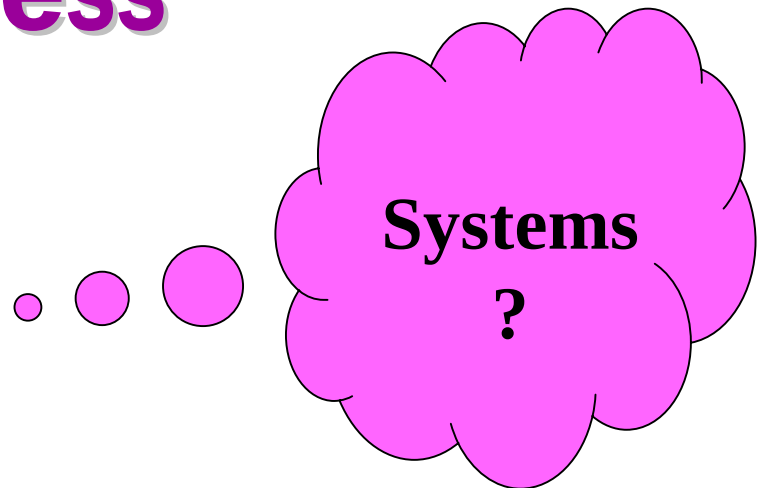


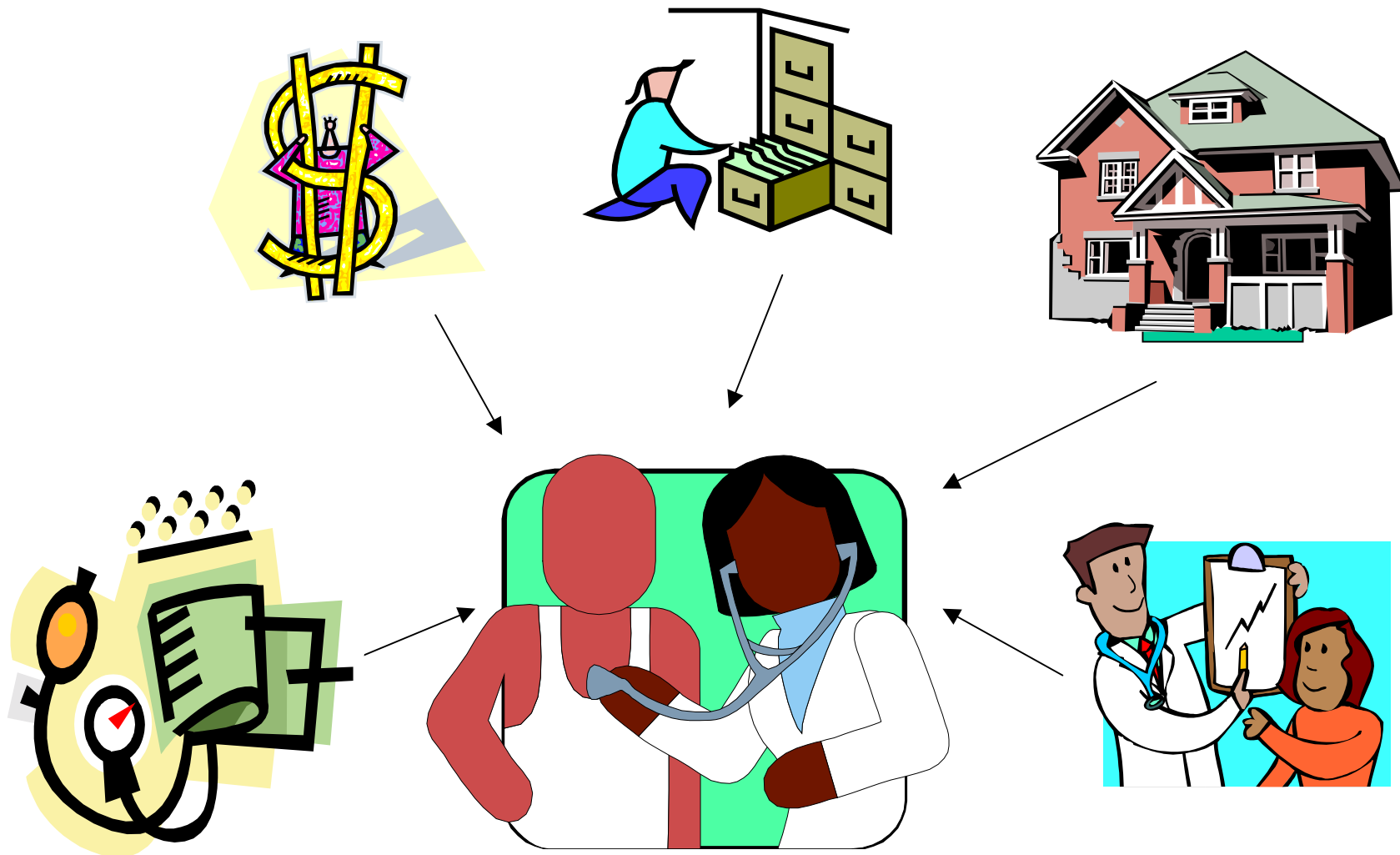
Using a Systems Thinking Framework for promoting better General Practice management of chronic illness

