Supporting practices with advanced accreditation

Tuesday 17 September 2024

The content in this session is valid at date of presentation

Acknowledgement of Country

North Western Melbourne Primary Health Network would like to acknowledge the Traditional Custodians of the land on which our work takes place, The Wurundjeri Woi Wurrung People, The Boon Wurrung People and The Wathaurong People.

We pay respects to Elders past, present and emerging as well as pay respects to any Aboriginal and Torres Strait Islander people in the session with us today.
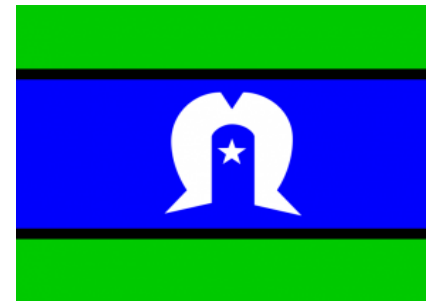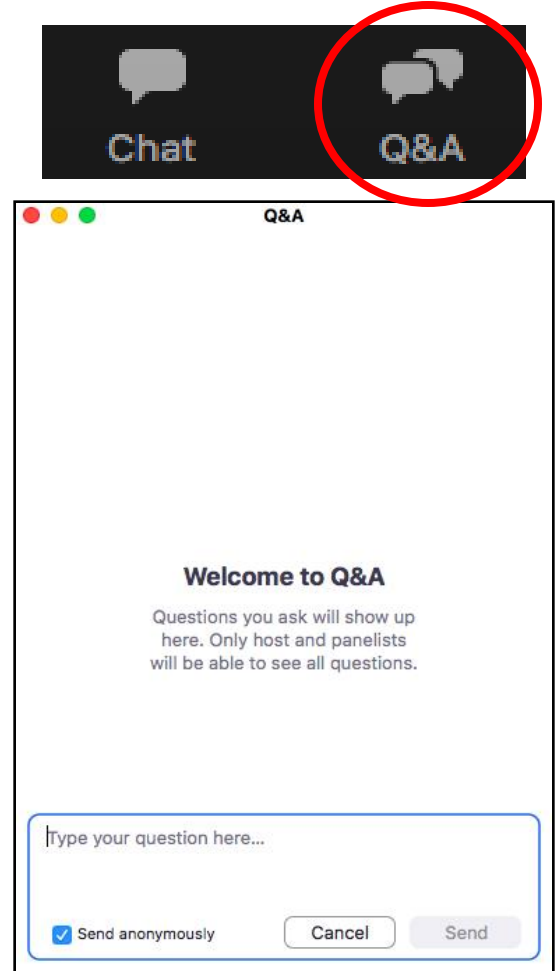
Housekeeping – Zoom Webinar

All attendees are muted

Please ask questions via the Q&A box only

Q&A will be at the end of the presentation

This session is being recorded, you will receive a link to this recording and copy of slides in post session correspondence.

Questions will be asked anonymously to protect your privacy

Housekeeping – Zoom Webinar

**Please ensure you have joined the session using the same name as your event registration
(or phone number, if you have dialled in)**

NWMPHN uses Zoom's participant list to mark attendance and certificates and CPD will not be issued if we cannot confirm your attendance.

If you are not sure if your name matches, please send a Chat message to 'NWMPHN Education' to identify yourself.
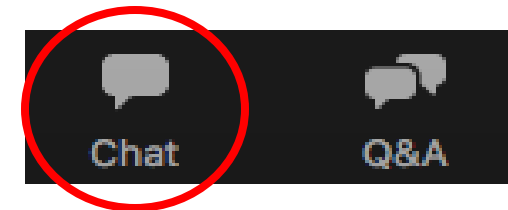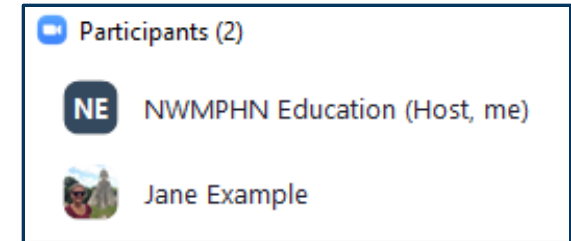
Speaker

Riwka Hagen, Medical Business Services

Starting her professional career as a Medical Scientist, Riwka successfully implemented and managed a regional laboratory of a major pathology provider before embarking on a career of medical practice management and general practice accreditation.

