


iF you'd like to create a better practice all round, consider the APCC Program.



Australian Primary Care
Collaboratives
Pioneering Change 



improvement foundation
Australia

Delivered by the Improvement Foundation Australia

What **iF** you could improve patient outcomes by sharing ideas with other practices?

How would you like to be involved in a Program that's full of ideas on how to achieve improved health outcomes for patients by helping you build stronger practice teams and enhance your practice operations and efficiency?

With the APCC Program, it involves getting together with colleagues at a series of learning workshops. You'll exchange ideas, share experiences and learn about practical quality improvement skills, which can all be easily implemented using the successful 'Model for Improvement'.

To date, more than 60 Divisions and over 790 Australian General Practices have achieved significant improvements through their involvement in the APCC Program, and you can too.

iF our practice participates what kind of improvements can we expect?

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

- improved patient outcomes through better management of diabetes and coronary heart disease
- increased performance 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
- enhanced clinical reporting and functionality (i.e. data cleaning to produce valid registers and reports)
- improved working environment – happier staff and GPs.

"If you always do what you have always done, then you'll always get what you've always got."

iF over 790 practices have made big improvements, so can you.

Just think of the kind of improvements you'd like to make, such as:

- doctors finishing work on time
- accurate and up-to-date patient registers
- creating a team based culture within the practice
- delivering the right care, every time
- patients receiving pro-active care
- improved GP and staff morale
- doctors running on time.

By using the user-friendly 'Model for Improvement', teamed with local, hands-on support, you'll be able to implement change in small manageable cycles and identify where change actually leads to improvement. The good thing is, the Program's quality improvement methods and skills have already been tried and tested in over 790 Australian general practices, so you can be sure they work.

"One of the biggest success stories in general practice"

AUSTRALIAN DOCTOR, 25 JULY 2008

What is required of participating practices?

Your practice will need to commit to meeting some minimum requirements:

- a GP and a practice staff member to attend all APCC workshops
- undertake work in all three topic areas
- submit PDSA (Plan, Do, Study, Act) cycles in each topic area, every month
- submit data on a monthly basis.

What happens to my data?

The ability to measure change and improvement is at the heart of the APCC Program's methodology. Your patient data is aggregated at the practice to protect your patients' privacy and then submitted each month to the Program.

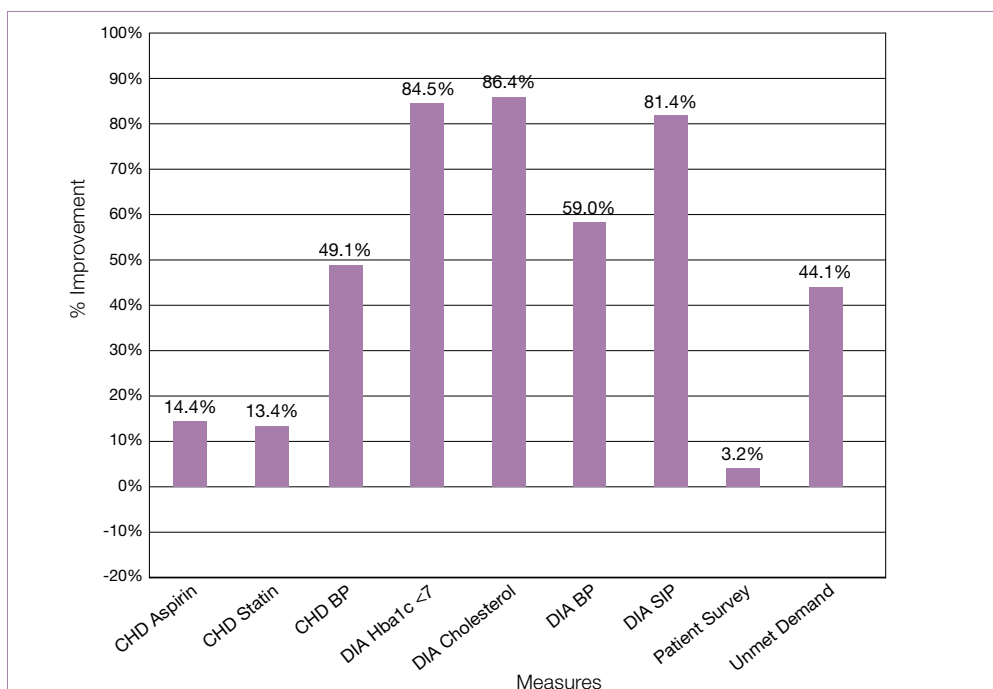
You'll be able to track your practice's improvement over time and view practice feedback graphs in the secure web portal. This will help you, and your Division, target areas for improvement within your practice and across the Division.

