

Getting primary care right... in Australia

Divisions of General Practi... x GPEP: the end of an era x Getting Started Guide: Me... x The great adventure story x

blogs.crikey.com.au/croakey/2012/06/26/the-great-adventure-story-of-medicare-locals-will-it-have-a-happy-ending/

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The great adventure story of Medicare Locals: will it have a happy ending?

MELISSA SWEET | JUN 26, 2012 5:30PM | EMAIL | PRINT

SHARE

As **recently mentioned**, the Australian Healthcare Reform Alliance has released a **report** investigating the state of play with Medicare Locals, and where they are heading.

Its author, health policy analyst **Jennifer Doggett**, got the sense that while the first chapter of the Medicare Locals story is now being written, the final outcome of this adventure story is from clear. It could all end in tears of frustration – or joy, perhaps.

“Without a supportive policy and funding environment over the next decade, it is unlikely that MLs will be able to fulfil their potential,” she writes in the article below. (Please note that this article reflects Jennifer Doggett’s personal views and does not represent AHCRA).

Once upon a time, there were high hopes and dangers ahead...

Jennifer Doggett writes:

Express Courier International
Find out more

4:08 PM 2/11/2014

Professor Jane Gunn

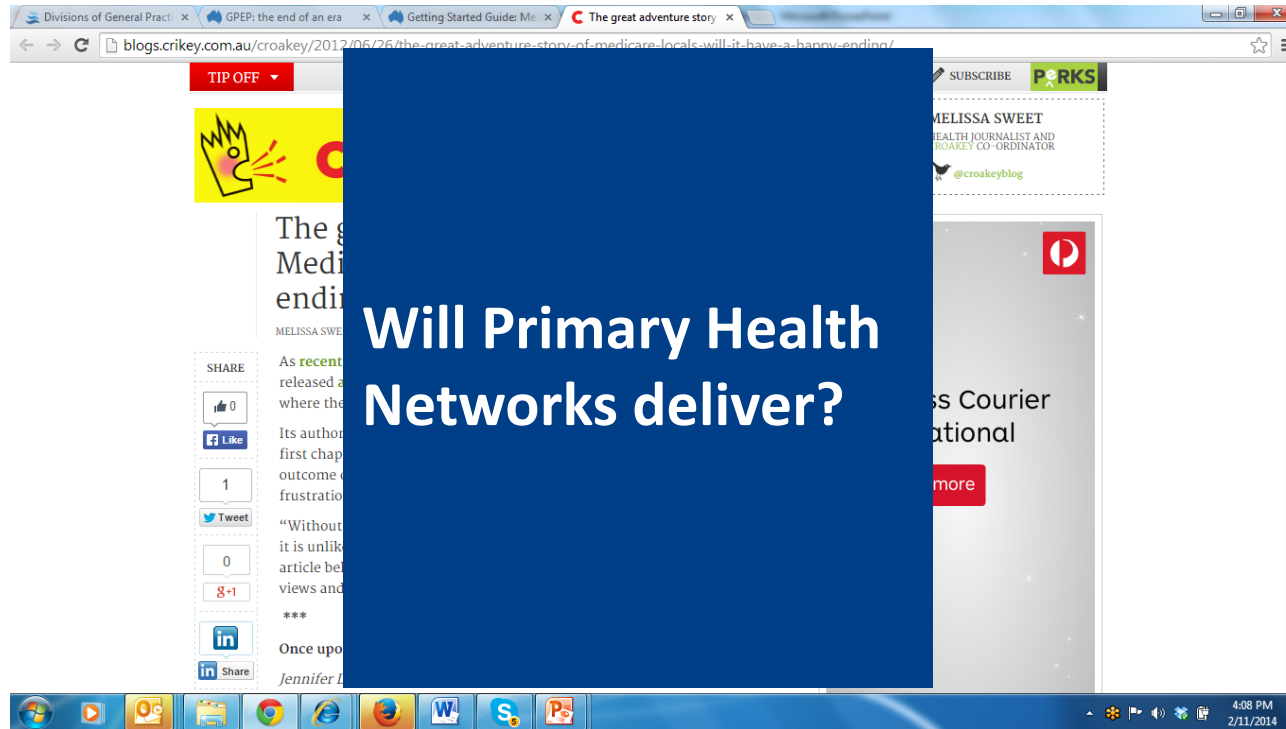
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Getting primary care right... in Australia