She has managed small, medium and large medical centres and has a strong interest in quality improvement, governance, business planning and financial management.

Riwka is the Director of Medical Business Services providing consulting, advisory, coaching, training and mentoring services to the health sector Australia-wide including general practices.

You may also know Riwka as the founder and administrator of the highly active and influential Facebook group 'Practice Managers Network' which now has a global membership of over 12,500.

Framework for provision and improvement of quality care

Safe care & risk management

Protect patients from harm

Quality recognition

Regular review & audit

Benchmark

PIP/WIP

Why accreditation?

Medical Business Services

Structure of the Standards

Core Module

Quality Improvement Module

General Practice Module

© Medical Business Services

Medical Business Services
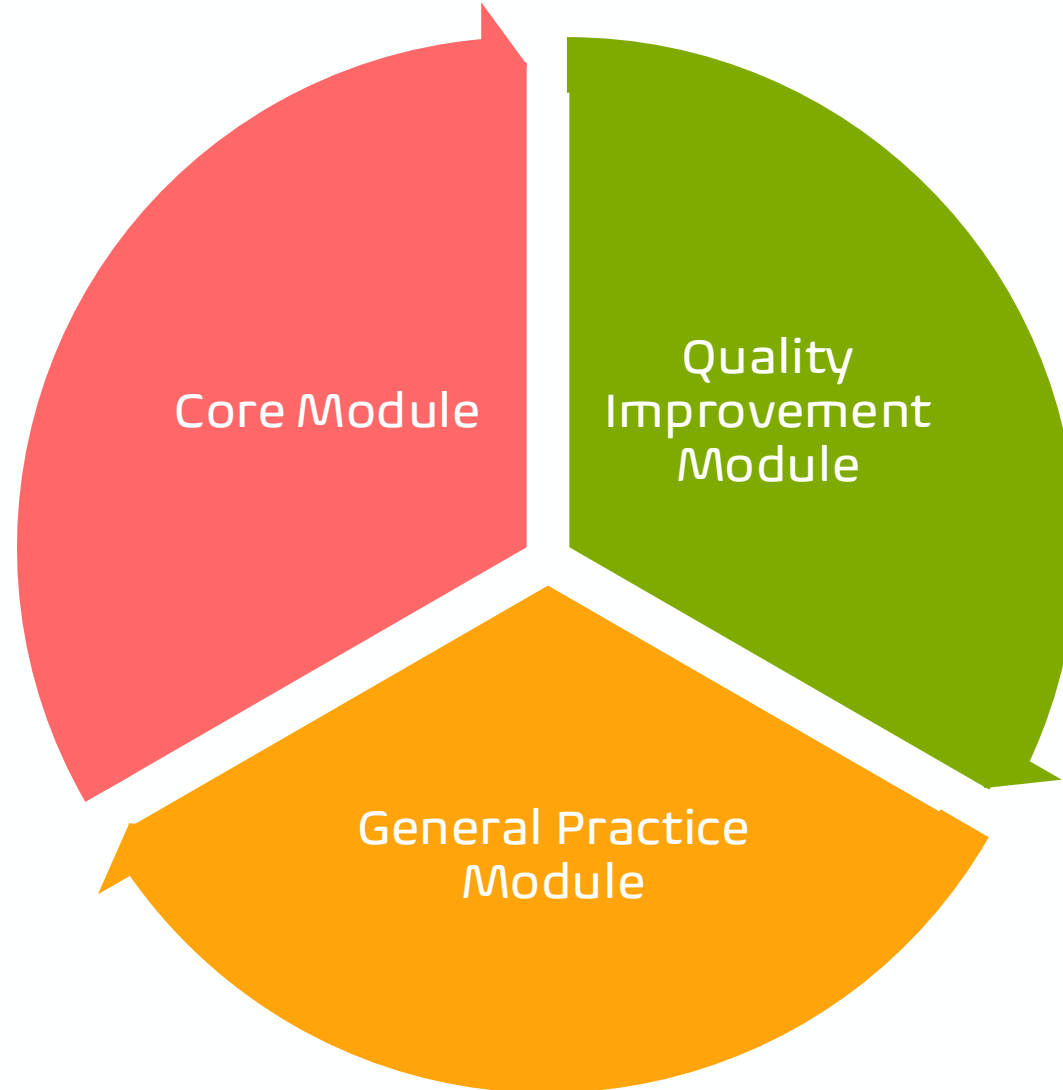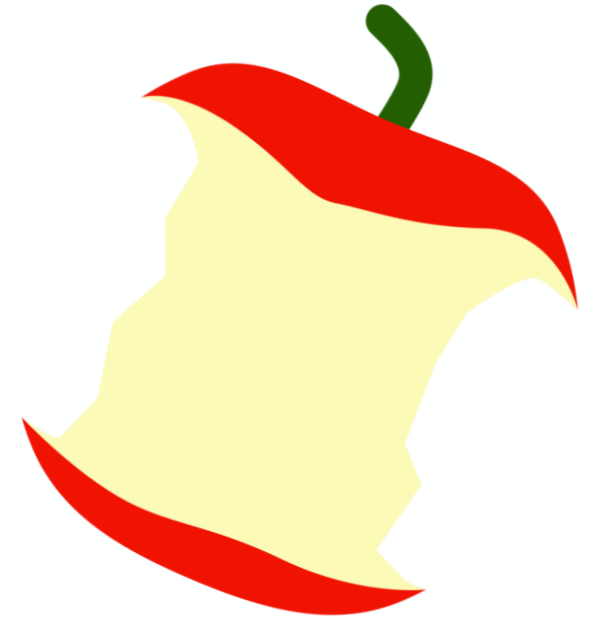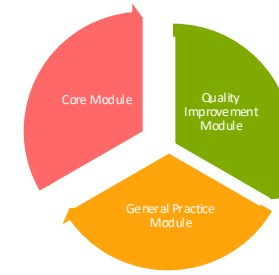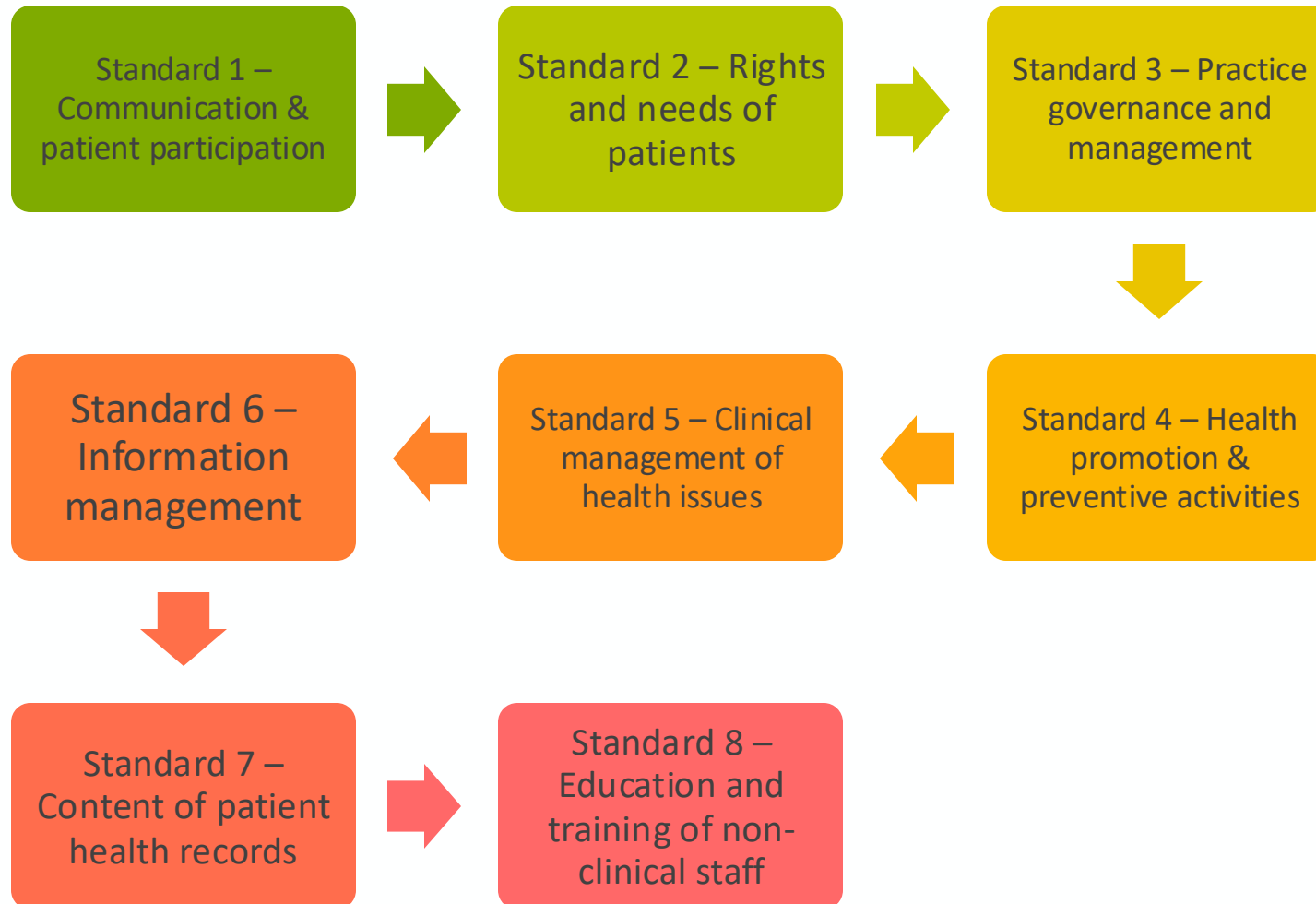
Quality Improvement Module Summary