**Susan Webster
Divisions' Consultant
GPDV**



What will this session cover?

- **What is the “Systems Thinking” framework**
- **Where does this framework come from?**
- **Looking at General Practice systems**
- **Defining a system**
- **Effective steps for using the Systems framework**
- **Potential gains**
- **What skills are needed to use the framework?**



What is the General Practice Systems framework?

Where does the Systems Thinking framework come from?



**General
Practice
Business
Advantage
Program**



**Developed by
Monash University**

**High level of GP
input**

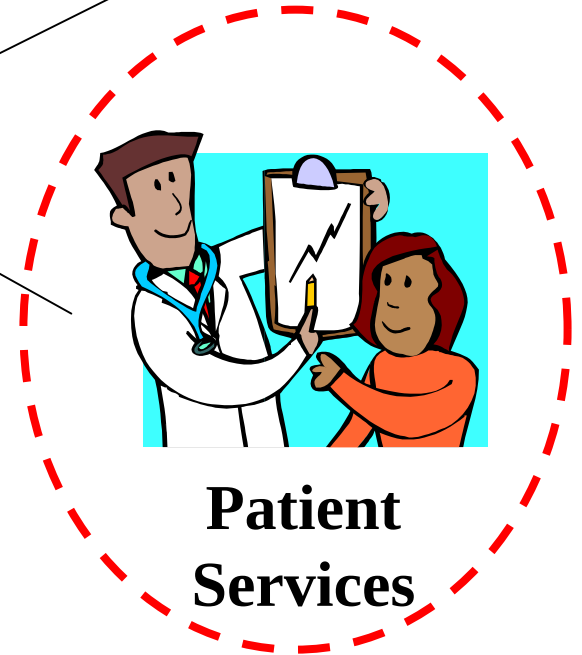
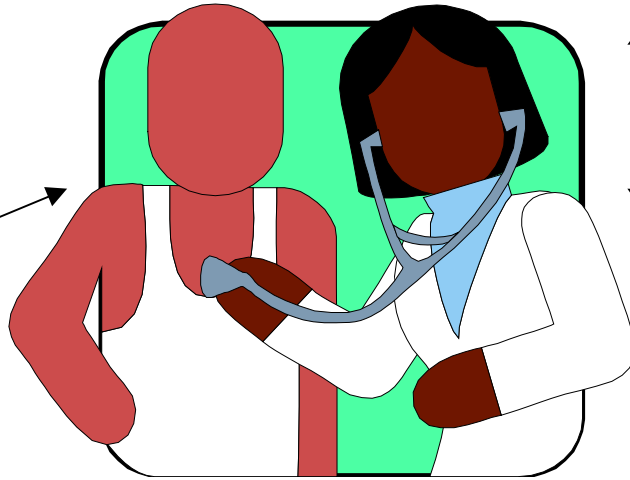
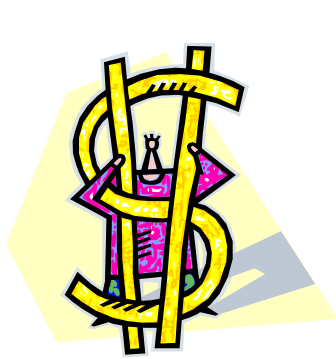
**ADGP
Glaxo Wellcome
Medical Observer
Roche**