Professor Jane Gunn

Chair of Primary Care Research



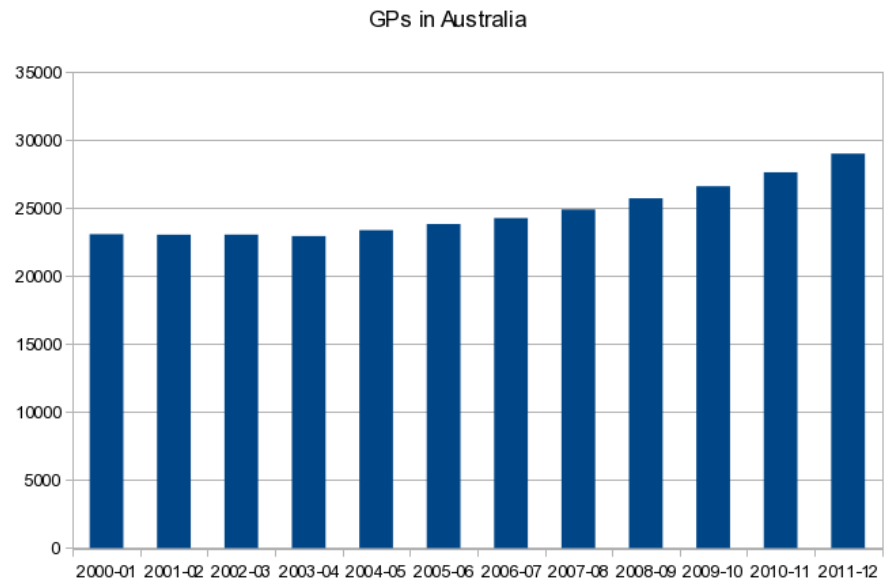
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Involvement of general practice key to reform



Number of practices



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

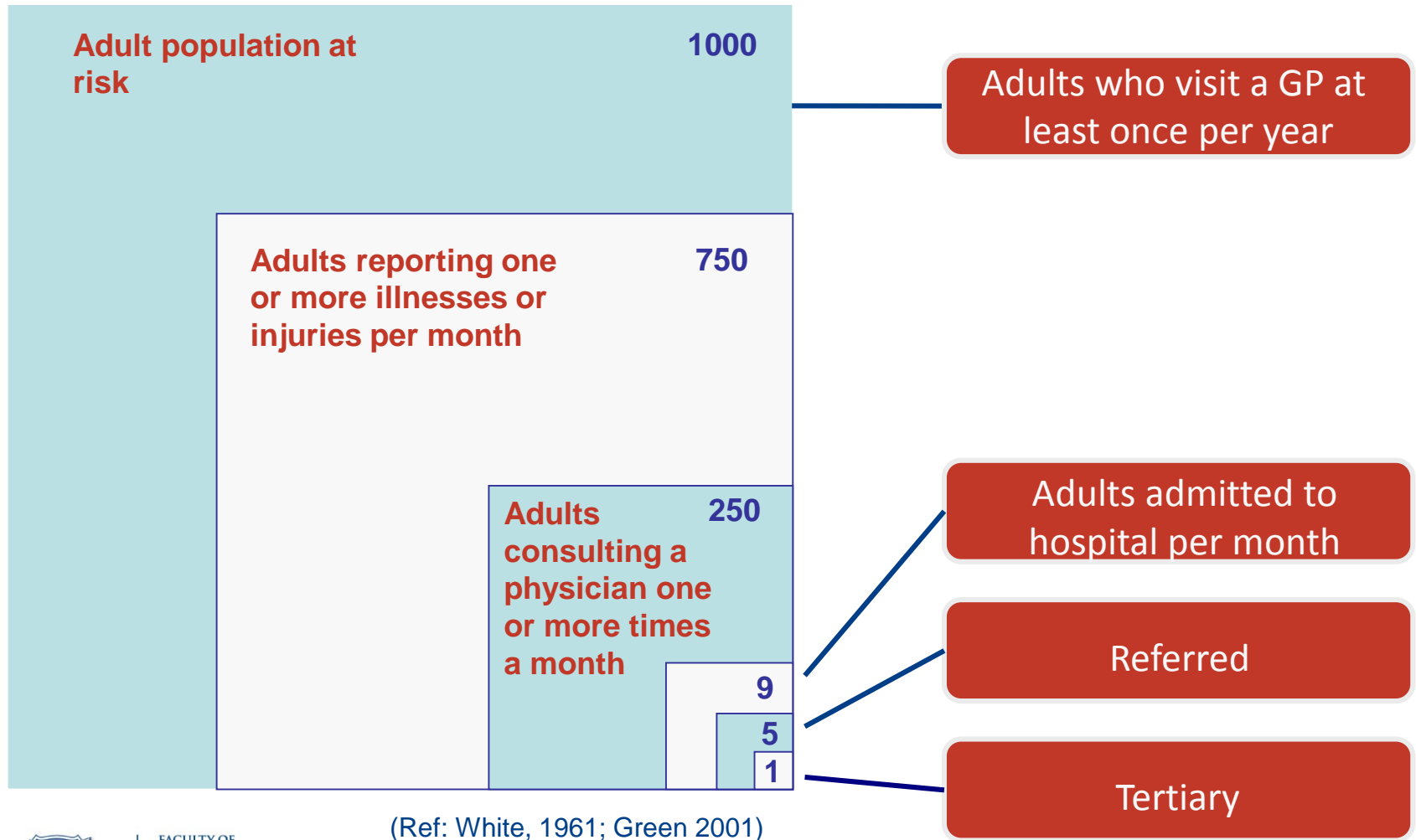
Increasing pay gap between GP/Specialist

