

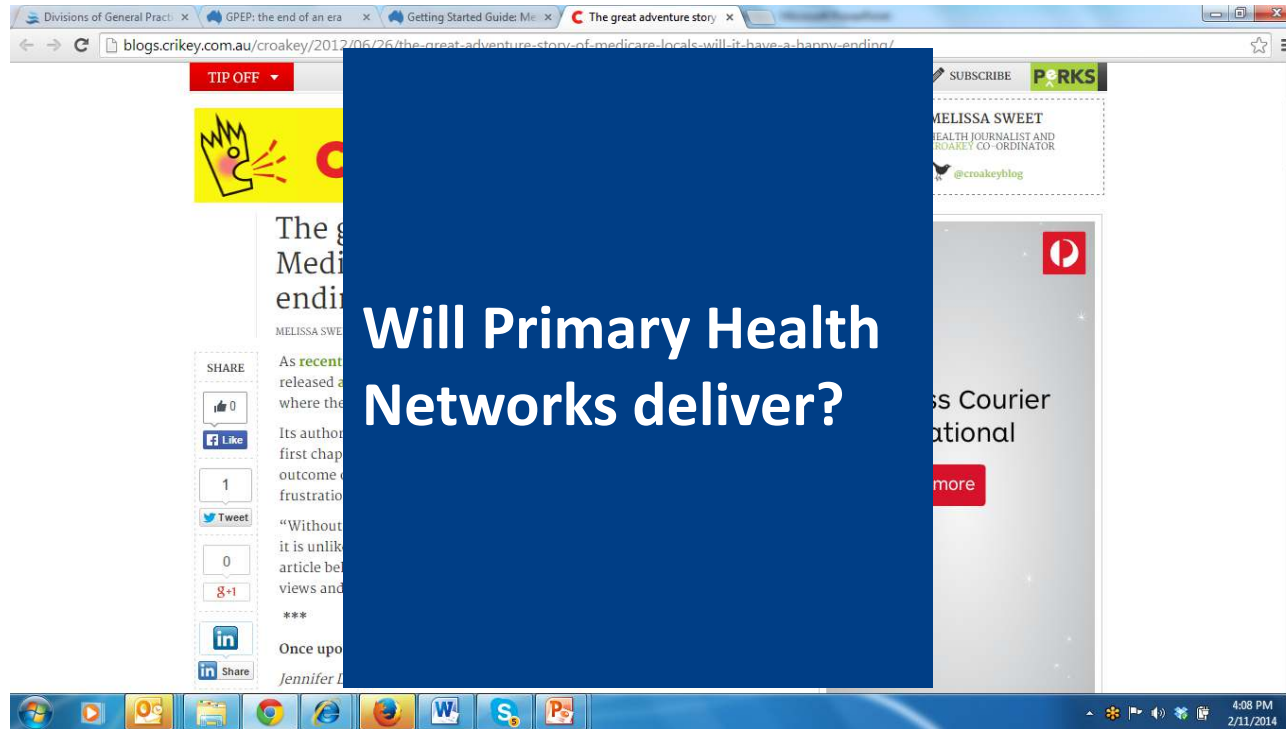
Getting primary care right... in Australia



