

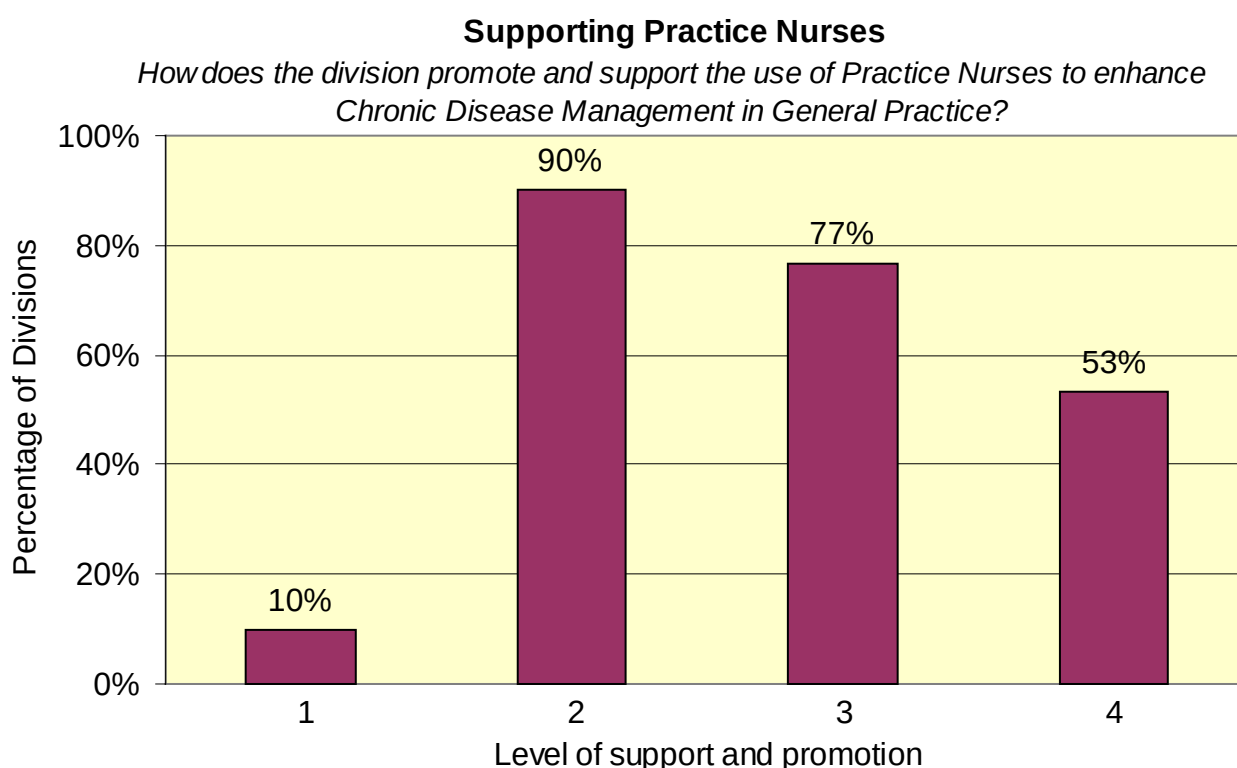
2.5 Practice Workforce Support

2.5.1 Practice Nurses

Supporting practice nurses is a significant part of the CDM implementation plans for all Victorian divisions, whether rural or metropolitan. GPDV has identified the activities of divisions in supporting practice nurses, which can be divided into three areas.

2.5.1. Supporting/promoting the role of the practice nurse in chronic disease management

The integration of the practice nurse support with the other chronic disease initiatives has been a feature of many divisions. This reflects the thinking that many of these initiatives require an alternative way of structuring patient care at the practice level. Nurses are expected by divisions to improve uptake of the other initiatives, by providing both clinical care and service coordination.