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

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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?

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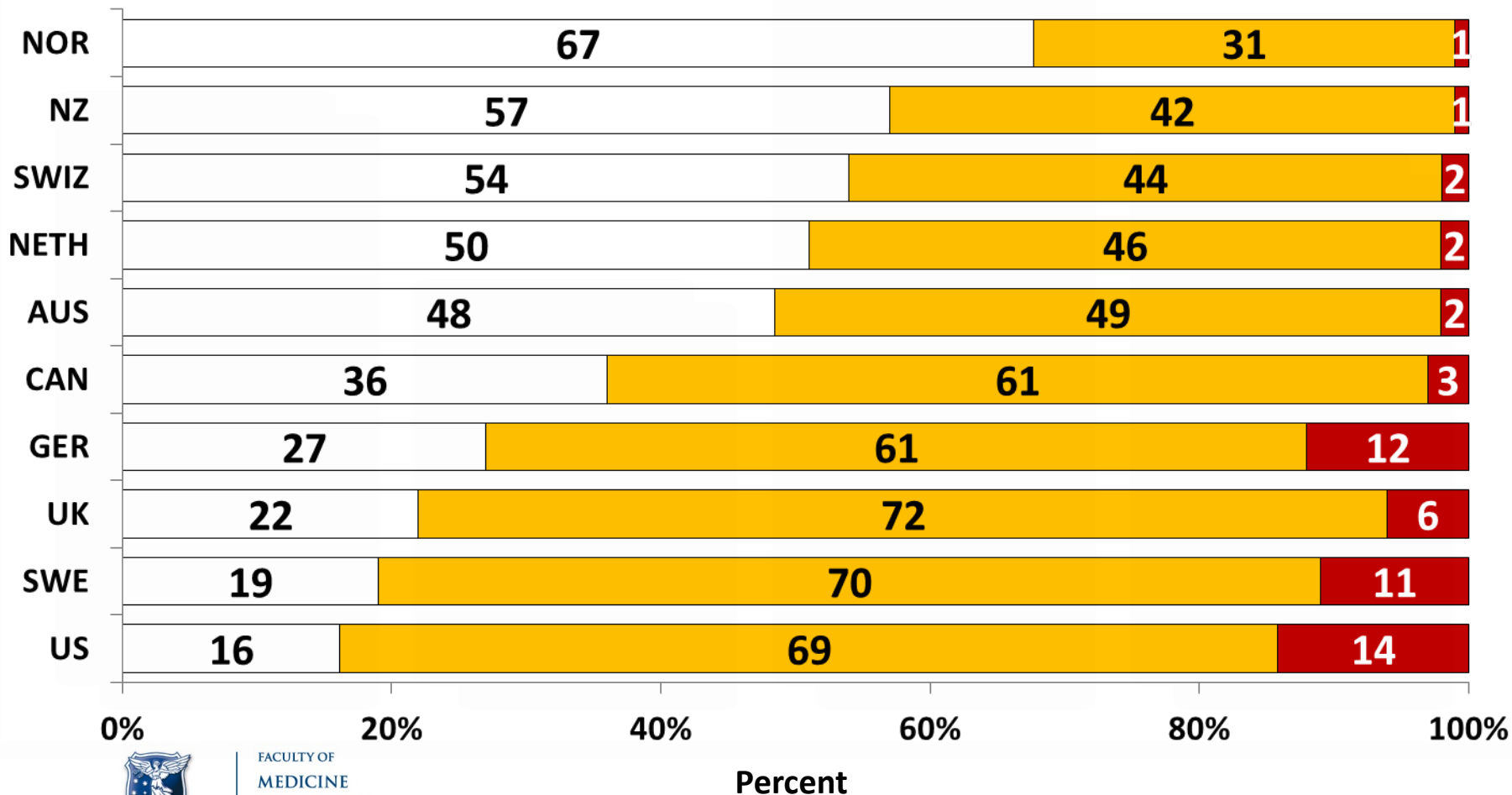
Reflection