General Practice Business Advantage Program

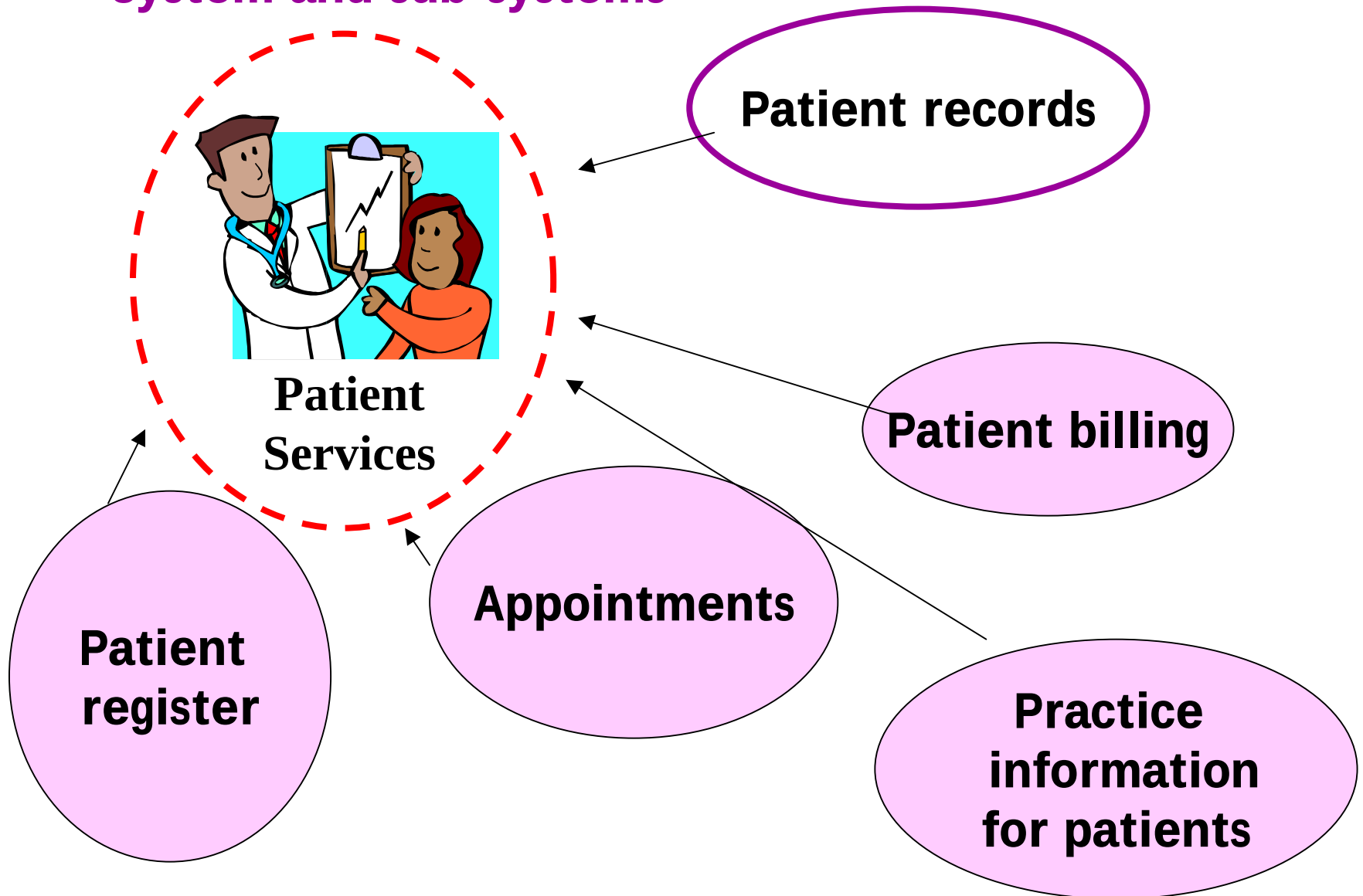
**Practice Promotion
Financial Planning
Strategic Planning
HR Management
Risk Management
Time Management
Effective Staff Management**