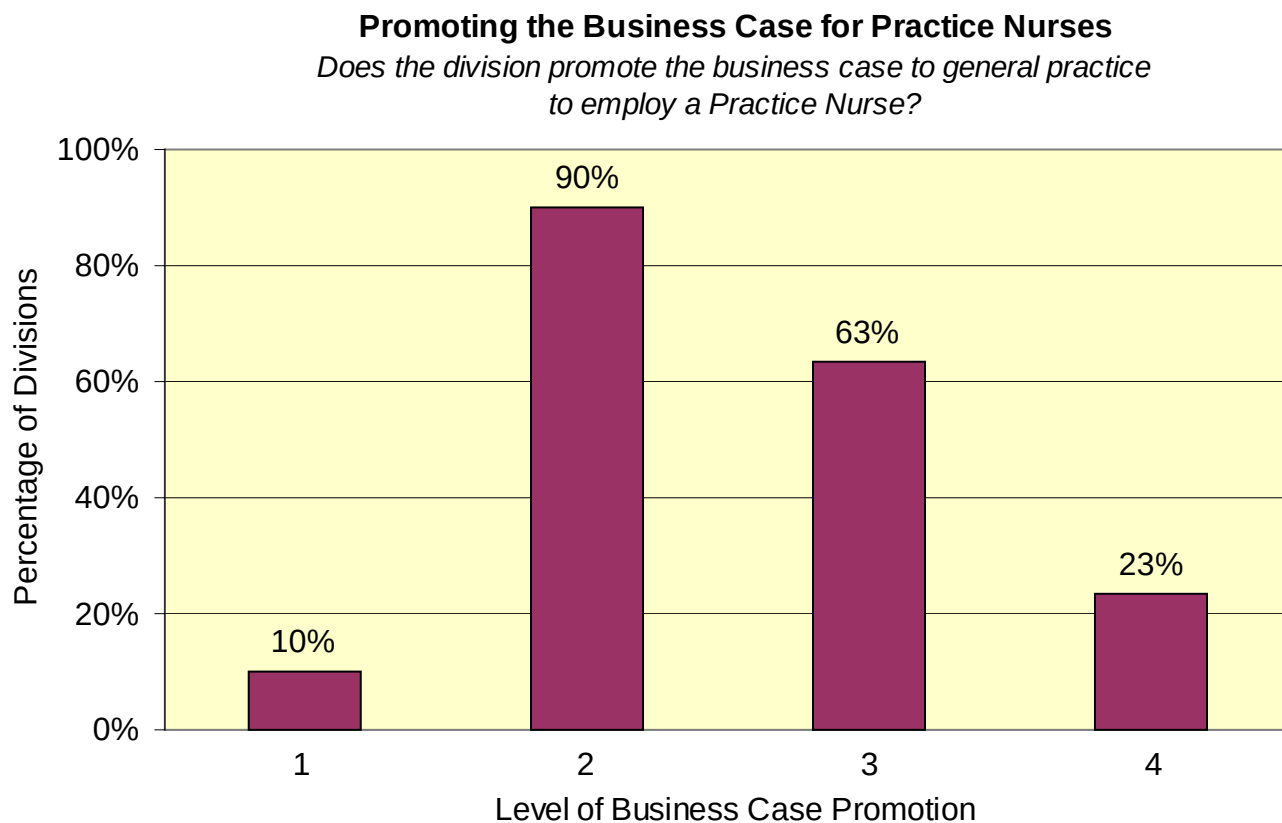
- 1 The division does not promote the role of the practice nurse.

The division promotes and supports the use of Practice Nurses by ...

- 2 distributing newsletters or other promotional material on how nurses can achieve population health outcomes, for example, improved care of diabetes.
- 3 organising education for GPs and Practice Nurses on population health role of nurses + 2 above.
- 4 organising or conducting targeted training for Practice Nurses on the management of one or more specific chronic diseases + 3 above.

2.5.1.2 Promoting the business case for practice nurses

Divisions recognise the benefits of the practice nurses as critical in improving GP uptake of the CDM incentives and therefore the capacity to adopt a population health approach. Divisions have therefore promoted the business case for nurses as a cost-effective way for the practice to provide a quality and comprehensive service to their patients.



1 The division does not promote the business case of employing a practice nurse.

The division promotes the business case for Practice Nurses by ...

2 distributing newsletters, etc.

3 using a range of mediums, for example, CPDs, practice visits + 2 above.

