

What **if** we could answer your frequently asked questions?



Australian Primary Care
Collaboratives
Pioneering Change 



improvement foundation
Australia

Delivered by the Improvement Foundation Australia

How can my Division benefit **if** we choose to participate?

Your Division would be joining a growing number of Divisions in one of the largest health quality improvement programs in Australia. The APCC Program has worked with many Divisions to introduce a range of improvements in participating practices. Just some of the benefits of being involved with the Program that your Division may see are:

- improved health outcomes for patients
- there'll be training and development for Division staff that will help them better support practices
- enhanced collection and reporting of practice level data will help your Division target areas for improvement and help inform the Division's strategic and business plans. In some cases, the information will help you report on the NPIs and support business cases for health improvement initiatives
- practices participating in the Program will make improvements and local leaders emerge which will help the Division further the local quality improvement agenda
- funding is provided to support practices and operational costs relating to attendance at state workshops and training is funded centrally
- a shift from reactive individual patient care to proactive population based care for both Divisions and their practices
- improved communication between your Division and participating practices.

if we participate in the Program what is required of my Division?

IFA has already helped many Divisions through this process so we know it back to front and inside out. These are the key activities or steps involved:

- we'll provide you with materials to help you build awareness of the Program within your area
- we'll provide your Division with practice recruitment targets
- selected Division staff will attend APCC Divisional Program training
- your Division would then provide support to participating practices in the lead up to, and at, Program events, and during activity periods
- after a state wave, your Division may conduct a local wave (subject to local conditions such as geography)
- your Division will complete monthly and wave based reporting. These reports are template based and relate to practice performance in the Program.

if we get involved what funding is available for my Division?

IFA will provide funding to your Division for a range of specified support services that your Division will provide to participating practices. This funding will be based on the number of practices your Division has participating in the Program as the amount of support work required is directly related to the number of practices involved.

Funding for operational costs, such as the cost of workshops, participant travel to state workshops and practice incentives, is provided in addition to funding for support provided by the Division.

Due to the size and location of Divisions around Australia, there are various funding scenarios possible. Below we've provided an example and for further information, please visit funding page of the Program's website, www.apcc.org.au/Div_funding.html.

Example

No. of Practices in the Division	70	Funding
State wave participation	5	\$50,780
Local workshop participation	5	\$22,505
Total	10	\$73,285

In the scenario above, Divisional funding of \$73,285 would be provided over 27 months. Five \$10,156 quarterly instalments and four \$5,626 quarterly instalments. All amounts are GST exclusive and practice incentive payments are not included in this example.

In a departure from previous funding requirements, the Division will not be required to recruit a dedicated employee for the Program. Divisions are encouraged to integrate support across the Division's practice support model.

if my Division participates, what training and support will be provided?

We'll provide training for APCC Program practice support staff in your Division. Who actually takes part in the training will be pre-agreed with the Division, as in some cases not all staff will require, or be able to attend, training.

if my Division takes part, how many practices can participate?

We'll provide your Division with recruitment targets. Recruitment targets will depend on state wave capacity and the number of Divisions and practices interested in participating. Once recruitment targets are decided, the Division can work towards recruiting practices. To support the promotion you do within your Division, IFA will be running APCC marketing and promotion campaigns. We will also provide you with practice recruitment materials, such as brochures, direct mail devices and other marketing materials to help you with the recruitment process.

What **IF** my Division wants to register Practices over and above our agreed allocation?

Additional practices above your target are welcome to participate in the Program, however the Program is unable to fund any additional practices. The marginal cost for two participants from a practice to attend an orientation day and three state learning workshops is \$2,400 (excluding travel, accommodation, and practice level support required from the Division). If, through local arrangements, the cost of participation can be funded via other means (including practices self funding) and your Division can provide support for the additional practices, then additional participation is possible. This will be subject to venue and overall wave capacity.

What are Waves?

Attended by GPs and managers or nurses from each practice, a Program 'wave' consists of a series of learning workshops combined with activity periods and ongoing data submission. Workshops give practices the opportunity to:

- hear about the pros and cons of changes implemented by other practices
- discuss aspects of the Program with topic experts
- share improvement ideas and experiences
- replicate successful changes made by other practices
- test ideas back in the practice
- learn practical and hands-on quality improvement skills to make changes with increased confidence
- use the 'Model for Improvement' to introduce change and measure the effect of the changes they make

Practices can be involved in the Program through state, local, or virtual waves.

State Wave

A state wave consists of an orientation session, followed by three learning workshops. These events are spread out over 9 months, and are combined with activity periods and ongoing data submission. A state wave will involve participants from all over the state and, in some cases, other states. Each state learning workshop is held for two consecutive days and these are held in a state capital city.

Local Wave

A local wave is run by your Division or a Divisional group and runs over a shorter period of time and at times appropriate to local conditions. Participating in a local wave will usually require less time out of the practice and involve mainly practices from within the Division or Divisional group. However, you'll still have access to ideas and examples generated from around Australia.

Virtual Wave

A virtual wave is conducted in a virtual environment. The Program may be delivered online, via video, or other interactive telecommunications media, as an alternative to meeting in face-to-face workshops. This generally requires less time out of the practice than other workshop styles and may suit practices where travel or other constraints do not readily allow time away from the practice.