🏅	QI Standard 1 – Quality improvement
📋	QI Standard 2 – Clinical indicators
✓	QI Standard 3 – Clinical risk management

Core Module

Quality Improvement Module

General Practice Module

Quality

Medical Business Services

General Practice Module Summary
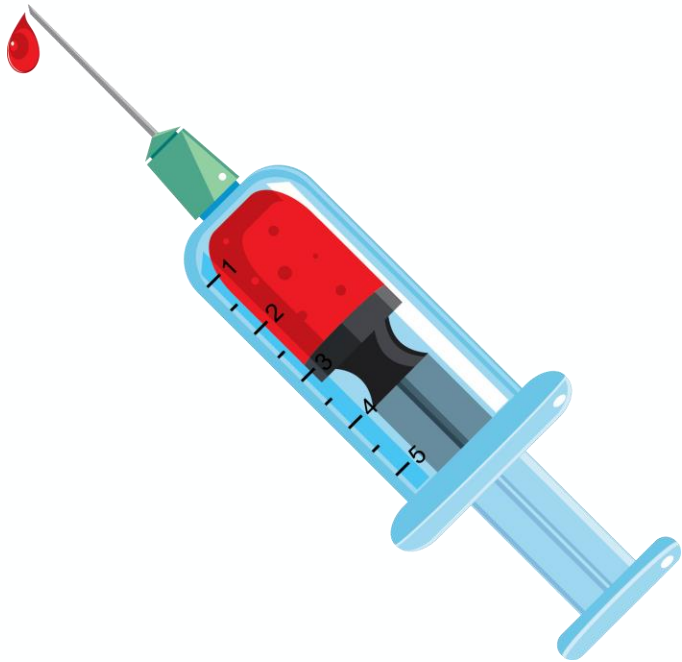
- GP Standard 1 – Access to care

- GP Standard 2 – Comprehensive care

- GP Standard 3 – Qualifications of our clinical team

- GP Standard 4 – Reducing the risk of infection

- GP Standard 5 – The medical practice

- GP Standard 6 – Vaccine potency

Core Module

Quality Improvement Module

General Practice Module

Medical Business Services
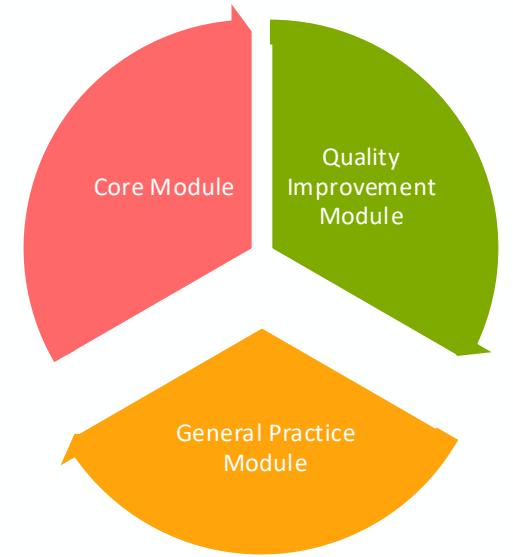
Demonstrating Compliance

Outcome focus	Interviews
Informed by	Document reviews
'Intent' of standard must be met	Observation
Flexibility on 'how'	← Elevate your performance
What works for your practice?	