Professor Jane Gunn

Chair of Primary Care Research

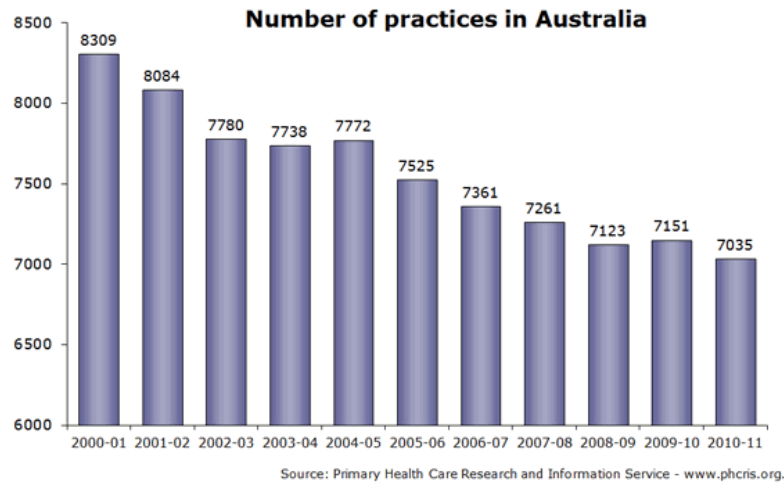
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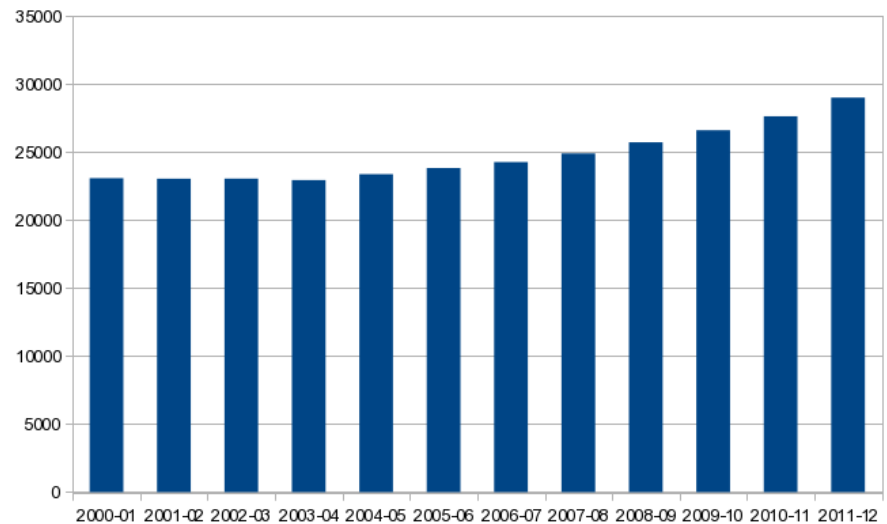
Involvement of general practice key to reform



Number of practices



GPs in Australia



How is general practice organised?

Highly variable:

- No registration = no population
- Problem based 10-15min consults
- Medical records, unintelligent
- Decision support, poor
- No routinely collected outcome data
- Corporate Governance
- Clinical governance
- Infrastructure (premises, IT)
- Staffing

