How a Division Enhanced Practice Capacity

(and in turn Division Capacity)

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Sound Familiar?

- Rolling eyes
- Sighs
- Feigned interest
- “We’re flat out today, just leave anything with us”
- “We already received this on a fax”
- “The Dr’s have no time”
- “Dr X refuses to travel that far at night, even if the food is good”

….. This is the type of welcome we often receive when visiting a practice

Our Answer

SMART PRACTICE

Work Better. Work Healthier. Work Smarter.

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- A unique practice support program that is assisting GPs and their practices to take their futures into their own hands.

- The program guides practices in implementing strategies, plans and new operational processes to improve the health of their practice.

SMART PRACTICE

Work Better. Work Healthier. Work Smarter.

- Offers a fully customised analysis of an individual practice.
- GPs and practice staff all contribute and discuss areas needing improvement or expansion.
- Encourages the sharing of ideas between clinical and non-clinical staff.

How SMART Practice helps

- Redefine, re-shape, re-mould access to your GPs and Practices.
- Brand recognition.
- Practices want to become a SMART Practice.

How SMART Practice redefined "Access"

- Once a practice was recruited, we automatically were welcomed into their busy schedule.
- GPs freed up time to sit with us for interviews (approx. 1 hr each!!!).
- Practice staff relished the fact that we were so interested in how they did things on a day to day basis.

Redefining “Access”

- With our previous attempts at assisting/engaging our practices (ie. Practice visits) it was considered bountiful if you managed 15 minutes.

- In TOTAL we have access to the Practice and staff on a in-depth level for an average of 10 hrs !!!!

SMART Practice = Smarter Division

- Insider information.
- Trust from Practices and GPs.
- Professional recognition.
- Continuity of this intimate relationship (via. dedicated staff member, reviews, re-assessments and hands-on assistance).
- The program is fully flexible and is evolving on an ongoing basis in design, ideas and implementation.

How this benefits our other programs.

- Use SMART Practice to identify needs in areas such as CDM, IT, Immunisation, Practice Nursing etc.

- Use this information to link with projects and events which are of relevance to the Practice.

Mission Control

- SMART Practice can act as a central coordination point for a majority of program/resource/service delivery to GPs and Practices.

- Div. Program staff focus on each particular practice's real needs at that point in time.