The Topic Areas

The APCC Program focuses on three topic areas:

- diabetes
- secondary prevention of coronary heart disease (CHD)
- access and care redesign.

What funding is available for practices **IF** they choose to participate?

As state, local, and virtual waves each require different amounts of time away from the practice, funding is different for each. The IFA will fund practices the following amounts for participation: state wave = \$7,500; local waves = \$2,000; and virtual waves \$1,000. All amounts are GST exclusive.

IF our practices participate what kind of improvements can they expect?

To date, the APCC Program has enabled practices to achieve significant, measurable results in areas such as improved patient care through better management of diabetes and coronary heart disease, improved use of medical and business information systems and improved patient access to primary care.

Practice Outcomes

By working with the Program, these are some of the measurable improvements in patient care that practices have achieved, so imagine the significant changes your practices can expect:

- improved patient outcomes through better management of diabetes and coronary heart disease
- increased best practice care through better use of information systems (both medical and business systems)
- a shift from reactive individual patient care to proactive population based care
- changes in service delivery to improve efficiency within the practice
- increased use of protocols and procedures to improve practice operations and efficiency
- enhanced clinical reporting and functionality (i.e. data cleaning to produce valid registers and reports).

Clinical Outcomes

Participating practices have achieved outstanding results across many of the clinical measures. The graph below demonstrates the improvements that have been achieved by over 90 practices that are participating in the Phase 2 NSW, QLD & ACT state wave of the APCC Program.

What happens to the data?

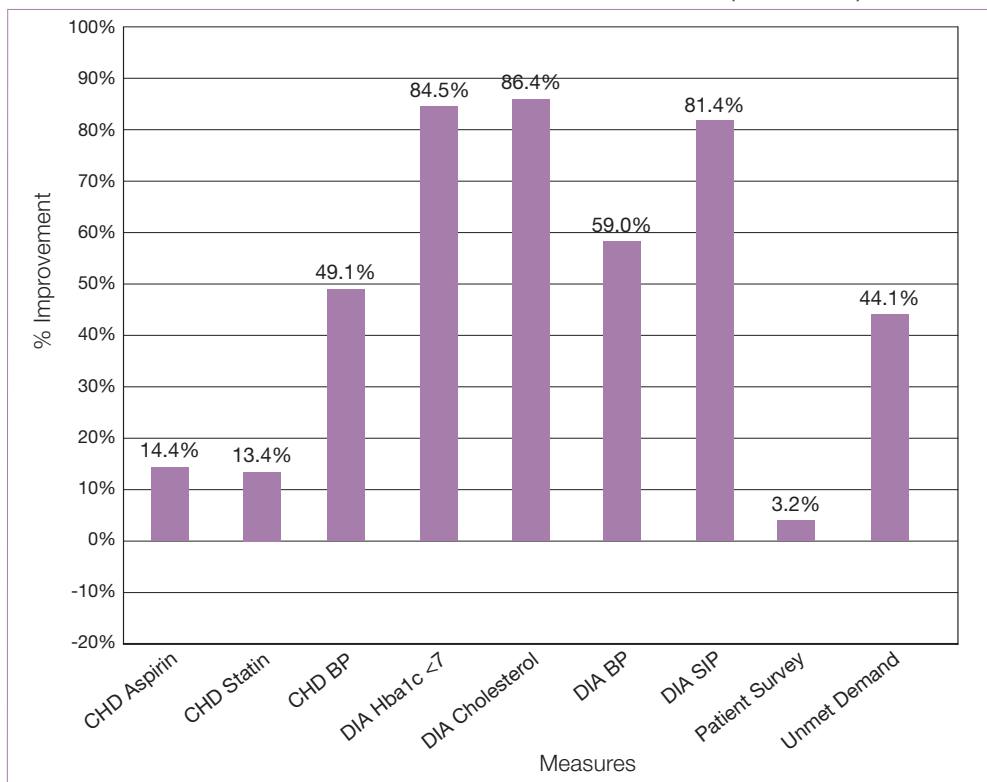
The ability to measure change and improvement is at the heart of the APCC Program's methodology. Patient data is initially aggregated at the practice level to protect patient privacy and then submitted to the Program's secure web portal. Your Division can view a range of feedback graphs in the secure web portal.

Your Division will be able to track practice improvement over time and this will help your Division target areas for improvement within participating practices and across the Division. Divisions will have the opportunity to extend Quality Improvement work in other topic areas, such as utilising the Program's secure web portal to collect measures. Data will be protected by the Improvement Foundation Australia and only used for Program purposes.

What iF I still want more info?

Visit the Divisions pages at www.apcc.org.au for more detailed information on funding, recruitment, Division staff training, general Program information, and more.

Australian Primary Care Collaboratives
Phase 2 Program Outcomes: Percentage Improvement on Baseline
NSW, QLD & ACT WAVE 1: March 2009 (Month 10)



Graph: Results are relative to baseline data and an aggregate of NSW, QLD & ACT state wave in Phase 2 as of March 2009

To view Phase 2 Program outcomes to date please visit the 'results' page APCC Program website at <http://www.apcc.org.au/results.html>

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