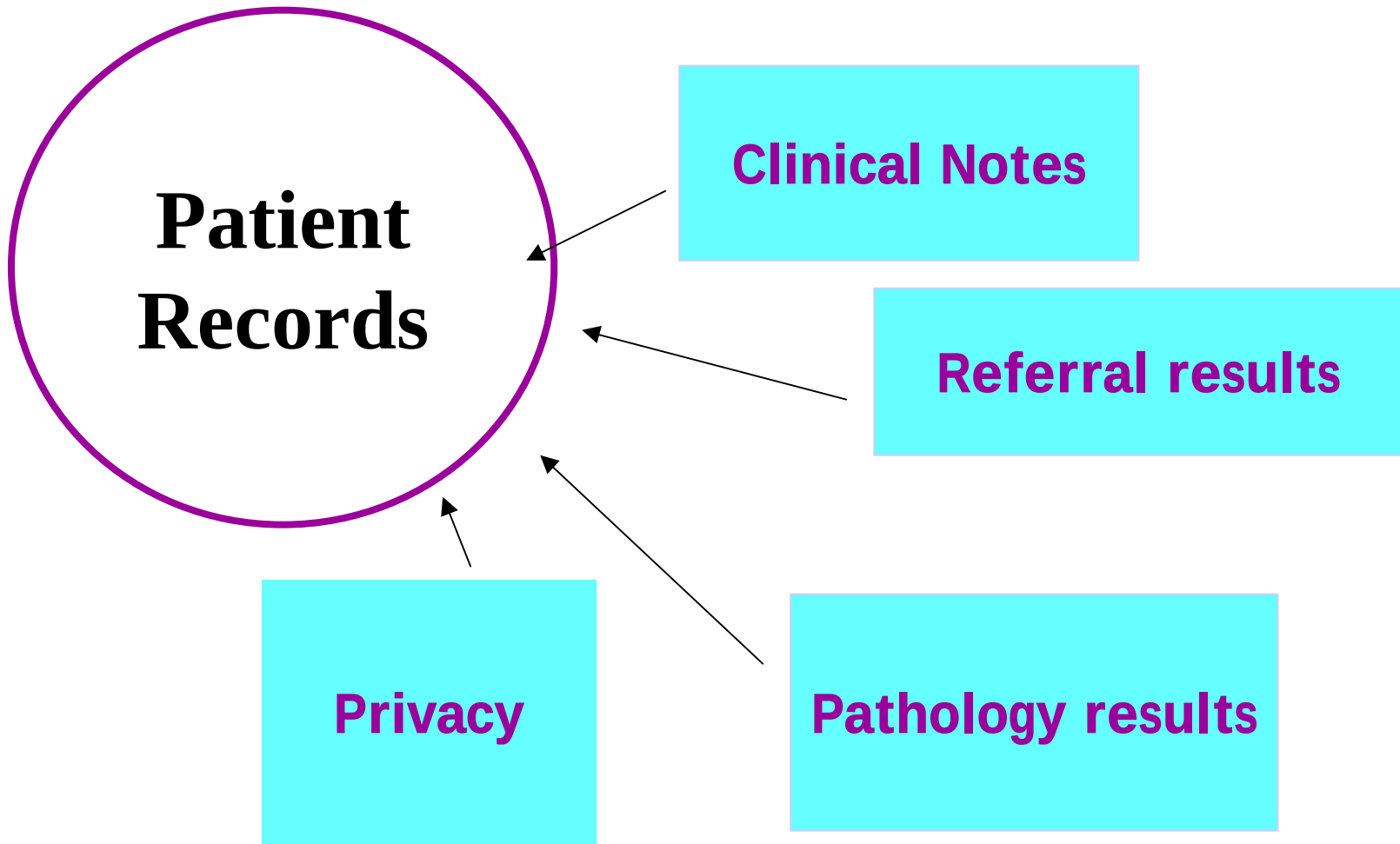
**Systems
Thinking**

Goal Setting

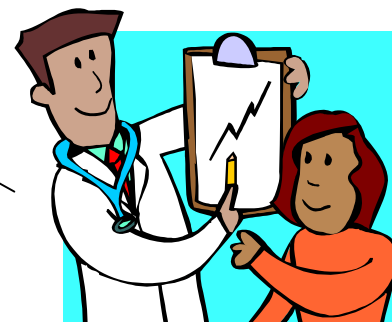
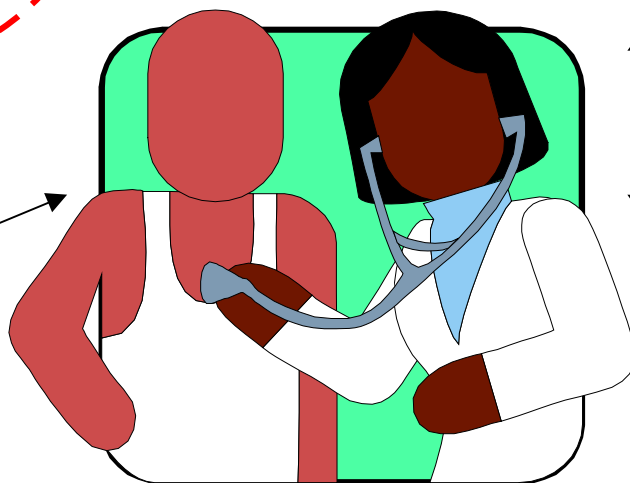


