

Mission Statement

GPV works at the state level to support Victorian divisions of general practice. Divisions build capacity in general practice, working at the local level towards a skilled, viable and effective general practice sector to improve the health and well-being of Victorian communities.

Merry Christmas & Happy New Year

From the GPV Board & Staff

Working with General Practice

The year ended on a high note with the launch by the Victorian Minister for Health, Daniel Andrews, of **Working with General Practice**.

GPV Chair Dr Rob Grenfell congratulated the Minister and said that he agreed with the Minister that the position statement – a DHS-wide guide on how best to work with general practice – is a watershed document for the delivery of integrated health care in Victoria.

The position statement is the first of its kind by a state government. Both the Minister and the department Secretary, Fran Thorn, spoke of the importance they attach to the effective integration of general practice into the state's health system and their determination to continue the groundwork already done.

Rob Grenfell said that although its detailed information about working with divisions will be an enormous help to the department in its work with general practice, its chief importance lies in its recognition that general practice is an essential part of the state's health system.

GPV has been working with DHS towards this over many years and it is most gratifying to see this result of the hard work on both sides. We hear a lot about the commonwealth-state divide and the difficulty of integrating general practice into state systems because it is funded by the commonwealth, but the launch of this paper by the Minister shows that in Victoria we are determined to overcome those barriers.

Dr Grenfell commended the Primary Care Branch of DHS for initiating the development of the position statement over a year ago and said that it will also be of great value to the state-funded primary care sector, with which divisions are developing closer working relations, as well as to all health services and organisations that need to work with general practice.

Our thanks are due in particular to Anne Peek, CEO of Dandenong Division, who spent six months on secondment in DHS to develop this paper, and Anna Brazier of DHS, who worked with Anne throughout that time, as well as to the DHS Working Group who supported and advised them in this work and Sonya Tremellen and Susan Webster of GPV who both put much knowledge and energy into the development of the paper.

All speakers at the launch paid tribute to work of the late Dr Peter Waxman, GP Adviser to the Primary Care Branch. The position statement is the culmination of Peter's work at DHS and its publication is the result of his persistence and determination.

- Bill Newton, CEO

GPV Board Members

Dr Rob Grenfell, Chair

Dr Wendy Bissinger, Deputy

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**GPV is part of the Divisions
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GPV Privacy Statement

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The policy sets out how GPV collects, uses, keeps secure and discloses information. It also acknowledges that individuals have the right to know what information is held about them, and to correct that information should that be necessary.

Further details are available on the GPV website. If you do not wish to continue receiving this newsletter please contact GPV Reception on Reception@gpv.org.au



National Programs...

Victorian Divisions embrace new tools for patient management and data quality improvement

Practice Health Atlas (PHA)

Practice Health Atlas (PHA) is a tool that enables divisions to provide a comprehensive data and information management service to their practices. The PHA produces a statistical analysis of the business and patient population aspects of the practice eg incidence and prevalence data and use of MBS (including actual and potential income analysis).

Currently 18 Victorian divisions (31 staff) have undergone the training. A further training program is proposed for April 08.

Pen Computer Systems Clinical Audit Tool (Pen CAT)

In a practical move to assist GPs with clinical data improvement, practice population management, target risk group case finding, and practice revenue improvement, General Practice Victoria and 25 of its Divisions have given Victorian doctors a “leg-up” through the provision of the Pen Computer Systems Clinical Audit Tool (Pen CAT) for the next 12 months.

Pen CAT is an easy to use, highly intuitive tool that provides real time access to the ‘names’ behind the statistics. It filters by:

- Demographics
- Conditions
- Comorbidities
- Medications
- Pathology/other status eg BMI, HbA1C etc

Pen CAT is an essential tool for data cleansing, register creating and patient management.

The Pen Clinical Audit Tool creates progressive snapshots of general practice patient data and presents this in a meaningful way using a graphical approach that is intuitive and requires only a few minutes of time for GPs or other practice staff to master. It allows the user to drill down from graphical data to identify patients of interest in the practice. It points to gaps in data recording, and reports on achievement against key practice targets.

Particular enthusiasm for Clinical Audit has come from National Primary Care Collaboratives Coordinators who see the tool as a reservoir for “hundreds of PDSA opportunities”. Without requiring specialist software skills or specialised reporting the Audit Tool gives NPCC participants the opportunity to roam through practice data and get answers to the important questions that drive behaviour change in general practice for patient and practice benefit.

Victorian divisions are leading the way nationally in the uptake of these quality and capacity building approaches to the improvement of clinical data, to enable healthier practices, healthier practitioners and healthier patients, through accurate records and systematic and team based approaches to patient and practice management.

Currently 25 divisions have purchased the use of Pen CAT for their Medical Director users.

A version of Pen CAT for Best Practice software is due to be announced in the very near future.