Nurses increasing

Team approach increasing

~18,000 FTE GPs

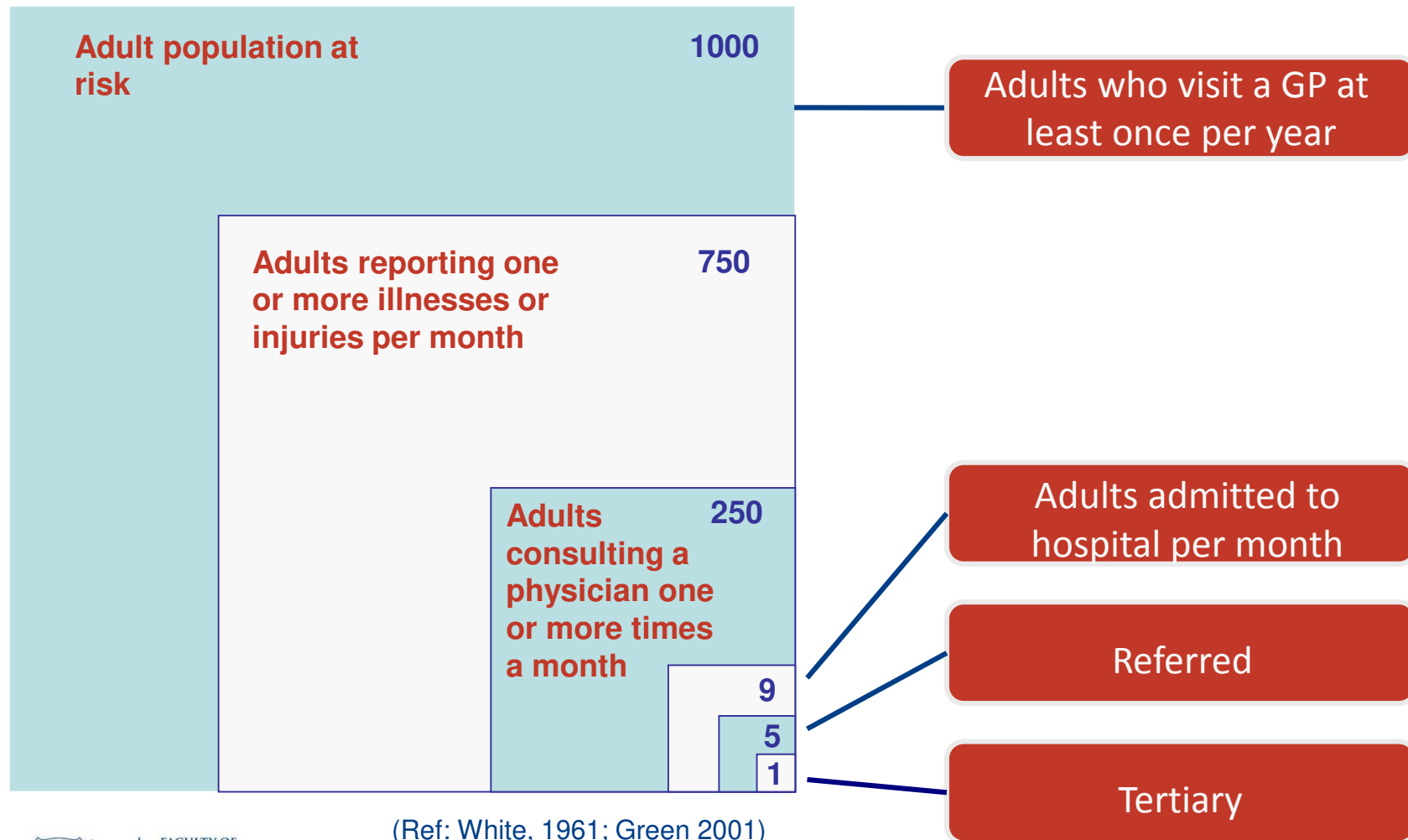
Increasing pay gap between GP/Specialist

Career destination at risk

Increasing overseas trained doctors

Increasing corporatisation (~50%)

The ecology of medical care



What does strong, effective primary care look like?

ENTeR: the essential functions of primary care

What
primary

Evidence

Navigation

Trust

Reflection

What does strong Australian primary care look like?

Evidence

Navigation

Trust

Reflection

- Fully integrated eDecision; epreventative and eCDM supported by continuous quality improvement
- Tailored teams for CDM
- Multiple modalities (online, telehealth, apps outreach, f2f, groups, peer support)
- (Voluntary) patient registration
- Computerised integrated health records
- Excellent information flow & relationships with Hospitals
- Co-ordinated care for complex cases
- Excellent communication
- Systematic survey of practice population
- Annual team profiling
- Culture of continuous quality improvement
- **Financing – mixed incentives, block payment and FFS**

What does strong Australian primary care look like?