System and sub-systems

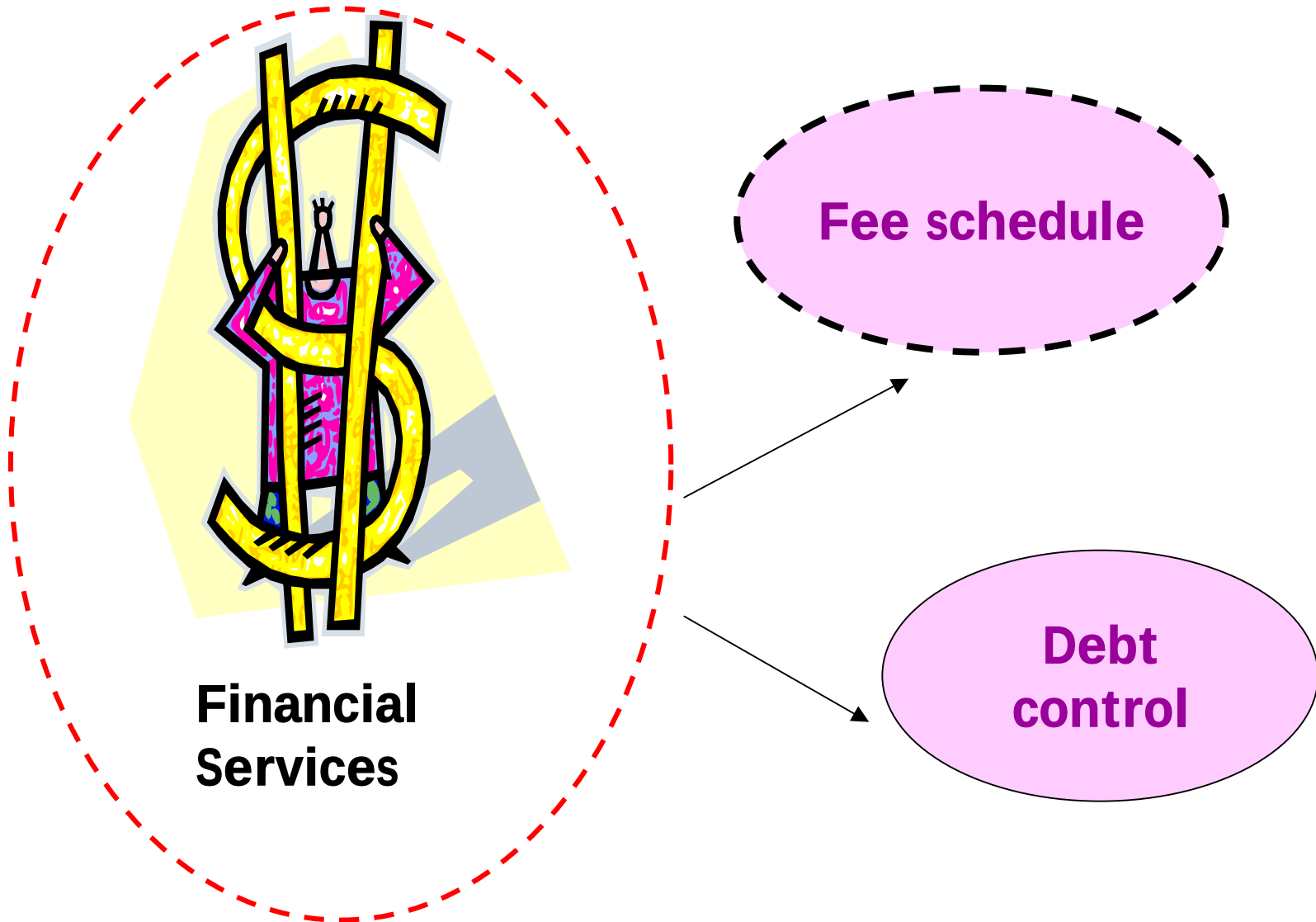