Medical Business Services

© Medical Business Services
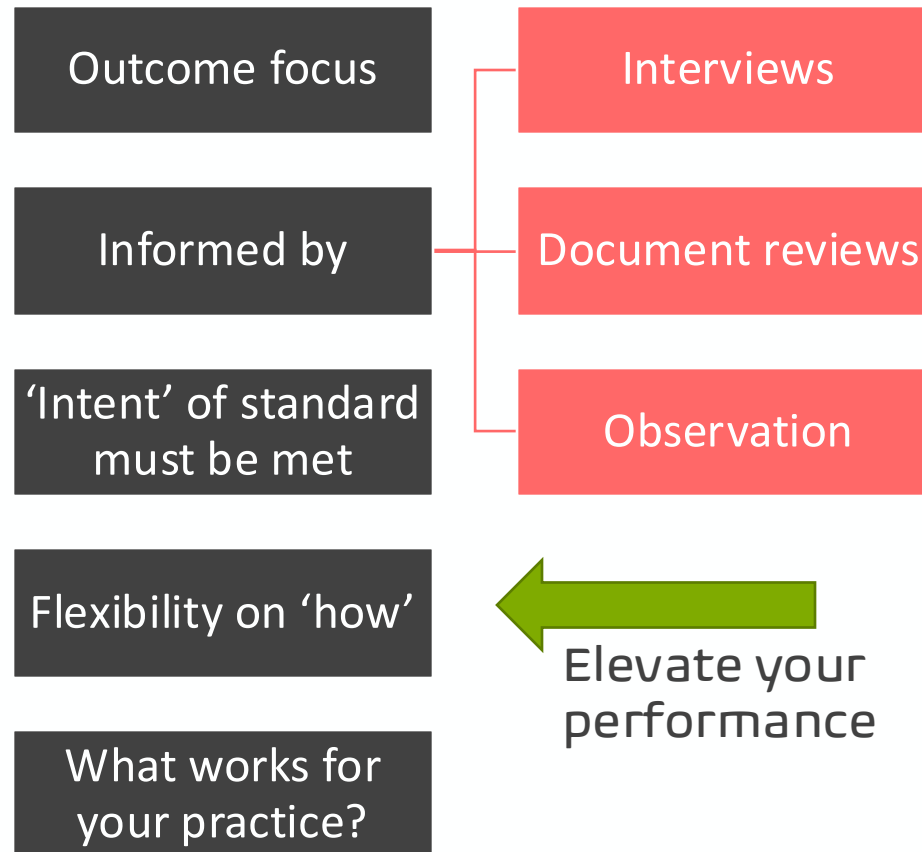
Beyond a tick-box exercise

- Embedding all Standards into everyday activities
- Supporting a growing practice & reducing risk
- Avoid the triennial scrum
- Requires strong leadership and a true culture of excellence
- Marketing advantage?
- What are the resources you need to achieve this?

Business Systems

Improving your business systems

- Documented processes that are understood & adhered to
- Short form | spreadsheets | streamlining
- Commercial products
- Track important actions, due dates and risks
- PM education & upskilling
  - Learning plan | identify your skills gaps
  - Formal/informal education
  - Read, listen, watch
- Team skills matrix
- Time blocking to ensure important works gets done
- Delegation | right person right task
- Underpinned by organizational culture, communication & leadership

Core Standard 3 – Practice governance & management

C3.1 – Business operations systems

C3.1A 🚩 *Our practice plans and sets goals aimed at improving our services*

C3.2B Our practice evaluates its progress towards achieving its goals

C3.1C 🚩 Our practice has a business risk management system that identifies, monitors and mitigates risk in the practice

C3.1D 🚩 Our practice has a complaints resolution process

*M*edical *B*usiness *S*ervices

Focus areas for Business Plan

🚩 • Business risk/performance (Disaster recovery & business continuity)