Evidence

Navigation

Trust

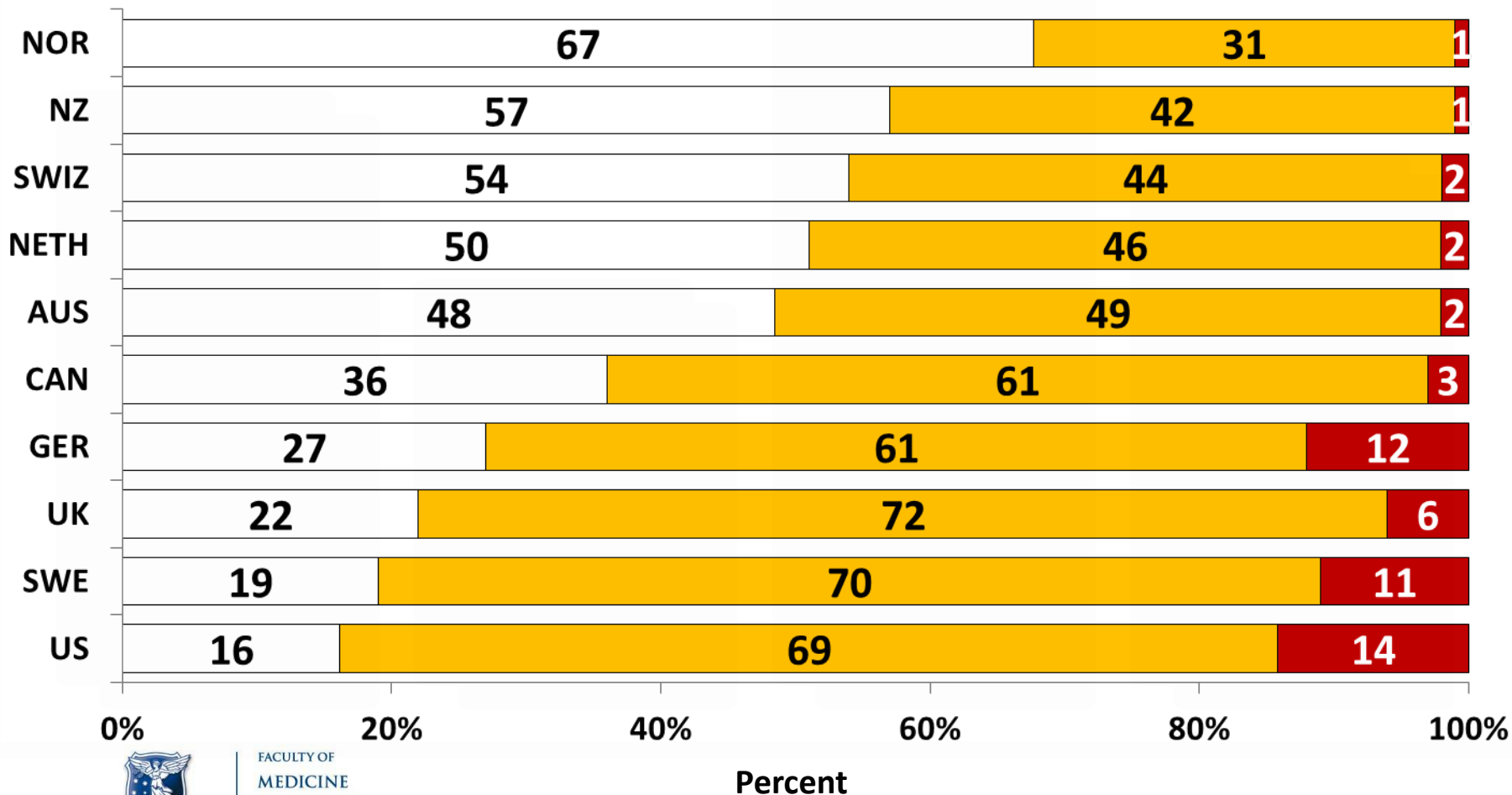
Reflection

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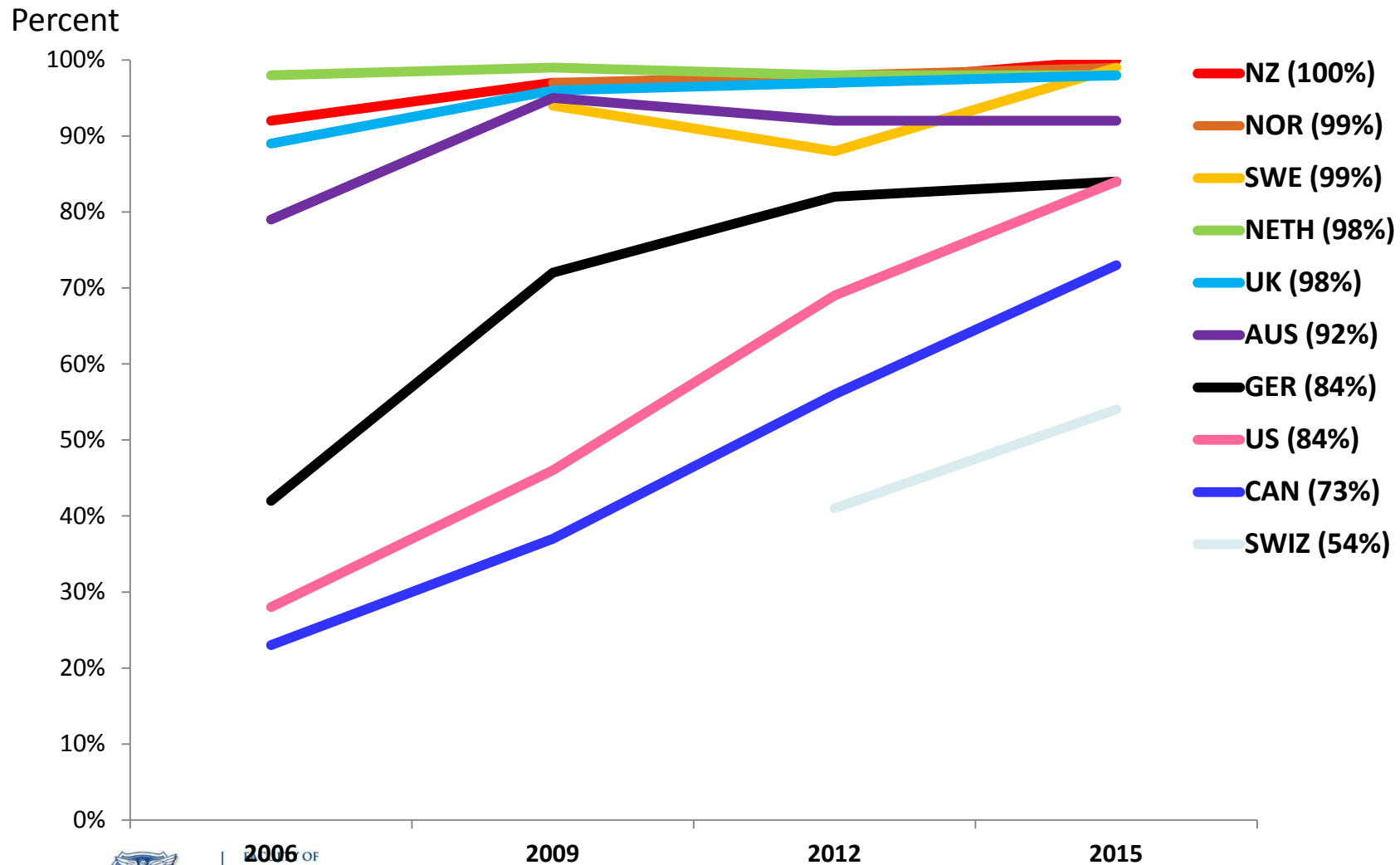
Overall Views of Health Care System Among Primary Care Physicians, 2015

□ Works well, only minor changes ■ Fundamental changes ■ Completely rebuild

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians. .



