



National Aged Care Conference at GPDV

Bendigo **A**ged (care) **S**ystem **I**mprovement **C**ollaboration **(BASIC)**

Dr Jan Sheringham, Bendigo and District Division

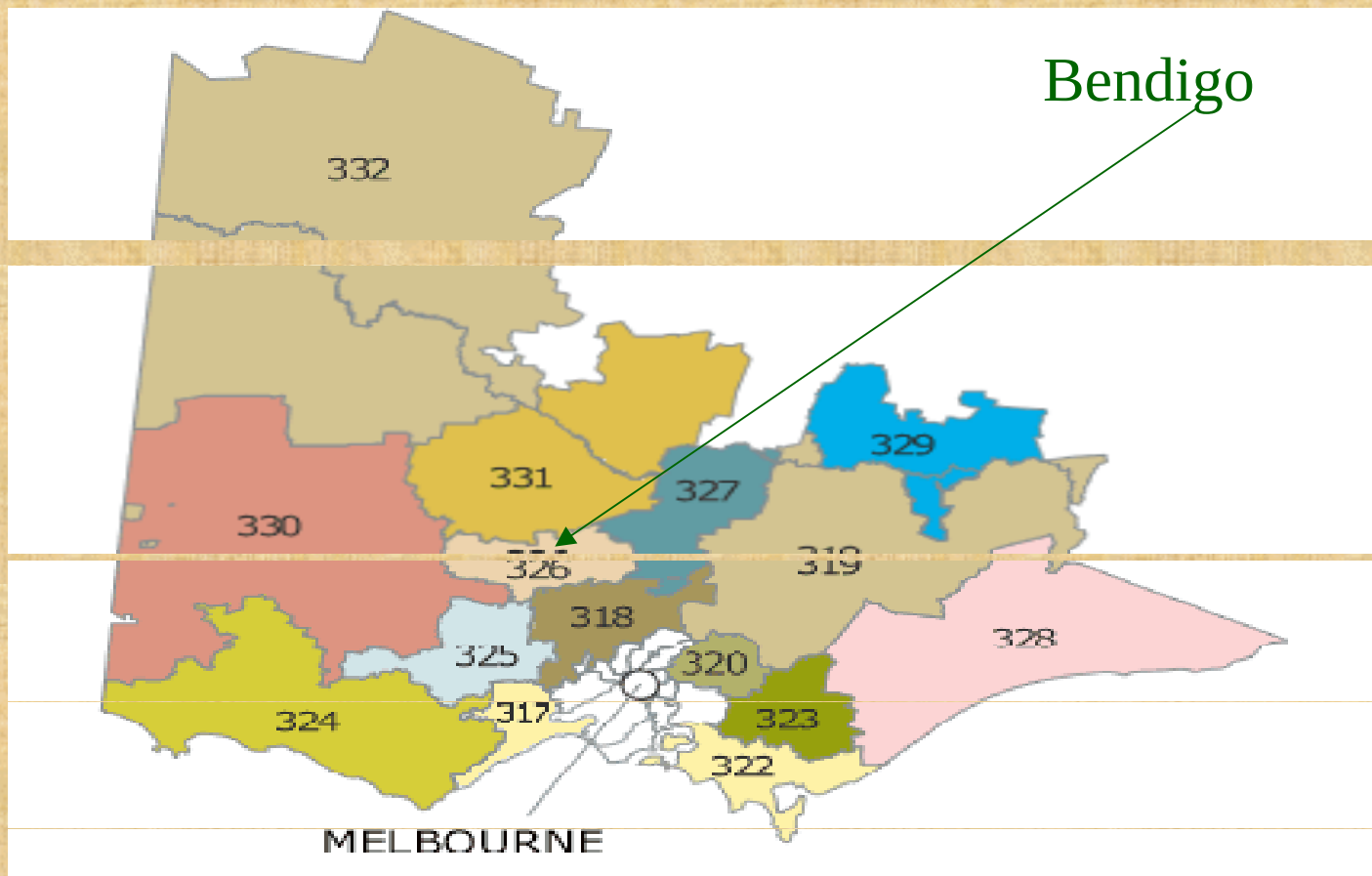


Purpose

To explain/share the latest initiative in **Bendigo & District** Division's ongoing commitment to high quality aged care.



Where we are



National Aged Care Conference at
GPDV



Demographics

Population:	86,500
Over 60s	16,000 (18.5%)
Over 80s	3,000 (3.6%)



Background

The scope of the problem locally:

- ★ 1128 beds: 48.4 FTE GP
not enough GPs to go around and
a reduction in GPs attending
residents in Aged Care Homes



Background (contd)

- ★ Previous initiatives including:
uniform medication charts,
Hardware & Medical Director
software in Homes have built our
credibility with stakeholders.
- ★ (refer talk given by Bruce Farnell, Divisional IT
Manager at GPDV 31st March 04)



Background (contd)

- ★ List of **issues/grievances** from homes, pharmacies and GPs

(problems with provision of prescriptions headed the list)



Introducing...