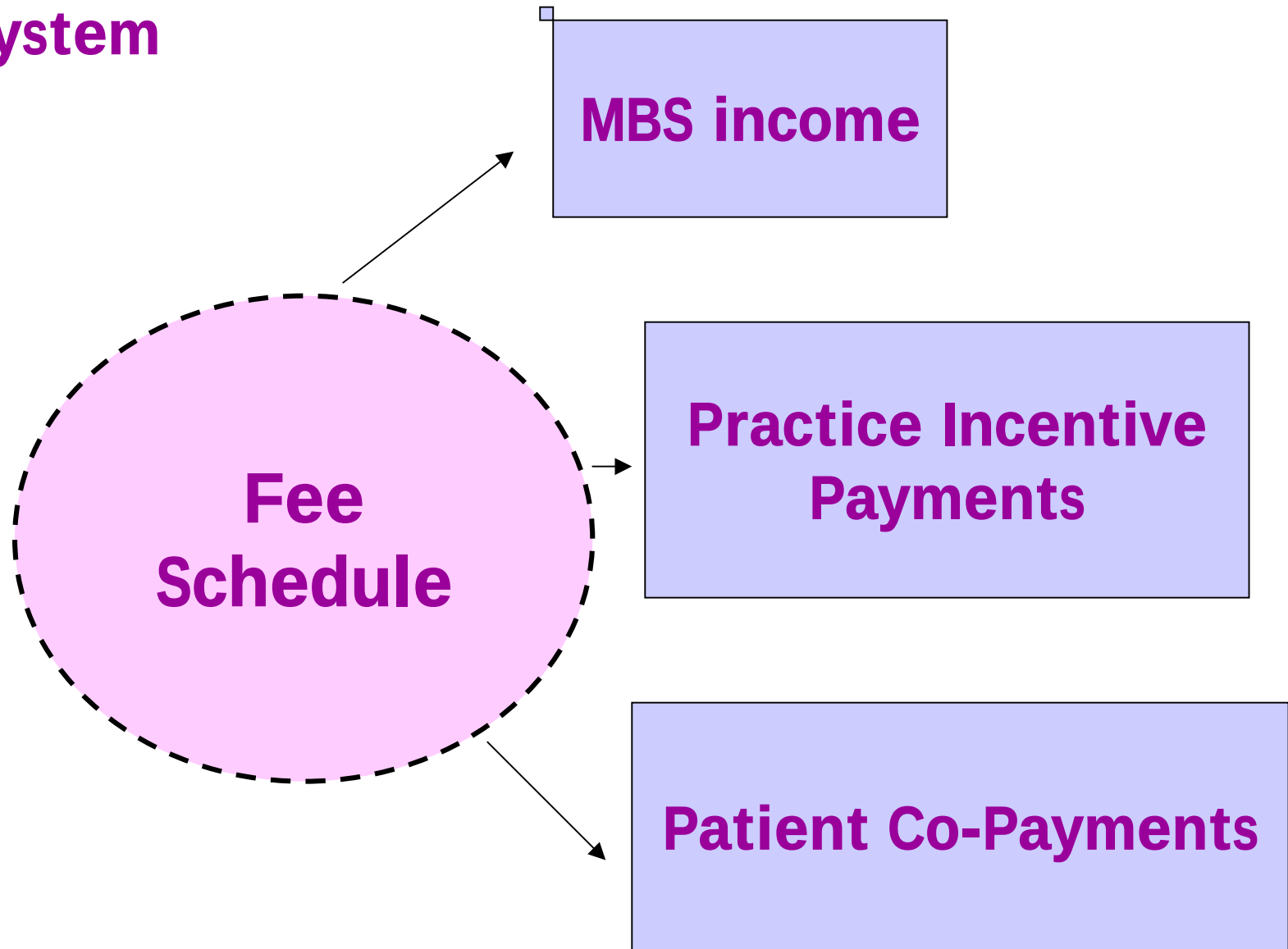
General Practice Sub-systems and sub/sub systems