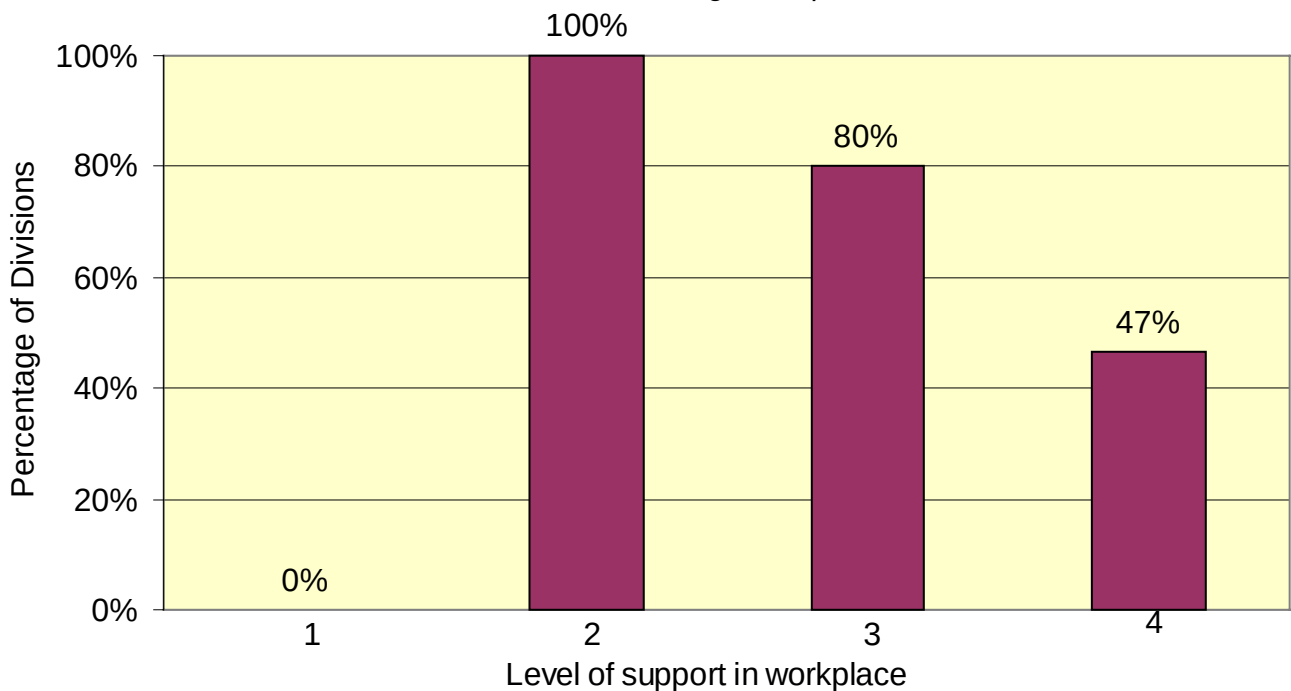
4 using an analysis tool to present the tailored business case for hiring a nurse to individual practices + 3 above.

2.5.1.3 Supporting practice nurses in their workplace

The interest in employing practice nurses and therefore practice nurse workforce has increased statewide. Therefore the role of divisions in supporting members with Human Resource management issues such as recruitment, retention and industrial issues has become increasingly pertinent. In addition divisions have an increased role in providing support for practice nurses which entails education and training on EPC and CDM incentives, industrial information and peer support.

Supporting Practice Nurses in their Workplace

Does the division provide support to Practice Nurses with their work in general practice?