🚩 • Communication

🚩 • People

🚩 • Environment

🚩 • **Patient/Client Services**
  - *Quality & Risk*
  - Access
  - Privacy & Confidentiality

🚩 • Internal systems/processes/policies/procedures
  - Technology, IT/IM

• Finance ⬅

• Marketing ⬅

Business plan - format

- ## One page (strategic) plan ⬅ *Aspirational*
  - ### Mission, Vision, Values statement
  - ### High level initiatives, outcomes, measures, activities
  - ### Easy to communicate (staff and other stakeholders)
  - ### 'Road map'
  - ### Who is audience?
- ## Operational plan ⬅ *Accreditation requirement*
  - ### What / Who / When / How
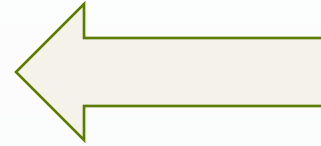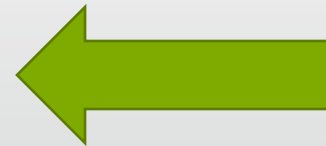
Finance
- We respond to MBS changes/challenges
- We remain financially viable
- We will develop passive income opportunities

Services
- We provide accessible, holistic and comprehensive services
- Our Focus is Quality Improvement and team-based care
- We seek partnerships with other health providers to provide an excellent range of services

People
- We value and invest in our staff
- We are focused on attraction and retention of GPs

Business
- Our business systems support excellent outcomes
- We will develop our services using innovative solutions
- We promote our services to our community

Your Practice Plan 2023 - 2024

Mission
- We aim to proide exemplary, holistic and coordinated care encompassing family care and hospital support services

Vision
- We are regarded as the practice and employer of choice for our community

Values
- Service excellence
- Honesty
- Respect
- Responsibility & reliability
- Empathy & kindness