"The Collaboratives Program has brought the benefits of team care to the practice and allowed a supportive environment to flourish ... a much more satisfying way to work."

DR JOHN TROY, DR JOHN TROY'S PRACTICE,
FREMANTLE GP NETWORK

We have also added optional topic areas to measure. You will have the opportunity to extend your quality improvement work in other topic areas, utilising the Program's secure web portal to collect measures.

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 waves in Phase 2 as of March 2009

What **IF** we could answer your FAQ's?

How can my Practice get the most out of the APCC Program?

Follow these three simple steps to achieve the greatest success:

- 1. Set aside dedicated time to work on the Program.**
Your practice will need to commit some protected time each week for participating staff to undertake Program work. Regular dedicated time helps the practice move through change at a reasonable pace.
- 2. Attend and actively participate in the learning workshops.**
A Program wave consists of a series of learning workshops. Your practice will need to allocate time for one GP and one practice staff member to attend each event.
- 3. Collect and report data, and use the 'Model for Improvement' to test and implement change.** After you return from a learning workshop, your practice will test and implement change ideas through the use of the 'Model for Improvement'. You will also submit monthly measures in each topic area to track your improvement.

What kind of support will I receive when I participate in the APCC Program?

Divisional Support

APCC Practices receive support principally through their Division. Division staff will be trained and supported by the Improvement Foundation Australia team to act as a key resource for your practice, and will providing advice, support, and assistance on all aspects of the APCC Program.

In addition to support from your Division, other APCC Program resources include:

- a Collaboratives handbook
- a Collaboratives workbook
- APCC Program website
- web portal
- monthly feedback on data
- networking opportunities with fellow collaborators.

Incentive Payments

The Program will fund your practice for participation at various levels, depending on whether you are participating in a state, local or virtual wave. Funding for each wave type is as follows: state (\$7500), local (\$2000) and virtual (\$1000) (All amounts are GST exclusive.) For state workshops the Program will also fund reasonable travel and accommodation expenses (as per the APCC Program travel policy).

Professional Development Points for GPs and Practice Staff

Participants are eligible to earn professional development points for their involvement in APCC Program activities from a range of providers. Visit the 'for practices' pages at www.apcc.org.au for a full list of providers.

How do I participate in the APCC Program?

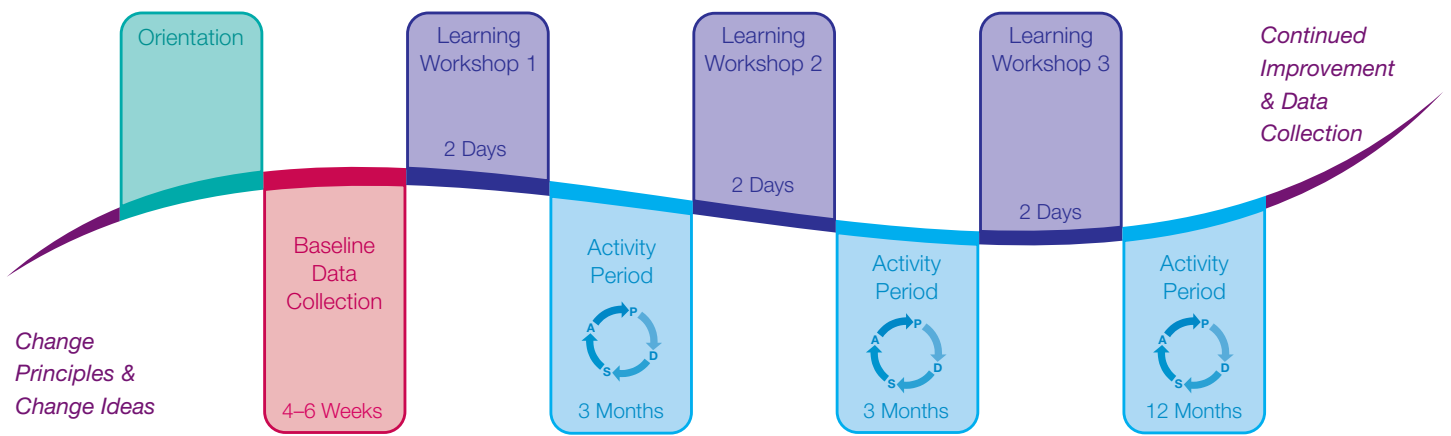
Places are limited. To express interest contact your Division or Improvement Foundation Australia.

