



Australian Primary Care
Collaboratives
Pioneering Change 



CLOSING THE GAP

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APCC Closing the Gap 23 June 2010

Objectives

- Overview of the Australian Primary Care Collaboratives Program and framework
- Overview of the Closing the Gap Local Wave
- Demonstration of the web portal and outputs for participating health services

Background

- APCC began in 2004
- Approx 1000 practices and 50 AMS
- More than 70 Divisions involved and two state affiliates
- 5 topic areas:
 - Access and Care Re-design
 - Diabetes
 - Coronary Heart Disease (CHD)
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Chronic Disease Prevention and Self Management (CDPSM)
- Over 50 quality indicators/ measures across the topic range

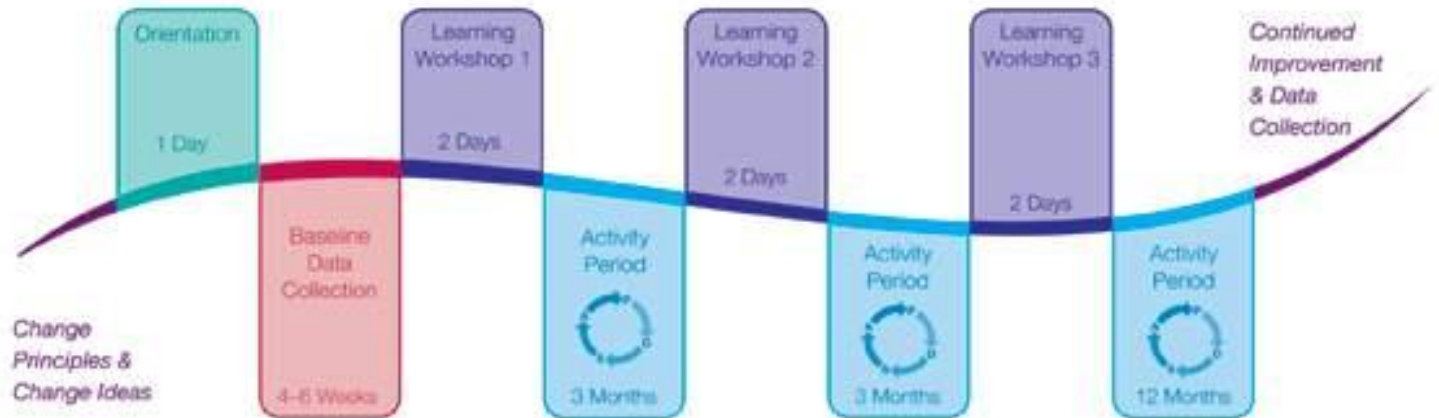
Collaborative Methodology

Learning Workshop Series