Culture → Leadership → Succession

Medical Business Services
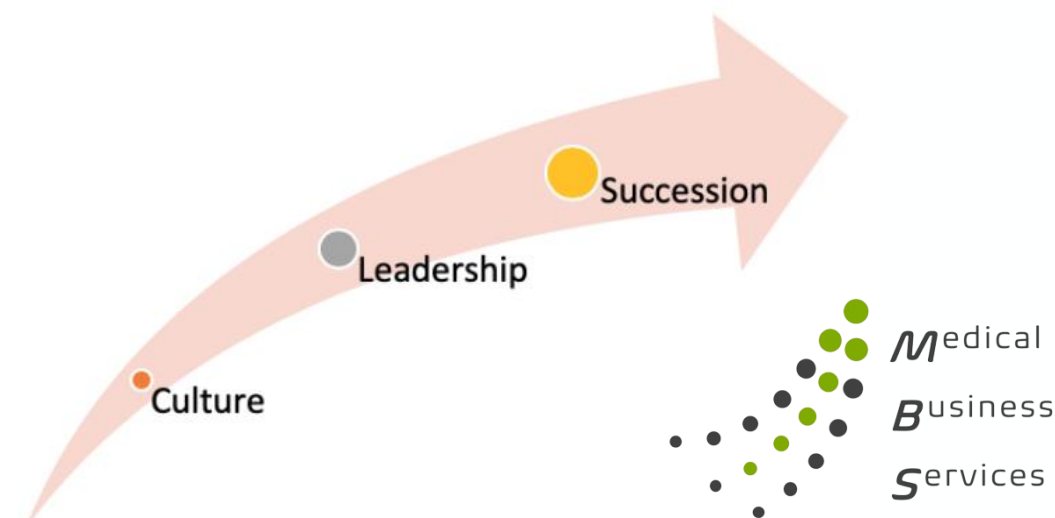
Date	Area	Item detail | Goal | Outcome to achieve (Plan)	Priority (Plan)	Due by	Recurring (Do)	Who?	Activities | Review | Notes | Comments (Do, Study, Act)	Assessment (Study,Act)	Complete?
	Marketing	Patients can easily find accurate information about the practice	Urgent		Quarterly	PM	Update website and review regularly. Update practice information sheet ? Introduce social media presence?	Minor website update (Date). Consider major revamp (Date). Discussions on social media ongoing. Decision Dec 2021	Ongoing
	Clinical meeting	Review new patient policy	Routine		No	PM	Define geographic boundary to ensure we meet community needs for new patients. We will include postcode(s) …(specify)	Able to accept new patients living in local postcode.	Active progress
	QI	Database cleanse to remove duplicate patients	Routine		Twice yearly	PM	Cleansed data allows for accurate CDM recalls	Last performed (Date)	Ongoing
	QI	Create list of all diabetic patients due/overdue for care plan/TCA	Routine		Twice yearly	PM	Doctors to review lists created to approve recalls prior to actioning.	Utilise nurses where possible	Ongoing
	Finance	Maintain and improve cost control	Priority		Annual	PM	Review all budget items with aim of cost containment	Profitability maintained or improved to XXX %	Active progress
	Staff	Implement a staff training register with skills matrix	Later		No	PM	Investigate software options for skills matrix or develop self	Skills matrix developed. We are clearly able to identify skills and skills gaps in our team.	Not yet started
	CDM	Improve CDM patient health outcomes	Priority			GPs & Nurses	Increase uptake of GPMPs/TCAs (specify by how much) and how this will be achieved		Abandoned | Amended
	Covid	Participate to full capacity in vaccine roll-out	Urgent			GPs & Nurses	Increase number of weekend vaccination clinics …	(Date) additional weekend clinics : 2 GP & nurse availability good at this time. Review clinics ongoing and reduce when vaccination targets are close to achieved	Active progress
	QI	Our clinical performance meets or exceeds benchmarks	Priority			GPs & Nurses	QI PIP - review performance against national benchmarks. Focus on any areas of below benchmark performance (add further action in this plan)	Add your details here	Not yet started
	Infrastructure	Cosmetic upgrade of waiting room	Routine			PM	Replace old waiting room chairs	Add your details here	Not yet started
	ICT	Modernise ICT systems and avoid obsolescence	Priority			PM	Obtain quotes for server replacement	Add your details here	Not yet started
	ICT	Improve patient clinical data management	Later			Nurses	Investigate new software options (add your detail!)	Add your details here	Not yet started
	Services	Patients always receive a warm welcome when they call or attend the practice	Priority			Receptionists	Standardised greeting Additional staff training on customer service & telephone technique	New policy & procedure developed & communicated to staff. Training session delivered (Date). Review (Date)	Complete
		THESE ARE EXAMPLES ONLY - AMEND, ADD & DELETE AS REQUIRED FOR YOUR PRACTICE							

Business Plan in a spreadsheet
Get Your Free Copy!

Medical Business Services

Goals, Planning & Strategy

Strategic Differentiation

What makes you different? Market Analysis
Where do we play?

Strategic Thinking

How do everyday actions impact?
Ongoing team involvement

Business Transformation

Regular review
Re-alignment

Business Plan

Mission, Vision, Values, Goals, Objectives, Activities

Team Engagement

What's my role?
Communication

Medical **B**usiness **S**ervices

Reporting on your plan

- Format in line with requirements for your business
- Examples
  - Quarterly planning meetings
  - Report on activities and outcomes
    - Accountability
    - Systems approach
    - Spreadsheets are easy to use for this!
  - Has anything changed?
    - Responsive
    - Warning signs
    - Update strategic / business / operational plans

© Medical Business Services

*M*edical
*B*usiness
*S*ervices

Clinical Governance Framework

the system by which an organisation is controlled and operates, and the mechanisms by which it, and its people, are held to account

- Delivery of safe & effective clinical care
- Embedded throughout the Standards, Criteria & Indicators of RACGP Standards

The Clinical Governance Framework & the Standards

NSQHS Standards

Governance, Leadership & Culture

C3- Practice governance & management
C6 – Information management

C1- Communication & patient participation
C2 – Rights &needs of patients

Patients

Safe environment

GP4 – Reducing the risk of infection
GP5 – The medical practice
GP6 - Vaccine potency

Patient safety & QI systems

C7 – Content of patient health records
QI1 – Quality Improvement
QI2 – Clinical indicators
QI3 - Clinical risk management

C4 – Health promotion & preventive activities
C5 – Clinical management of health issues
GP2 – Comprehensive care
GP3 – Qualifications of the clinical team