“It is refreshing for division staff to have the opportunity to provide practices with a system that they can really use to improve quality and improve practice revenues at the same time. We have been able to build on the close relationship we have with our practices by providing them with two systems, that work together to improve the potential of our practices”

Ken Mansbridge, CEO,
North East Valley Division
of General Practice

Google Map for Divisions

Google Map for Divisions enables your website to incorporate an online map of healthcare providers in your region.

Using Google Map for Divisions on your website will allow your members and visitors to your site to quickly and easily find the closest general practice, pharmacy, hospital or any other organisation you choose to list. All the usual features of Google Map are available including the map-maker which will give you directions between two points.

Development of the application was commissioned by General Practice Victoria and it arose from discussions and work done with the Victorian division IMIT network. The map is for the use of any Australian division of general practice.

Google Map for Divisions includes the following features:

- Display on its own separate page or incorporate into the body of your website.
- Size to any width.
- Capacity to host multiple maps.
- Automatic route planner.
- Simple Admin panel to update data and change parameters.
- Free choice of location ‘types’
- Filter locations by:
 - Location Type
 - Suburb
- Option to include extra details (e.g. contact details, opening hours, speciality etc)

For more information contact Brendon Wickham, e-Health Support Officer at GPV on (03) 9341 5200 or email b.wickham@gpv.org.au



GP Hospital Communication: General Practice Liaison

What has General Practice Liaison achieved

+ **Service Planning Integration**

The GP Liaison Units' annual plans are developed through consultation with local divisions of general practice and hospital departments. The plans are endorsed by hospital and division executives.

+ **Improved GP Access to Hospital Services**

12 major health services have GP sections of their websites listing services provided and how to access them. As an example see Southern Health's GP Access Page www.southernhealth.org.au/gp

+ **Optimised health resources**

For example, The Alfred has reduced the wait for new outpatient appointments despite an increase in new referrals. This was achieved through the development with the Heads of Units of GP Referral and Management Guidelines to improve the quality of referrals, assist accurate clinical prioritisation, and reduce unnecessary appointments through absent investigations. Referral forms and guidelines were disseminated through GP education and The Alfred website

+ **Increased continuity of care**

For example, Peninsula Health provide GPs with HL7 compliant discharge summaries, downloaded directly to GP software, delivered via the secure HealthLink network. 80% are delivered within 24 hours.

GPs and hospitals working together

In Victoria 14 public statewide and metropolitan health services (29 hospitals) have general practice liaison services funded by the Victorian Department of Human Service (DHS). These services usually consist of a part-time GP and a project officer. Their aim is to bridge the interface between hospital and general practice to improve patient experiences and outcomes through

- + Improving patient transitions between the primary and acute care sectors
- + Preventing the need for acute care
- + Facilitating delivery of care in the most appropriate setting.

Roles

Victorian State Health's role

DHS has

- + invested \$2.7 million annually into the General Practice Liaison Program
- + set strategic directions and established a program framework
- + funded GPV to support planning and accountability of the services
- + funded GPV for a pool of GP representatives to DHS committees

GPV's role

GPV has

- + worked closely with DHS on strategies to reduce hospital demand
- + provided and supported GP representatives on DHS committees responsible for reforms of emergency care, maternity care, outpatients, elective surgery, post acute care etc
- + through division consultation, set GP minimum requirements for
 - a. the transfer of patient information
 - b. outpatient services
 - c. elective surgery
- + Supported GPLOs through a helpdesk, the website and workshops

Divisions' role

Divisions have

- + advocated persistently on behalf of GPs to their hospitals
- + Participated in government arrangements for the GPL services
- + provided GP representatives to hospitals' advisory groups
- + organised CPD events with the hospital
- + disseminated information from the hospital to their members
- + provided up to date GP contact details to the statewide GP database for hospital use

Other relevant documents

DHS GPL Program Planning Document

<http://www.health.vic.gov.au/emergency/gpl-program-planning-07.pdf>

2006 Review of GP Liaison in Victoria (Amos Report)

<http://www.health.vic.gov.au/emergency/gplo-review.pdf>

Lippmann L (2006) The Role & Achievements of Victorian Public Sector GP Liaison Officers

http://www.gpdv.com.au/gpdv/documents/GPLO_ThePHCRED_Report_160206.pdf

Minimum GP requirements for outpatient services

[http://www.gpdv.com.au/gpdv/documents/GPHospComm_GPRequirementsofOutpatientServices\(Feb07\).pdf](http://www.gpdv.com.au/gpdv/documents/GPHospComm_GPRequirementsofOutpatientServices(Feb07).pdf)

Minimum requirements for communication to GPs regarding patients awaiting elective surgery

http://www.gpdv.com.au/gpdv/documents/GPLO_GPDVRegForCommunication.pdf

Minimum requirements for the transfer of information between hospitals and GPs

www.gpdv.com.au/gpdv/documents/GPHospitalComm_Paper2.html

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Divisions...

Congratulations to the Whitehorse Division Victorian Division receives Achievement Award

Congratulations to Whitehorse Division on winning the Network Excellence Award for Primary Health Care Team Environment at the 2007 AGPN Forum for its commitment to supporting primary health care (PHC) teams.