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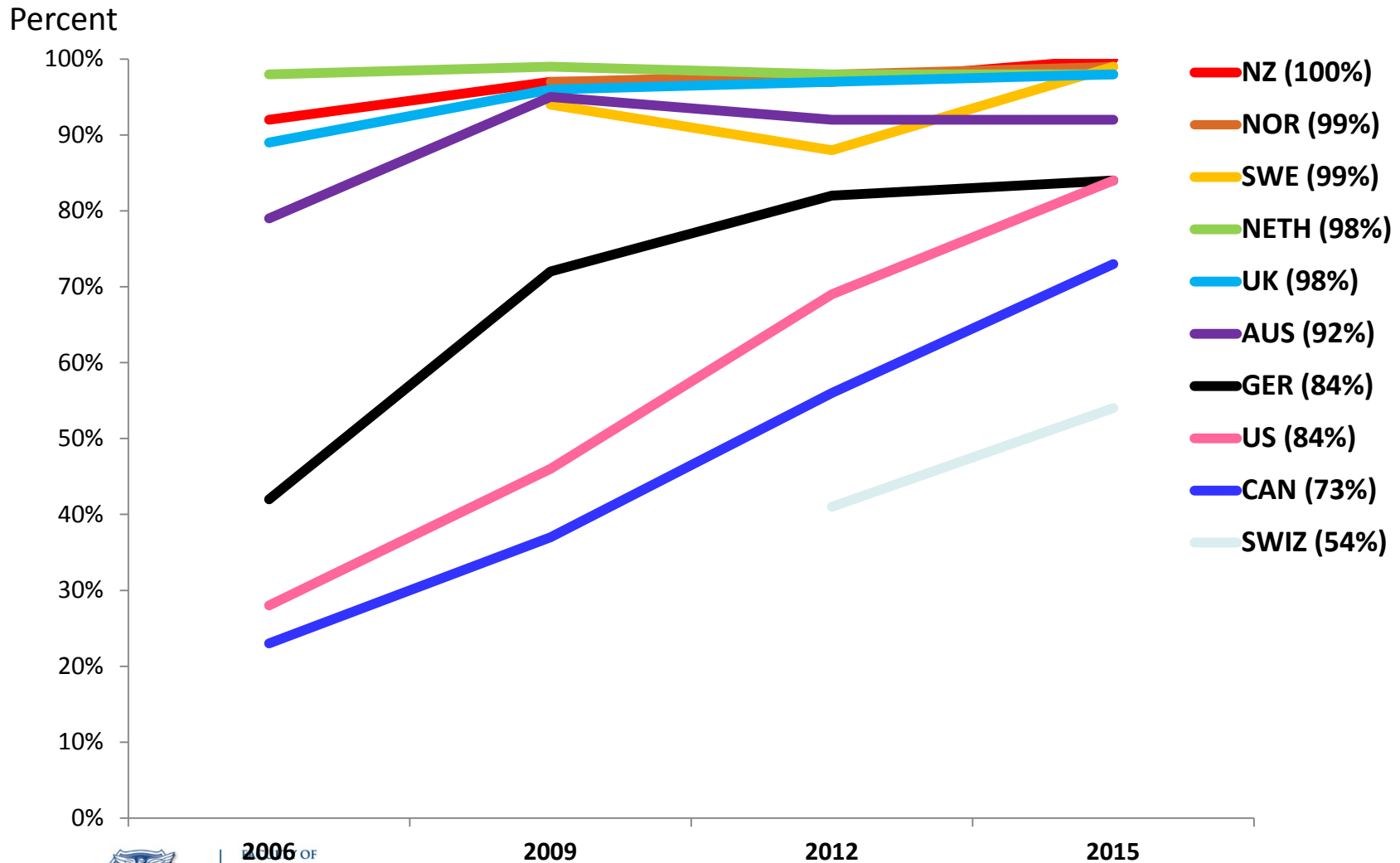
Overall Views of Health Care System Among Primary Care Physicians, 2015