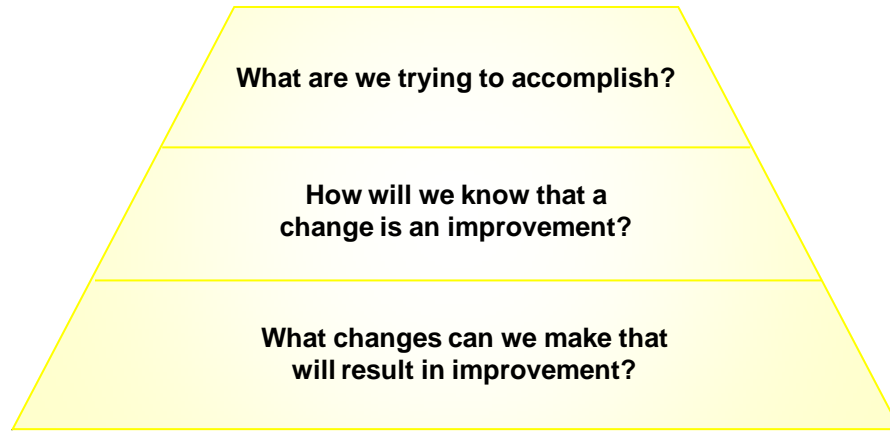
Expert
Reference
Panel



Handbook



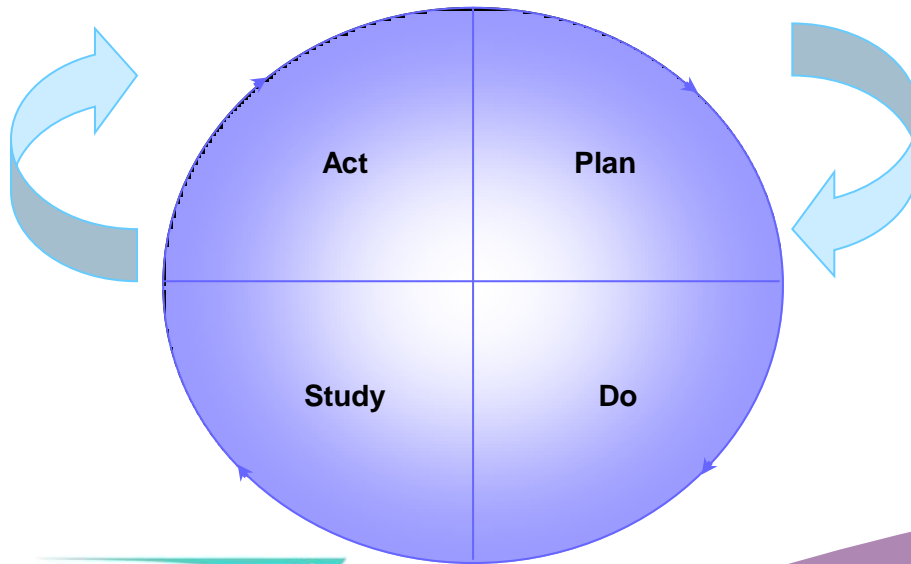
The Model for Improvement



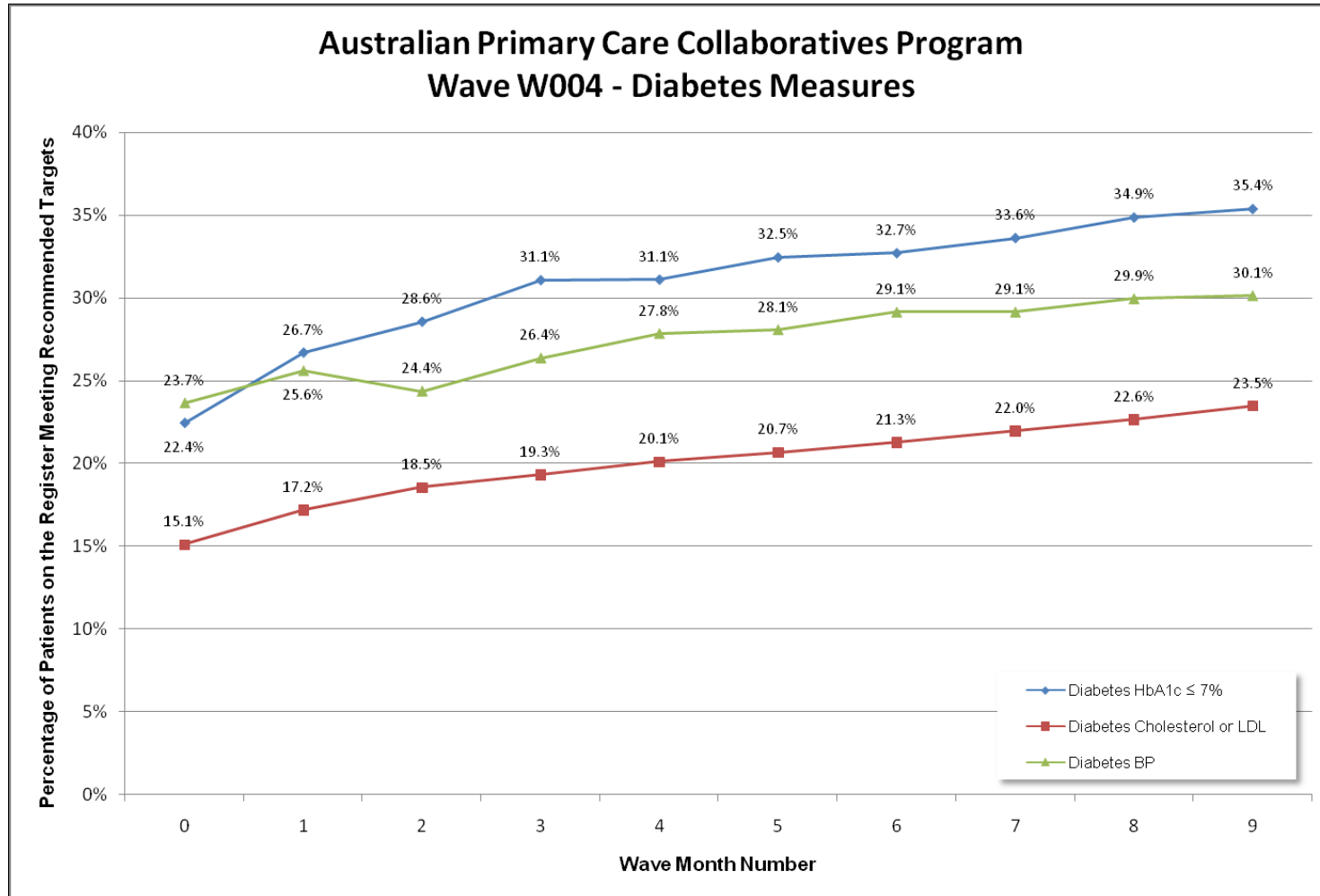
3 Fundamental Questions



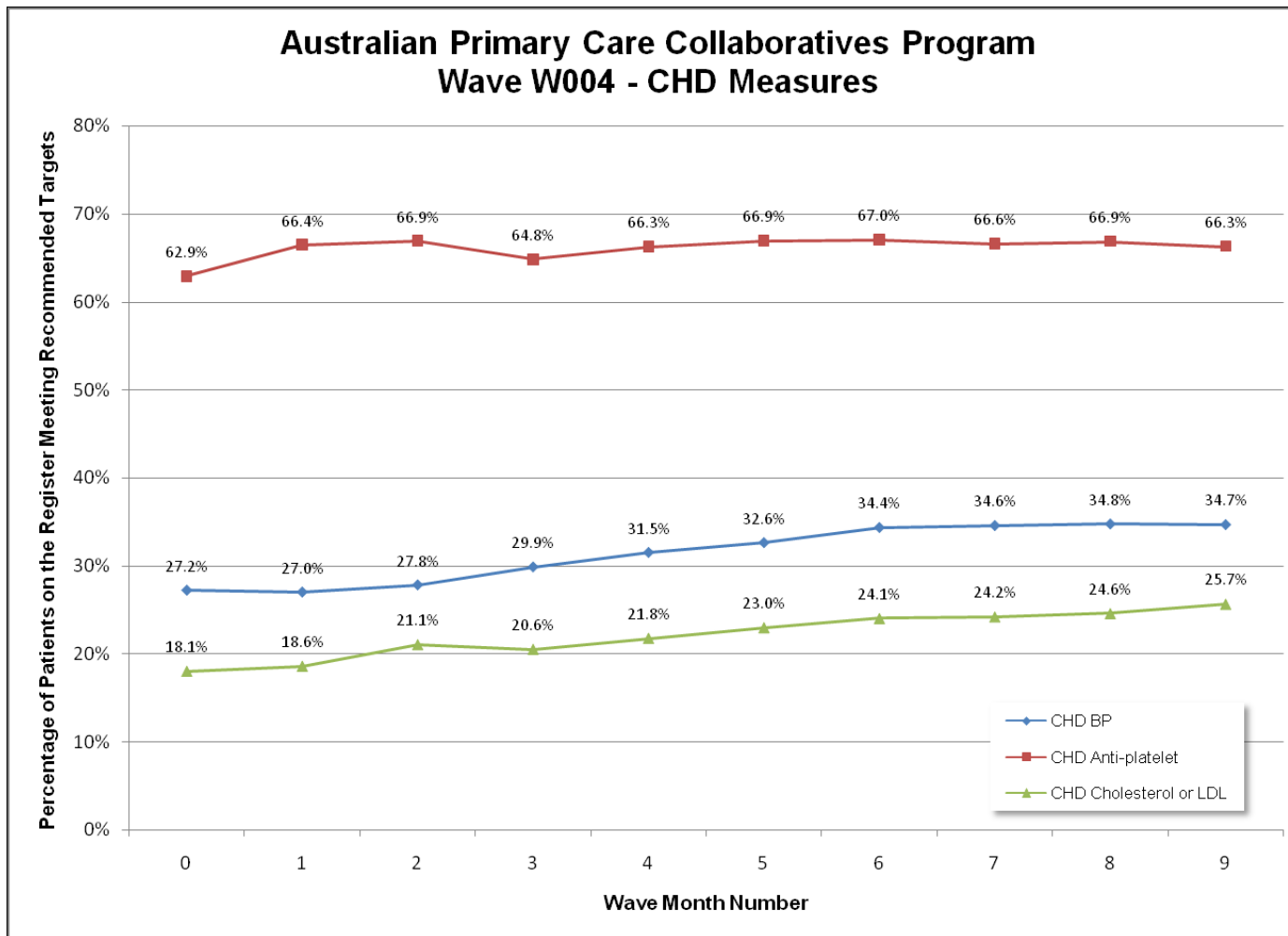
PDSA Cycles



Results Demonstration



Results Demonstration



Closing the Gap

- Focus on local waves
- Access is the lead topic
- Move into another topic area based on local burden of disease
- Potential to work locally to then identify regional population gaps

Improving Access for Aboriginal and Torres Strait Islander Peoples (Access)

- Aim

30% improvement in the number of health assessments for Aboriginal and Torres Strait Islander patients performed by health services in the last 12 months

Access Change Principles & Ideas

- Change principles are the milestones that a health service should aim to achieve