Building the team environment

GPs and practice nurses are provided with coaching and mentoring with telephone and onsite support to maximize the practice nurse role within general practice. To add value and augment the GP services, the division also provides access to specialist nurses.

Multidisciplinary training

Multidisciplinary training is provided in a number of ways:

- ★ GP, practice nurse/practice management, specialist nurses, combined training (eg pandemic flu, immunisation, GP management plans and team care arrangements, asthma and diabetes education);
- ★ GP, pharmacist, aged residential care facilities combined training (eg GP panels, quality use of medicines);
- ★ Hospital Admission Risk Program training (eg care coordination with hospital, community health, healthy at home nurses)

Multidisciplinary approach to service delivery

Through their service company, General Practice Support Services VIC (GPSS), specialist nurses are placed in practices, providing GPs and patients with access to specialty nurse clinics on a weekly or fortnightly basis. Practices are trained and supported to implement the necessary policies and procedures to run the clinics, including workflow and interaction with reception, practice management, GPs, and regular practice nurse services. Modeling occurs to ensure financial viability and appropriate use of MBS items. Psychologist access is provided through the Division's voucher system, available to all GPs and practices.

Outcomes achieved

- ★ The number of practices employing nurses has increased by 20%
- ★ The overall number of employed nurses within general practices has risen by 15%
- ★ Specialist nurses in 22 different general practices providing GP and patient access to 35 specialty nurse clinics (services include diabetes, asthma, care planning).
- ★ Whitehorse Home Assessment Team nurses (WHAT service) used by 7 practices,
- ★ Three practices use the services of an ACcESS nurse (assists GPs in aged care facilities with a cycle of care: CMAs, care plans and case conferences).
- ★ Fifteen practices are supported to use their own nurses in aged care.
- ★ Healthy at Home nurses have worked with 116 GPs to provide specialist nurse case management to patients at risk of hospital admission; resulting in a reduction in hospital admissions by 55% over 12 months.
- ★ GP, patient and practice levels of satisfaction are very high; great time savings for GPs.
- ★ Increased services to aged care—CMAs 20%, RMMRs 11%, contribution to care plans 42%;
- ★ Diabetes: HbA1c results showed significant change over 12 months of 35%
- ★ Increased ownership of asthma action plans between first and final visit 70%, and device use assessment improved 300% for optimal use.

Together with 15 of their general practices and the Eastern Health hospital network, the Division also won the Prime Minister's Award for Excellence in Community Business Partnerships 2007, Victorian Medium Business.

Whitehorse Division of General Practice www.wdgp.com.au

Congratulations to West Vic Division recognised by two industry awards

The West Vic Division was recognised by two industry awards in October 2007.

The Australian Human Resources Institute Awards for Excellence acknowledged the Division's exceptional human resources strategy. **The People Management category recognizes companies that have achieved outstanding outcomes for the organisation and its stakeholders, including its employees.** While the West Vic Division did not win, the Division was recognised as a State winner and one of only three National finalists.

The Division was encouraged to enter the awards as a result of their accreditation process. "We were keen to benchmark ourselves against other organisations, learn new strategies and to inspire other small organisations to adopt a holistic HR management strategy," CEO Sally Philip said.

The Division has also received two accolades from the Powercor Grampians Pyrenees Business Achievement Awards in the categories **"Recommended Employer"** and **"Health and Community Services"** for the **Division's Mental Health program.**

Mental Health Program Co-ordinator Irina Benewitz said the MH team members have been both passionate and committed to making this service work and add a much needed mental health service to the community.

"The Mental Health Script team are delighted to have been given this award and the public recognition of our Program and its value. The demand for the service is overwhelming in this time of drought economic hardship. Hopefully this award demonstrates the need for more support to this vital program."

Ms Philip says "These awards are a credit to the vision of the Board who clearly understand that having highly qualified and motivated staff is pivotal in delivering quality services to our GP members and their practices."

**West Vic Division of General Practice
www.westvicdiv.asn.au**

Congratulations to the Melbourne Division: Division wins GSK Immunisation Grant

Congratulations to the Melbourne General Practice Network which, with the Dousta Galla Community Health Service, has won a \$20,000 grant from GSK to run a project to vaccinate adult refugees who have missed essential immunisations.

The project will provide an outreach immunisation service to adult refugees with no record of immunisation history. The collaborative partnership will involve Flagstaff Adult Migrant English School, North Melbourne Language and Literacy Centre; and the Wingate Adult Migrant English Program in the inner north west of Melbourne.

The Program will initially focus on raising education and awareness of the benefits of immunisation against common vaccine-preventable diseases. Following this, the Program will offer an outreach service of providing free Measles, Mumps, Rubella (MMR) vaccination to these adults with no documented vaccine history. It will also identify potential barriers to these adults accessing primary health care and support access to local, culturally appropriate care. Evaluation of the Program will provide valuable learnings for dissemination and use in program and service planning and delivery to the adult refugee community.

Melbourne General Practice Network: www.mdgp.com.au