BASIC

Bendigo Aged (care) System Improvement Collaboration

The Process

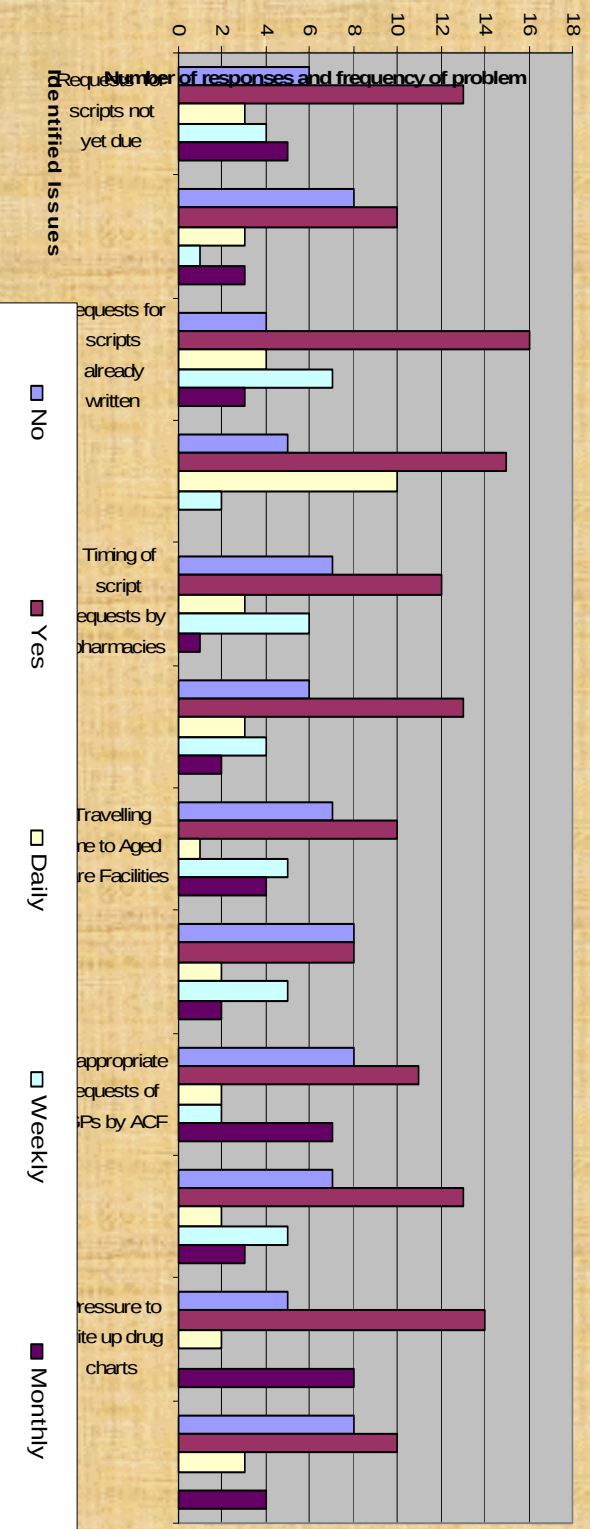
- ★ Consult widely to clarify **scope of problem**
- ★ Suggest a range of **realistic options**
- ★ Develop and Negotiate a **Protocol**



Survey of GP issues

Consult widely to clarify **scope of problem**

(see handout for details)





BASIC

Bendigo Aged (care) System Improvement Collaboration

The Process

- ★ Suggest a range of realistic options
- ★ Develop and Negotiate a Protocol



BASIC Bendigo Aged (care) System Improvement Collaboration

The Protocol in a Nutshell

Community Pharmacies agreed to:

- * Fax requests weekly (on the same day)
- * Finance one courier to collect all scripts
- * Improve the accuracy of requests
- * A more consistent approach across pharmacies



BASIC

Bendigo Aged (care) System Improvement Collaboration

The Protocol in a Nutshell

GPs agreed to:

- ★ Respond to requests within 1 week
- ★ Be proactive in providing scripts when due
- ★ Apply this protocol to routine medications only



Folders in a Surgery



National Aged Care Conference at
GPDV



Folders in a Surgery



National Aged Care Conference at
GPDV



BASIC

Bendigo Aged (care) System Improvement Collaboration

More on the Process

- ★ Disseminate information and explain to practice staff who had to understand and use the system
- ★ Implement as of 1st May 2004
- ★ A team effort
- ★ Costs of courier shared by Pharmacies



BASIC

Bendigo Aged (care) System Improvement Collaboration

Expected Outcomes:

- ★ Reduced number of faxed requests
- ★ Reduced costs and administration time
- ★ Improved script transfer to Pharmacies
- ★ More predictable GP workload
- ★ More GPs working in Aged Care



BASIC

Bendigo Aged (care) System Improvement Collaboration

Feedback so far

- ★ GP savings on fax paper, paperwork and time already.
- ★ Some “resistant” GPs (the Pareto Principle or 80/20 rule)



BASIC Bendigo Aged (care) System Improvement Collaboration

Next Steps

- ★ Implement Aged Care Panels from 1st July
- ★ Evaluate ...August 04
- ★ Improve.



BASIC Bendigo Aged (care) System Improvement Collaboration

Questions and Discussion