Doctors' Use of Electronic Medical Records, 2006-2015



2006 OF
MEDICINE
DENTISTRY
& HEALTH
SCIENCES

2009

2012

2015

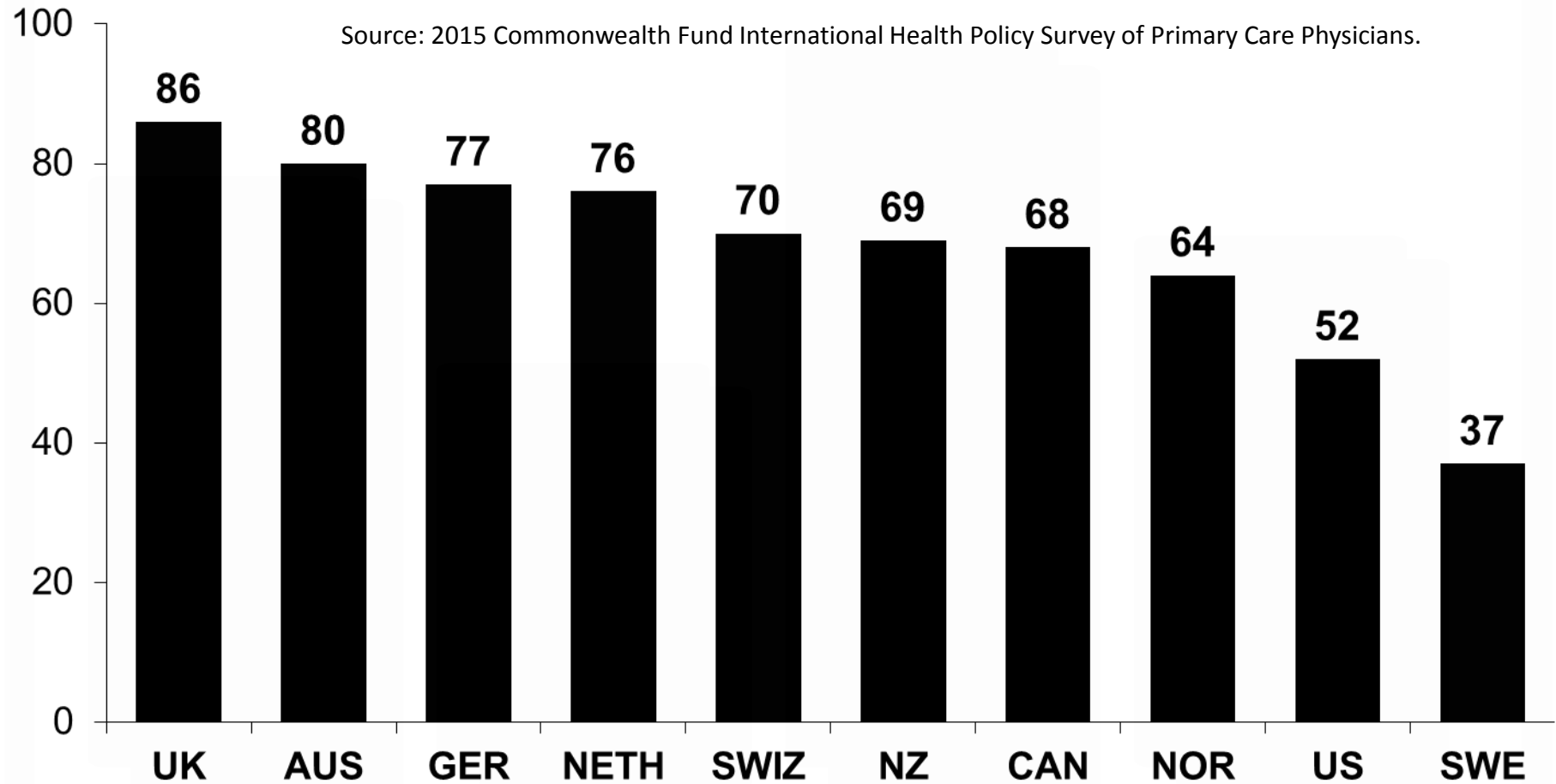
Source: 2006-2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