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

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

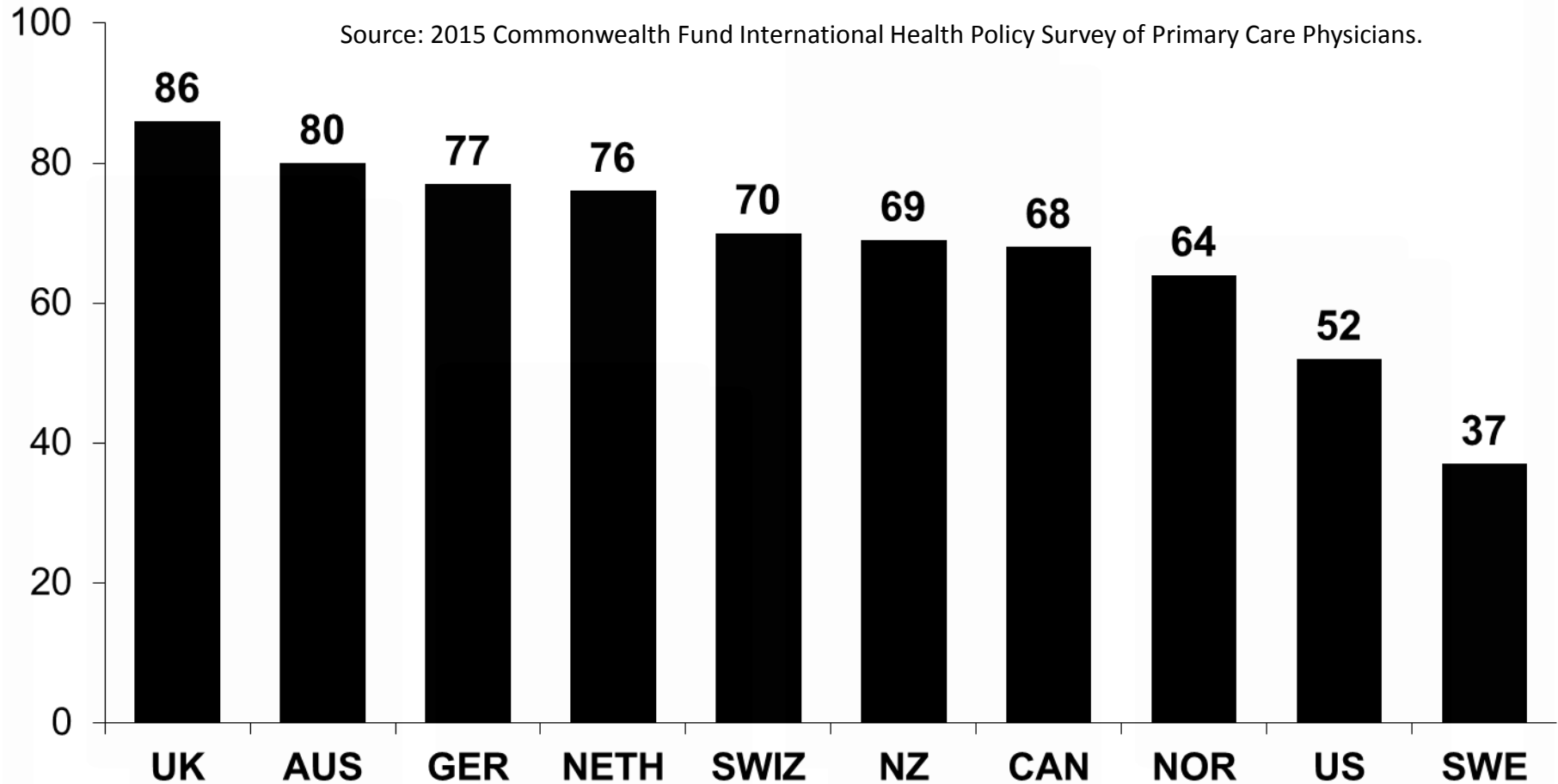


Doctors' Use of Electronic Medical Records, 2006-2015

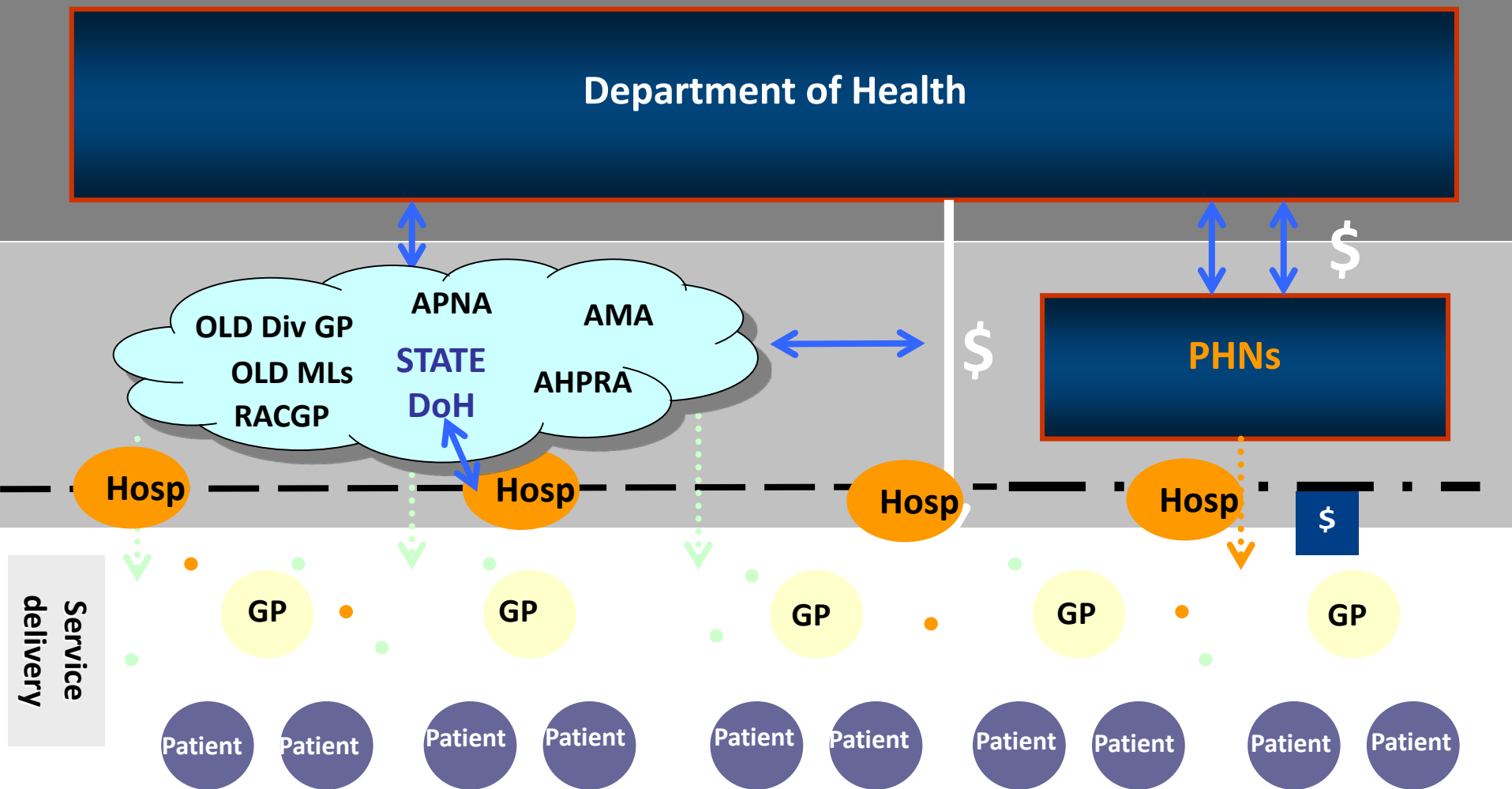


Satisfaction with Electronic Medical Record

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



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



Service delivery



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Thank you



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