health outcomes for patients with diabetes.	Sustained improvements in health outcomes for people with chronic diseases such as diabetes have been associated with a more systematic approach in general practice including intensive follow up, use of clinical management guidelines integrated with self-management support programs and more effective use of nurse case managers and non-physician care providers. Systematic care includes having a disease register, regular recall and review, protected time, a practice nurse, clear written guidelines and a system for auditing standards of care. Supporting chronic disease care is a core role of Divisions.

Local Performance Indicators

Indicator	Result to date	Explanatory Text
Division diabetes program includes focus on HMR		
An annual increase in the rate of HMRs conducted		

Strategies and key activities for this objective

Strategic approaches adopted to achieve this objective	Key activities within chosen strategic approaches in current year

Reflection on work towards this objective

Notable achievements and key contributing factors	
Notable challenges and key contributing factors	
What did the Division learn from the strategic approaches used?	
How were community needs met?	
Recommendations	

PRIORITY AREA 6: GENERAL PRACTICE SUPPORT

Objective Description

Domain	Local Objective	Rationale
Practice Systems Development	The division will support the development of systems within general practice to enable the use of HMRs.	Research has shown significant patient benefits as a result of home medication management reviews; established a successful program model; and showed significant GP and pharmacist satisfaction with the agreed process. Divisions are best placed to provide the support needed to practices to enable them to set up the systems to facilitate use of the items.

Local Performance Indicators

Indicator	Result to date	Explanatory Text
Division practice support program supports the development and implementation of practice systems that facilitate QUM, including referral for HMR.		
An annual increase in the rate of HMRs conducted		

Strategies and key activities for this objective

Strategic approaches adopted to achieve this objective	Key activities within chosen strategic approaches in current year

Reflection on work towards this objective

Notable achievements and key contributing factors	
Notable challenges and key contributing factors	
What did the Division learn from the strategic approaches used?	
How were community needs met?	
Recommendations	

PRIORITY AREA 7: QUALITY SUPPORT

Objective Description

Domain	Local Objective	Rationale
Quality Use of Medicines	The division will work with local pharmacists and general practice to increase the use of HMRs.	Research has shown significant patient benefits as a result of home medication management reviews; established a successful program model; and showed significant GP and pharmacist satisfaction with the agreed process. Divisions are best placed to provide the support needed to practices to enable them to set up the systems to facilitate use of the items and to facilitate linkages between general practice and pharmacists locally, which will support the referral processes. In addition, divisions have the capacity to include quality use of medicines throughout programs, including CPD, to support use of HMRs.

Local Performance Indicators

Indicator	Result to date	Explanatory Text
The division includes quality use of medicines throughout programs including CPD.		
An annual increase in the rate of HMRs conducted		

Strategies and key activities for this objective

Strategic approaches adopted to achieve this objective	Key activities within chosen strategic approaches in current year

Reflection on work towards this objective

Notable achievements and key contributing factors	
Notable challenges and key contributing factors	
What did the Division learn from the strategic approaches used?	
How were community needs met?	
Recommendations	