Clinical performance & effectiveness

© Medical Business Services

Medical Business Services

Implementation Actions

- Adhere to RACGP Standards for General Practices
- NSQHS Standards (From 1 May 2023 practices can choose to be accredited to these standards)
- Team input
- Patient/consumer engagement, input & co-design
- Roles & responsibilities assigned and evident
- Credentialling
- Audit, review and evaluate regularly

AUSTRALIAN COMMISSION
ON **SAFETY** AND **QUALITY** IN **HEALTH CARE**

NSQHS STANDARDS

*M*edical *B*usiness *S*ervices

Resources

- https://www.medicalbusiness.services/accreditation-beyond-request
- Webinar Slides
- RACGP 5th Edition Standards
- NSQHS Standards for Primary & Community Care
- eLearning program
- National model | Clinical Governance Framework
- **Download Action Plan | Business Plan Template FREE!!!**
- RACGP Clinical Governance Toolkit

Medical Business Services

Practice Management Resources

Pathways are written by GP clinical editors with support from local GPs, hospital-based specialists and other subject matter experts

- **clear and concise, evidence-based medical advice**

- **Reduce variation in care**

- **how to refer to the most appropriate hospital, community health service or allied health provider.**

- **what services are available to my patients**

HealthPathways – Everything you need!

Infection Prevention and Control

Practice Incentive Programs

CPD Hours for HealthPathways Use

Guide to MBS Items

Telehealth

Vaccine Supply, Storage, and

Hospitals — Public

COVID-19

Adverse Events Following Immunisation (AEFIs)

Consent

Assessments

Chronic D

Practice Management Resources

ying (VAD)

COVID-19 Practice Managem

Advance Care Planning (ACP)

fication for Return to Work

Emergency Department Referral

My Health Record

Notifiable Conditions in Victoria

Statewide Referral Criteria for Specialist Clinics

Referral Form

e Software

HealthPathways- Immunisation Pathways and Resources

New page
Practice Management Resources

Legal and Ethical
Advance Care Planning (ACP)
ACP Documents and Forms
Certification of Death
Child or Family Information Sharing Scheme
Consent
Medical Certification for Return to Work

Practice Incentive Programs
eHealth Practice Incentives Program (ePIP)
Practice Incentives Program (PIP)
Practice Incentives Program Indigenous Health
 Incentive (PIP-IHI)
Workforce Incentive Program (WIP)

MBS Items
Guide to MBS Items
Telehealth
Electronic Prescriptions

Infection Prevention and Control
Infection Prevention and Control
Blood/Body Fluid Exposure
Hand Hygiene
Local Public Health Units (LPHUs)
Notifiable Conditions in Victoria

Immunisation and vaccines
Immunisation Services
COVID-19 Vaccination
Vaccines
Vaccine Supply, Storage, and Cold Chain Breaches

Other :
Action Plans (Anaphylaxis, Asthma, Diabetes)
Coding in General Practice Software
Interpreter and Translation Services
Useful Websites
Hospitals - Public
National Health Services Directory
Referral Forms and Templates (Advanced Care
Planning, HealthLink SmartForms, Mental health)

CPD Hours for HealthPathways Use

Accessing HealthPathways: Go to melbourne.healthpathways.org.au

HealthPathways | Melbourne

Welcome
Sign in to HealthPathways

Username

Password   *Forgot password?*

☐ Show

☑ Remember me

Sign In

New to HealthPathways?

If you are a health professional and would like to have access to this HealthPathways website, please request access from the local HealthPathways team.

Register now.

Get localised health information, at the point of care

What is HealthPathways? ⌄

Terms and Conditions

General Inquiries ⌄

phn EASTERN MELBOURNE
An Australian Government Initiative

phn NORTH WESTERN MELBOURNE
An Australian Government Initiative

Register via QR code

info@healthpathwaysmelbourne.org.au

Session Conclusion

We value your feedback, let us know your thoughts.

Scan this QR code

You will receive a post session email within a week which will include slides and resources discussed during this session.

Attendance certificate will be received within 4-6 weeks.

RACGP CPD hours will be uploaded within 30 days.

To attend further education sessions, visit,

https://nwmphn.org.au/resources-events/events/

This session was recorded, and you will be able to view the recording at this link within the next week.

https://nwmphn.org.au/resources-events/resources/