

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



Australian Primary Care
Collaboratives
Pioneering Change 



Local Wave



“The Program has a very practical emphasis, from simple waiting list management to sophisticated information technology. It is reassuring to know it’s not ‘pie in the sky’ stuff – it really works.”

Philip Bains, CEO
Northern Division, VIC
Division ran a local wave.

“The whole process was well received and created a sense of ownership amongst the team.”

Dr R Zubeshaw
Doctorz on Bennetts, QLD
Local wave practice.

“The Collaboratives methodology is now embedded in our practice... we will be looking to apply our learnings to other areas of the practice such as asthma, immunisation and mental health.”

Dr Vadlamudi
Biota Street Medical Centre, QLD
Local wave practice.

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 systems and efficiency?

With an Australian Primary Care Collaboratives local wave, it’s all about getting together with colleagues in your local area. You’ll exchange ideas, share experiences, stimulate innovation, and learn about practical quality improvement skills, which can all be easily implemented using the successful ‘Model for Improvement’.

Then, you can apply what you’ve learnt to deliver measurable, systematic and sustainable improvements in the care you provide to patients.

if our practice participates in a local wave what kind of improvements can we expect?

By working with the Program, these are some of the measurable improvements in patient care other local wave practices have achieved. Imagine the significant changes you can expect:

- 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)

- changes in service delivery to improve efficiency within the practice
- improved working environment – happier staff and GPs.

if you’re interested in our local waves, read on.

An APCC local wave will feature a series of workshops run by your Division, or Divisional group, in your local area. Local workshops are planned and delivered by the Division, with the support of Improvement Foundation Australia. Participants generally take much less time out of practice to attend a local workshop than they do to attend a state based APCC Program workshop.

Local wave practices in the first phase of the Program achieved some outstanding improvements:

- 37% improvement in the number of patients with CHD whose last recorded blood pressure within the last 12 months was less than 140/90mmHg
- 207% improvement in the percentage of patients with diabetes whose last measured total cholesterol was less than 4 mmol/l within the previous 12 months
- 43% improvement in the number of patients with diabetes whose last recorded blood pressure within the last 12 months was less than or equal to 130/90mmHg within the previous 12 months
- 130% improvement in the percentage of patients with diabetes that had a diabetes Service Incentive Payment (SIP) claimed for them within the last 12 months.

In May 2009 measures for the APCC Program were updated. To view the new measures visit the 'measurement' pages at www.apcc.org.au

The APCC Program focuses on three topic areas:

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

Practices involved in an APCC Program local wave will work on the access and care redesign topic and choose at least one of the above chronic disease topics to focus on.

At the workshops you'll have access to the ideas and experiences of other practices to help you make improvements at your practice. In between workshops, practices will have time called 'activity periods' where you'll be able to use the 'Model for Improvement' and PDSA (Plan, Do, Study, Act) cycles to implement changes in small manageable cycles and identify where change actually leads to 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."

What if we could answer your FAQs?

What is required of participating practices?

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

- a GP and practice staff member to actively participate in APCC workshops
- undertake work in the required 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.

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.

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

Follow these simple tips 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. Use a team approach to implement change.

Start your improvement work with building your practice team. You will be more successful in implementing change if your whole practice team participates in the journey.

What kind of support will I receive if I participate in an APCC Program local wave?

Divisional support

The APCC Program will provide support to your practice principally through your Division. Division staff will be trained and supported by Improvement Foundation Australia team to act as a key resource for your practice and will provide 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
- secure web portal
- monthly feedback on data
- networking opportunities with fellow collaborators.

Incentive payments

The Program will fund a practice \$2000 (GST exclusive) for participation in a local wave.

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 www.apcc.org.au/PDP.html for a full list of providers.

How do I participate in the APCC Program?

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, contact your Division or Improvement Foundation Australia.

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