- Change ideas are the practical steps the practice will need to take to achieve the change principles.

Change Principles	Change Ideas
1. Build and maintain the team	<ul style="list-style-type: none">▪ Undertake cultural awareness training▪ Set Realistic Goals▪ Communicate with other team members▪ Engage the Team▪ Develop the team▪ Reflect and review what you are doing

Change Principles	Change Ideas	IHPO Indicator
2. Know your population	<ul style="list-style-type: none"> ▪ Understand the number of Aboriginal and Torres Strait Islander peoples who use your health service. ▪ Understand the access barriers faced by Aboriginal and Torres Strait Islander peoples in your community. 	<ul style="list-style-type: none"> ▪ Impact of collaboration with local Indigenous services to address shared planning and priority setting

Change Principles	Change Ideas	IHPO Indicator
3. Adapt your systems to meet your population needs	<ul style="list-style-type: none"> ▪ Communicate with staff and patients ▪ Test changes to provide a more culturally aware service ▪ Test changes to overcome access barriers for Aboriginal and Torres Strait Islander people ▪ Develop alternative ways for Aboriginal and Torres Strait Islander people to access services ▪ Establish systems to carry out regular health assessments for Aboriginal and Torres Strait Islander people ▪ Embed and monitor the system ▪ Establish contingency plans 	<ul style="list-style-type: none"> ▪ Impact of strategies used to address barriers to the use of mainstream primary care services by Indigenous Australians ▪ Impact of strategies used to improve the capacity of mainstream primary care to deliver culturally appropriate services for Indigenous Australians