Systems and sub-systems



Financial services system



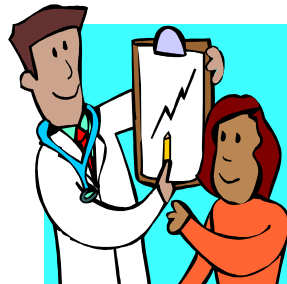
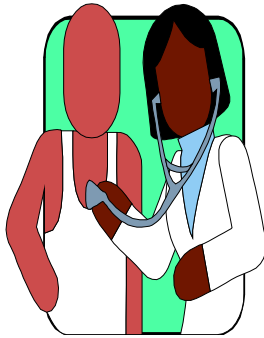
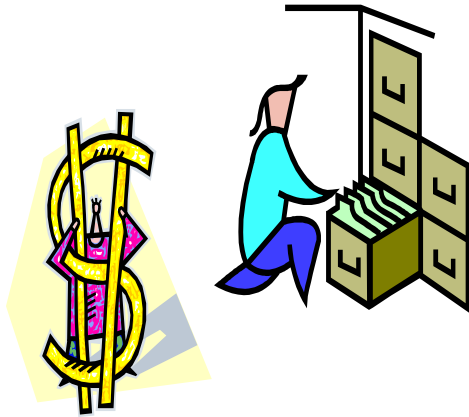
What makes a system?



+ Equipment
and Tools

+ Processes or
Procedures.

Practice identifying systems



- Listen to the case study from Whitehorse Division about a program involving changes in General Practice.
- Use your form to note which Practice systems were involved.

Steps in Systems Thinking

- 1. Define what different outcome you want.**
- 2. Identify the systems and sub-systems involved.**
- 3. Decide on action for change in each sub-system**
- 4. Set a time frame for action and change**
- 5. Decide who should take the action**
- 6. Review outcomes .**

The value of using a systems framework

- **Enables GPs and Practice staff to exercise increased business and clinical control.**
- **Potential for increasing consistency, quality and income /cost control.**
- **Achieve long term solutions to recurring problems in General Practice systems.**
- **Emphasis on system change, not people change**
- **Step by step method allows control of pace of change.**

Skills needed for using a Systems Thinking framework



- **Skill to define specific, measurable desired outcomes.**
- **The ability to understand and analyse the systems that work together to produce outcomes.**

What skills?

- **Designing systems changes that will work**
- **Understanding General Practice business imperatives and respecting time/cost/profit implications resulting from systems change.**

What skills ?

**Achieving GP
engagement in
systems change**

- **General Practice principals**
- **Practice Managers.**



**Continuing
Professional
Development
?**

**Systems
?**

**Negotiation
and
advocacy
?**