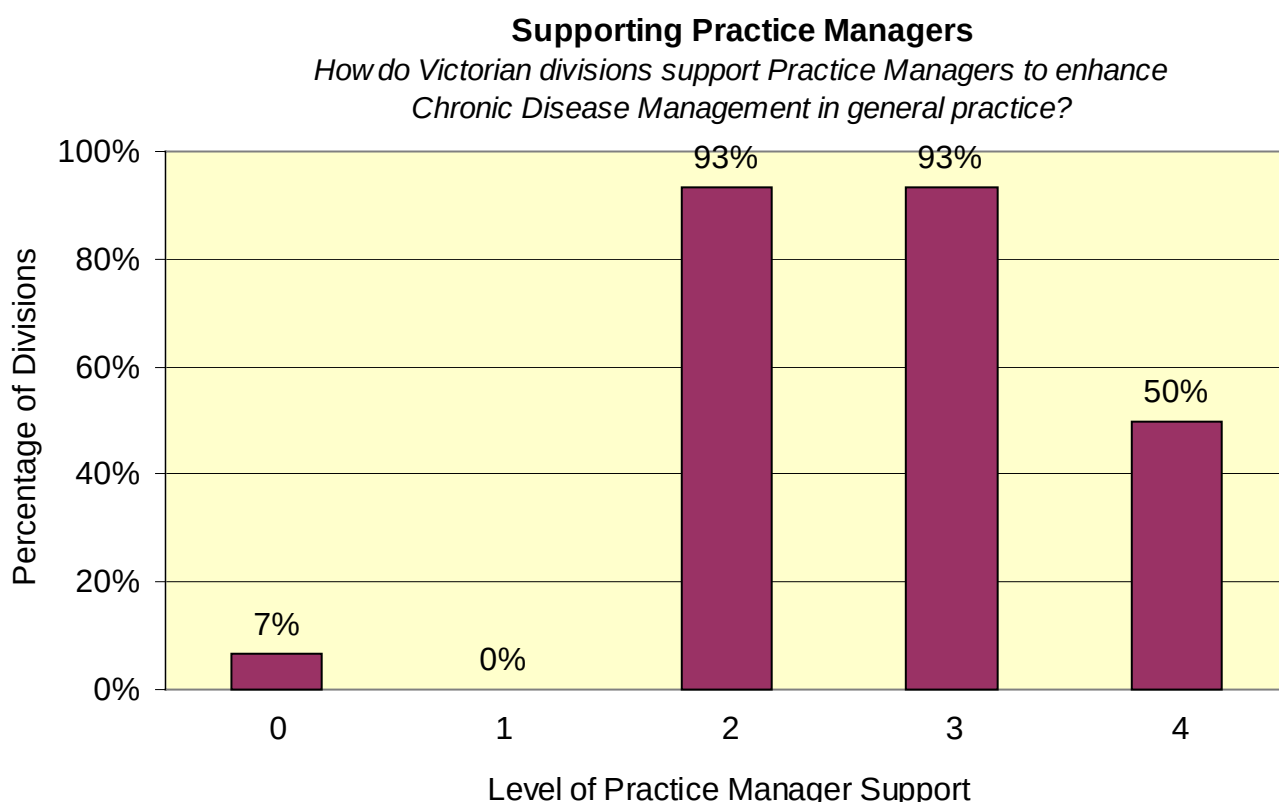
1 The division does not provide support to practice nurses in the workplace.

The division supports Practice Nurses in General Practice by ...

- 2 distributing newsletters and emails on issues such as human resources and training opportunities.
- 3 facilitating a Practice Nurses Network that meets regularly and provides peer support + 2 above.
- 4 creating training opportunities for practice nurses, or providing nurse recruitment services for practices, or providing orientation packs or mentor nurses + 3 above.

2.5.2 Practice Managers

Divisions perceive practice managers as integral to the implementation of any new initiative in general practice. 100% of Victorian divisions provided support for practice managers through newsletters and practice visits. 50% (15) of those divisions also provided a Practice Managers Network and planning specific training around the CDM incentives. Some divisions have integrated specific skill training on introducing the CDM initiatives using systems thinking framework for problem solving. This would indicate that some divisions recognise systems thinking as a means of capacity building at the practice level that would enhance the practice ability to introduce any new initiative.



0 Data not available.

1 The division does not provide support to practice managers.

The division supports Practice Managers by ...

2 distributing newsletters, etc.

3 using a range of mediums, for example, practice visits + 2 above.