Change Principles & Ideas

Change Principles	Change Ideas
4. Pathways	<p>Extend care and increase quality</p> <ul style="list-style-type: none">▪ Meet with local stakeholders to increase the identification of Aboriginal and Torres Strait Islander people▪ Establish a local community steering committee to advise on changes▪ Partner with external organisations to improve care▪ Map the patient journey in healthcare

Program Measures

- Measurement system is being changed
 - Already has the capacity to measure Aboriginal and Torres Strait Islander and Non-Aboriginal and Torres Strait Islander
 - Additional Access measures
 - Active Aboriginal and Torres Strait Islander patients
 - Health assessment in the last 12 months
 - Addition of eGFR tests
 - Adjustments to age ranges

Data Extraction

- Clinical measures collected within 90% of clinical software
- Working principally with PEN Computing Systems Clinical Audit Tool
- Communicare team are discussing potential to auto upload reports
- Extendable database and reporting system

Web Portal

- Data Submission
- Practice level graphs in the Web Portal
 - Benchmarked against divisional and wave aggregates

- Web Portal Demonstration

<https://portal.improve.org.au/programs/APCC/dashboard/Pages/MyHealthService.aspx>

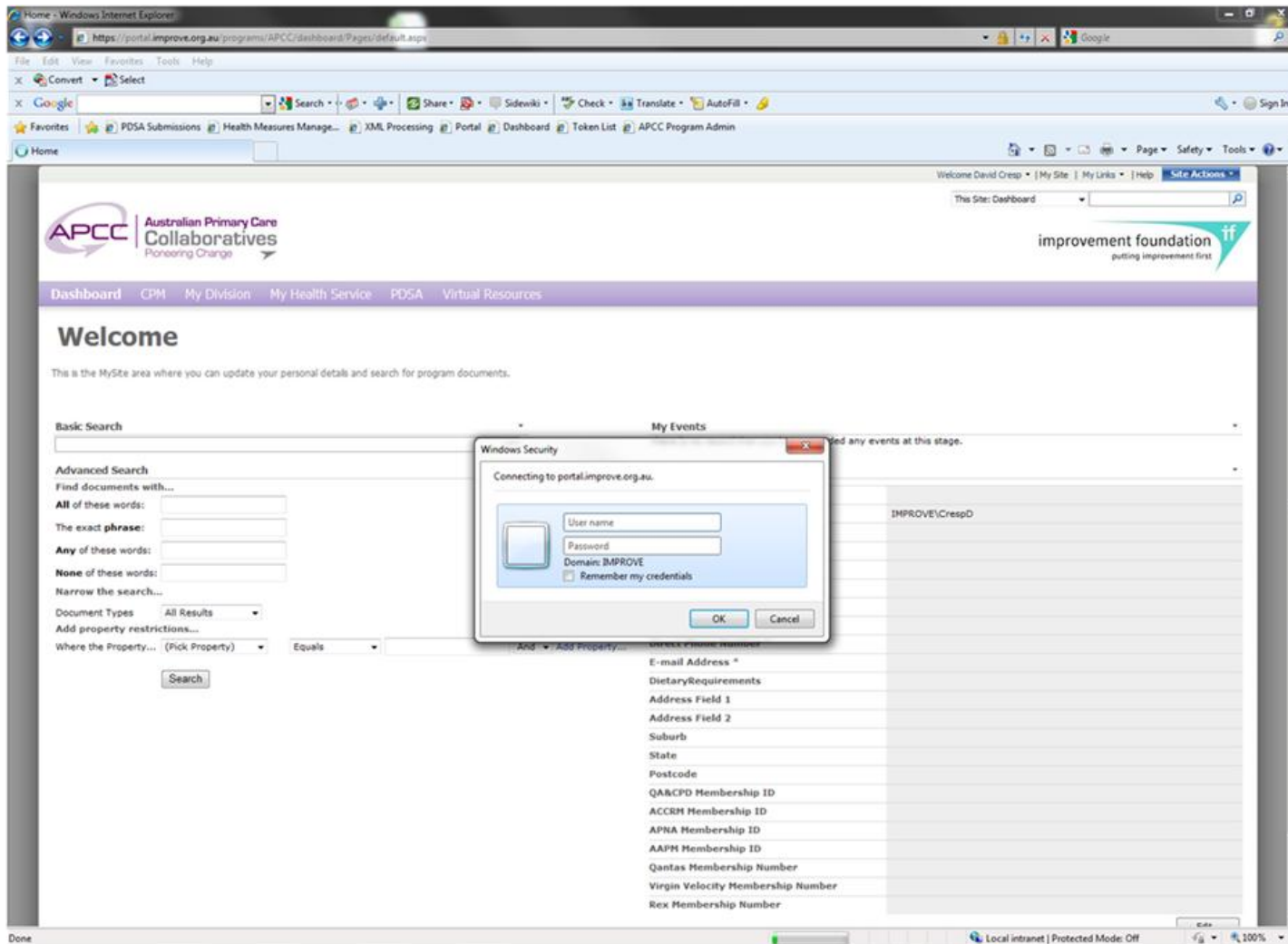
Local Wave Operation

- Divisions submit a local wave plan – offers flexibility
- APCC funds local wave operations
- \$2000 (ex GST) to each health service as an incentive
- Support through Improvement Foundation team, training, web portal and resources

Questions



Using the Web Portal



https://portal.improve.org.au/programs/APCC/dashboard/Pages/MyHealthService.aspx - Windows Internet Explorer

File Edit View Favorites Tools Help

Convert Select

Google Search Share Sidewiki Check Translate AutoFill Sign In

APCC Australian Primary Care Collaboratives
