



National Key Performance Indicators

Access – Residential Aged Care

GPDV Workshop
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Australian Divisions of General Practice



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Agenda

- What are the aims of the National Quality and Performance System?
- National Key Performance Indicators for Access to GPs Residential Aged Care
- Requirements of Divisions
- Comparison of NKPI and ACGPPI Program Indicators
- Review of NKPI in line with the Strengthening Medicare Aged Care GP Panels Initiative Program Indicators.



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What is the National Quality and Performance System?

The National Quality and Performance System is designed to drive continuous improvement across the Divisions network and identifies a number of changes to quality improvement and accountability within the Divisions network. These involve the development of two complementary mechanisms relating to both organisational structures and processes and to programs of activity in the Divisions network.

- **Accreditation of Quality Improvements**
- **National Key Performance Indicators**



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What is the aim of introducing NKPI?

National performance indicators will be beneficial in obtaining better information on how Divisions are making a difference in the health system and enable identification and reward for strong performers and support for any identified under performance. (Future Directions...)



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Objectives & Rationale for the NKPI for Access - Aged Care

- **Objective:** Divisions will facilitate access and support general practices/GPs to provide optimal care and contribute to the achievement of the best possible health outcomes for older people living in residential aged care facilities (RACFs).
- **Rationale:** Older people living in RACFs should have access to quality medical care at the same standard that applies to the community generally, and that meets their specific medical needs. There has been a decline in GP attendances to residential care patients in the context of an ageing population, increased numbers of residential aged care beds and an increased proportion of residents classified as high care. Divisions have a key role in improving access to appropriate general practice services for older people living in RACFs.



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Access – Aged Care NKPI

Level	Indicator	Points
1	N_RES 1.1 Division collaborates with RACFs, service providers and consumer/carer groups to facilitate access to general practice services for residents of RACFs within the Division's boundaries.	2 points (compulsory)
	N_RES 1.2 Division takes a systematic approach to support GPs visiting RACFs to provide optimal care to RACF patients.	2 points (compulsory)
	N_RES 1.3 Division facilitates access to effective Continuing Professional Development (CPD) for the care needs of RACF patients.	2 points
2	N_RES 2.1 Number and proportion of general practices whose GPs visit RACFs using register/recall/reminder systems to identify RACF patients for review and appropriate action.	4 points
	N_RES 2.2 Number and proportion of general practices providing written patient information appropriate for their patient population about the nature and extent of their availability for RACF visits.	4 points
3	N_RES 3.1 Number of: i) GP consultations in RACFs; ii) comprehensive medical assessments (CMAs); iii) residential medication management reviews (RMMRs), provided by GPs practicing in the Division's area, compared to the number of RACF beds in the Division's area.	8 points (compulsory)
4	N_RES 4.1 Number and proportion of RACFs satisfied with general practice involvement in their RACF.	16 points



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ACGPPI Program Indicators

Improved access

- Aged care homes' advice that access to GP services has improved
- Increase in number of GP services provided to residents of aged care homes
- Increase in number of GP services provided to residents as a proportion of aged care beds
- Increase in the number of residential aged care GP services as a ratio to Full Time Equivalent GPs.
- The age and gender of GPs providing residential aged care services in the Participant's (Divisions) region is more comparable with the national average.



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ACGPPI Program Indicators Cont.

Increased involvement in aged care homes' quality activities

- Increase in the proportion of aged care homes that have general practitioner involvement in their quality improvement activities
- Increase in aged care homes' satisfaction with the outcomes of general practitioner involvement in their quality improvement activities.

Effective partnerships and collaboration

- Communication and partnerships are established and maintained between general practitioners and aged care homes
- Aged care homes and general practitioners are working effectively together to improve access to medical care for residents of aged care homes.
- Aged Care homes' advice that Aged Care GP Panel is undertaking work to address key concerns.



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ACGPPI Program Indicators Cont.

Establishment of panels

- Key priorities to address needs within the Division's boundaries have been identified
- Aged Care GP Panel is operational

Management of panels initiative

- Transparent and accountable processes for Aged Care GP Panel member selection and appointment is established and maintained.
- The Aged Care GP Panel model is built on and amended in light of the Initiative's development.
- Appropriate expenditure of Funds has occurred.



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Reporting

15 ACGPPI Program Indicators

+

7 National Key Performance Indicators

=

**22 Reportable Indicators for the
Aged Care Program**



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Next Steps

- DoHA in collaboration with the MACIIAG will review the ACGPPI Program Indicators inline with the NKPI.

(Bottle of Red to the first person who can decipher all of these acronyms)

- The MACIIAG will report back in July 2005.



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Resources

Toolkit

DoHA website

ADGP website

Andrew Waters RIC Coordinator

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Questions?