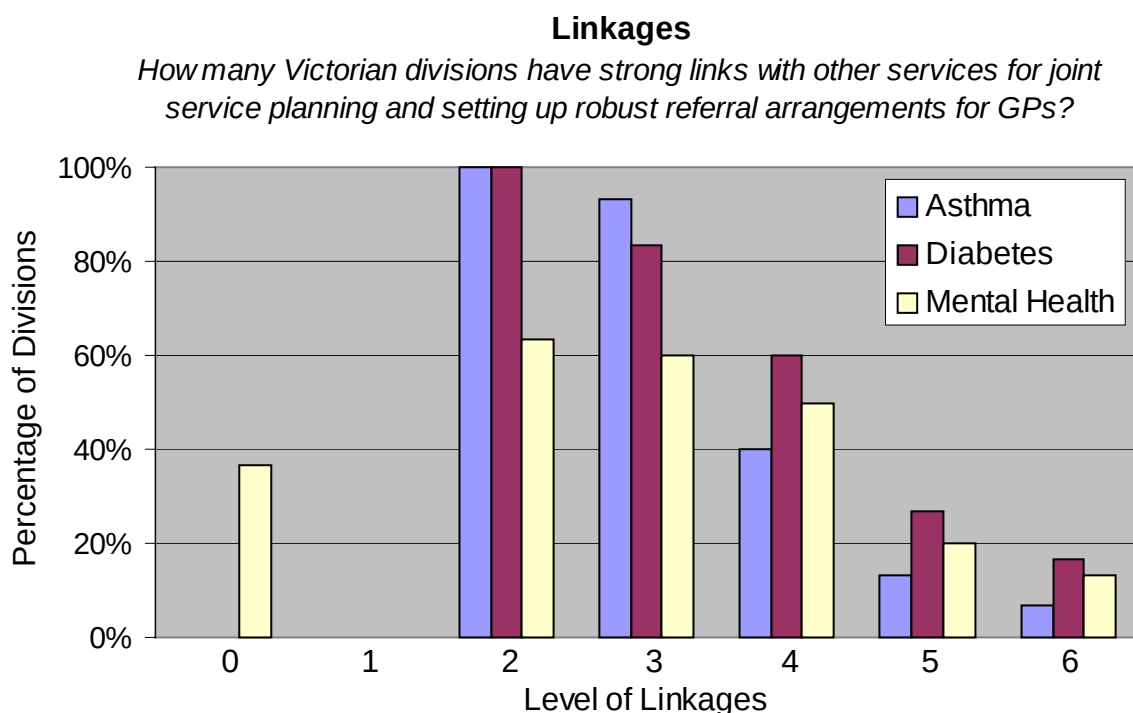
4 providing a Practice Managers Network, including planned training to support the CDM incentives, business viability, practice systems support training + 3 above.

2.6 Capacity Building and Linkages

Capacity building and linkages are a key element of the CDM Program in encouraging divisions to develop strategic alliances with their local allied health providers and community organisations. In consultation with divisions, it became apparent that linkages were occurring on a number of levels, ranging from informal networking through to established referral protocols and joint projects. An interesting trend for divisions was to invite relevant local allied health to share in the education provided for GPs about the CDM incentives.

Generally, those divisions with longstanding programs in diabetes, asthma or mental health were far more likely to have strong local relationships established. It should be noted that 11 divisions did not provide data on mental health linkages in their implementation plans, although anecdotal evidence indicates that it is well understood that these divisions do, in fact, have good relationships with external agencies.

Divisions involved in Primary Care Partnerships (PCPs) with Integrated Disease Management Projects and other state-funded asthma or diabetes projects were more likely to have referral processes and joint projects in place. The CDM incentives have provided a positive sentiment in engaging with other health service providers as it provides a concrete platform to collaborate. For example, particular Hospital Admission Risk Projects have used Asthma 3+ Plans and the diabetes annual cycle of care as a means to reduce hospital admissions.



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| 0 | Data not available. |
| 1 | No linkages with other agencies. |
| 2 | Can identify other relevant service providers. |
| 3 | Some preliminary, informal networking, eg, invited to division CPD, + 2 above. |
| 4 | Collaborating with other agencies, including PCPs + 3 above. |
| 5 | Referral protocols + 4 above. |
| 6 | Joint projects with other agencies + 5 above. |