What if I want more info?

Initially visit the APCC Program website at www.apcc.org.au If your questions are not answered there, additional contact information is available on the website.

"The most stimulating aspect of working with The Collaboratives Program is sharing ideas and solving problems with other practices. All practices seem to face similar issues. The collaborative process derives its power from working together to turn the possible into the usual."

DR TONY LEMBKE
ALSTONVILLE CLINIC, NSW



Orientation Day

Data Collection

Orientation

At orientation, practices are provided with an introduction to collaboratives and how they operate, plus an understanding of the procedures for collecting and reporting the improvement measures and the use of PDSA (Plan, Do, Study, Act) cycles.

Baseline Data Collection

Baseline data is a snapshot of the practices' position before they begin the Program.

Learning Workshops

The learning workshops provide participants with access to stimulating ideas and approaches in a supportive environment. Having access to what others have done successfully will short cut the learning process and speed up practices' ability to deliver improved care for their patients. Learning workshops also provide a hothouse of ideas. By listening to others' experiences, new ideas are generated and innovation occurs.

At learning workshops, participants:

- hear from topic area and quality improvement experts
- listen to fellow practices about how they have sought to improve their own care systems
- get protected time to formulate plans for action
- contribute their experiences to help others learn and stimulate innovation
- share, debate and learn from each other.

Activity Periods

Activity periods are periods of time between learning workshops where practice staff implement ideas which have been formulated during the workshops. Practices test ideas using the Improvement Model.

The Improvement Model is made up of two parts. The first part consists of thinking about what you will accomplish and the changes you can make to achieve this.

The second part consists of testing these changes using PDSA cycles.

PDSA Cycles

Small incremental changes are tested and implemented at practice level using Plan, Do, Study, Act (PDSA) cycles.

The PDSA cycle enables practices to break down change into manageable chunks so that they are able to make incremental changes. Practices try out changes on a small scale, and use consecutive PDSA cycles to collect information about how effective the change is.

Data Collection

The PDSA cycles are accompanied by monthly data collection and reporting to enable the tracking of progress towards improvement.

The activity periods are an important part of The Collaborative Program and participants need to ensure that they have dedicated practice staff time to implement changes through PDSAs and provide monthly reports.

Summary

In summary, the collaborative approach involves:

Change Principles

The Program provides a set of change principles, which underpin best practice in each topic area. These are documented in the handbook which all participants will be provided with at Orientation.

Change Ideas

Change ideas are practical examples of how practices can implement and achieve change.

Shared Learning

Practices which have made improvements by applying the principles and ideas to their own practices, have a platform to share their specific learning with their peers. In addition to driving change, this approach to improvement helps reduce anxiety to change by seeing that others have done it.

Testing of Ideas

The Program enables practices to apply learning to their own real life situations through the rapid testing of change ideas.

Measurement

The Program uses specific improvement measures to enable participants to monitor the impact of the changes they make and assess the improvement gained over time.

The Topic Areas

The APCC Program, which is held in 'waves' focuses on three topic areas:

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

iF you're interested, read on.

Practices can be involved in the Program through state, local, or virtual 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 will give you 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 your ideas back in your own 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 you make.

State Wave

Attended by GPs and managers or nurses from each practice, 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 usually run in a central location. While there is more time away from your practice in the state-based events, participants do benefit from a rich workshop environment and the opportunity to network, share experiences with, and learn from, a great number of people from different areas.

Local Wave

A local wave is run by your Division 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 involves 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 practice.

iF you want to contact Improvement Foundation Australia

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