Pioneering Change

improvement foundation if
putting improvement first

Dashboard CPM My Division My Health Service PDSA Virtual Resources

Please select: Demo Health Service 2

Measure Reports

- ACR
- CDPSM
- CHD
- COPD
- DIA
- GEN

Report Quick Links

- Export Report Data
- Print CHD Core Measures
- Print Diabetes Core Measures
- Print COPD Core Measures
- Print CDPSM Core Measures

Recent PDSAs

PDSA Type	PDSA Goal	Completed By	Completed Date
Access PDSA	Building the Practice Team outside the Clinic .	Helen Stone	2010-05-06
Access PDSA	Improve efficiency and access for all Staff with a new Server and hence improve patient care .	Helen Stone	2010-05-06
Diabetes PDSA	Increase % of patients on Diabetic Register who have had urinary ACR or other urinary microalbumin in the past 12 months.	Helen Stone	2010-05-06
COPD PDSA	Improve the percentage of patients on the COPD register with smoking status assessed in the past 12 months. editing test	Helen Stone	2010-05-06
CHD PDSA	Increase % of patients on Diabetic Register who have had urinary ACR or other urinary microalbumin in the past 12 months.	Helen Stone	2010-05-06

All PDSAs

Health Service Details

Name	Demo Health Service 2
Org Type	General Practice
Accreditation	True
Accreditation Provider	AGPAL
RRMA	
Clinical Software Used	MD3
Appointment Billing Software Used	Pracsoft

KPIs

You must submit the online nomination form first to see how you are tracking against your goals.

Please note, newly submitted forms may take up to 10 minutes to process.

Fill out KPI Nomination Form

Last Submission

Last submission was about 2 weeks ago

My Events

There is no record that you have attended any events at this stage.

My Programs

You are currently associated with the following programs:

- APCC

Submit Links

- Submit Manual Measures
- Submit PDSA

Local intranet | Protected Mode: Off