DEPARTMENT OF GENERAL PRACTICE

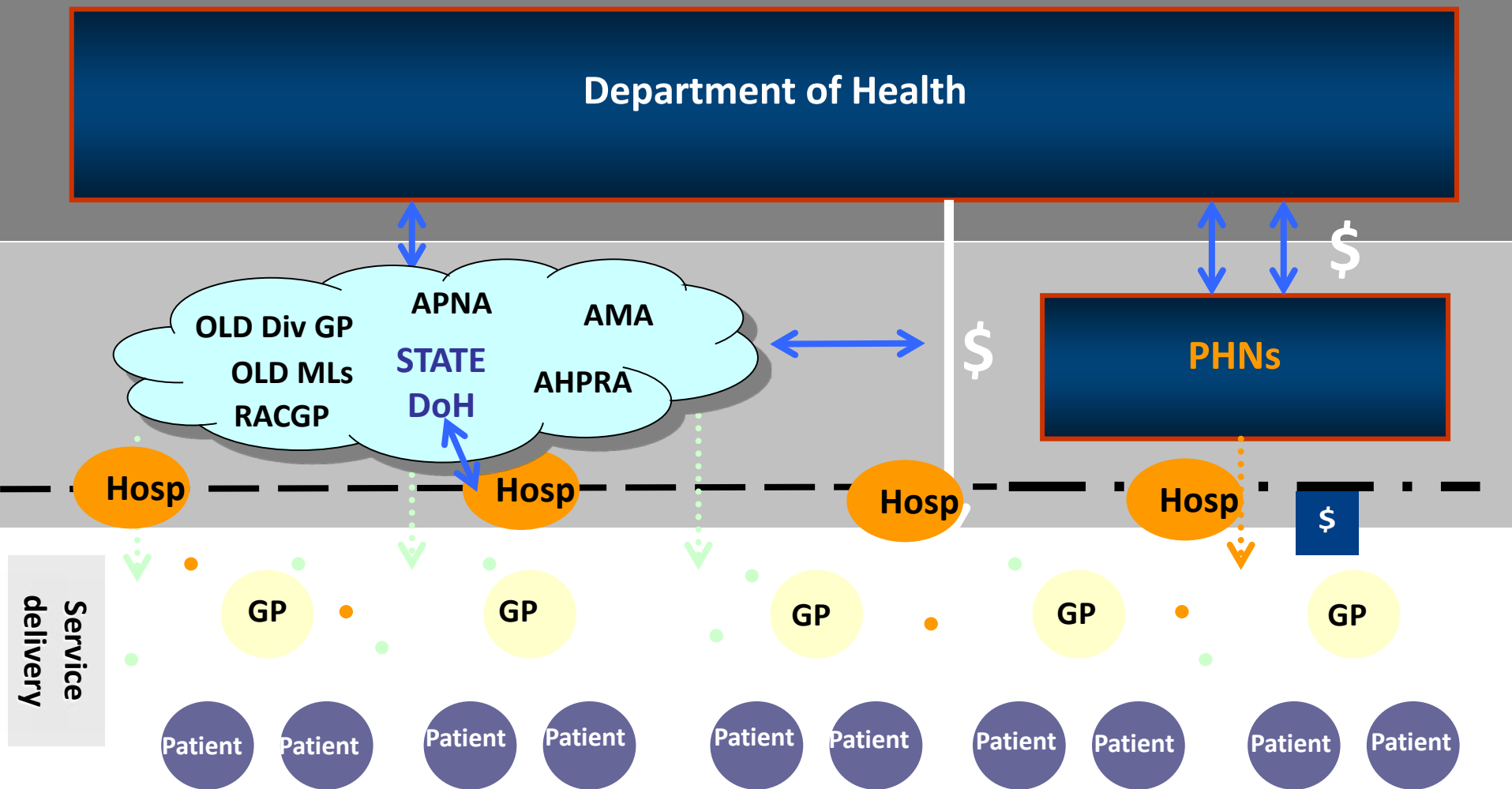
Satisfaction with Electronic Medical Record

Percent of primary care doctors reporting they are very satisfied or satisfied with their electronic medical record

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



How might this policy context deliver change at the service interface?



Thank you