



BANYULE
Community Health

**General Practice: Growing Partnerships, Great Potential
- GPs Strategy Projects Review Forum**

General Practice in Community Health Services Strategy 2006-08

Banyule Community Health Coordinated Care in Community Health

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Objectives

- ✓ Employ an IT Officer (December 2006)
- ✓ Employ Domiciliary Assessment and Care Planning Nurse (December 2006)
- ✓ Employ a Practice Coordinator (January 2007)
- ✓ Improve health information systems
- ✓ Improve billing and administrative systems
- ✓ Improve communication and information sharing between health providers within BCHS
- ✓ Increase number of care plans, care coordination and team care arrangements
- ✓ Develop referral pathways to EICD and HARP programs



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Objectives

- ✓ Improvements to health information systems
- ✓ Improvements to billing and administrative systems
- ✓ Employment of a Domiciliary Assessment and Care Planning Nurse



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Improve Health Information Systems

Conversion to Medical Director 3

Reasoning:

- Promised a more stable and faster software
- MD2 old technology vs MD3 technically more advanced

Plan of Action:

- Cease link with SWITCH
- Undertake a major clean up of Medical Director 2



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Improve Health Information Systems

Conversion to Medical Director 3

Education & Training:

- Provide clinical staff with an understanding of the desired outcomes
- Protocols & procedures provided to support desired outcomes
- Medical Director training

Support:

- Tremendous support from doctors & nursing staff
 - Staff were positive, helpful, obliging...



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Improve Health Information Systems

Conversion to Medical Director 3

Challenges:

- Re-establishing links with external health providers
 - Pathology
 - Radiology



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Improve Billing & Administration Systems

Implementation of Pracsoft

Objective:

- Improve accuracy and efficiency of billing and administration systems
- Replace IBA and SWITCH with an appointment/billing software, which interfaces with Medical Director

Plan of Action:

- Set a 'go live' date
- Configuration of software
- Provide an instruction manual
- Staff training

Education / Training:

- Consultant provided onsite training – Reception & Clinical staff



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Improve Billing & Administration Systems

Implementation of Pracsoft

Support:

- Enormous support from Medical Team

Challenges:

- Becoming a 'super user' so to write an instruction manual
- Implications of HealthSMART
 - ?Why introduce new software when HealthSMART is coming?
- Providing two sites with enough support
- Turning negatives into positives when staff compared Pracsoft to SWITCH
- Configuring software twice due to IT shortfalls



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Domiciliary Assessment and Care Planning Nurse

Objectives:

- To improve clinical capacity to undertake comprehensive health assessments care planning

Plan of Action:

- Development of protocols and procedures
- Development of criteria for patients with chronic and complex illnesses

Education/Training:

- Medical Director 2 & 3 and health assessment training provided by the North East Valley Division of General Practice

Support:

- Medical Team & North East Valley Division of General Practice
- Medicare Australia

Challenges:

- A change in culture for practice staff, working smarter and not harder



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Future Direction

- Analysis of the Health Atlas data – developing a plan
- Appoint Care Coordinator for chronic disease
- Expanding Pharmacotherapy GP Program and Pharmacotherapy Case Manager's role north of Banyule
- Getting recognition and proper reimbursement for drug and alcohol assessments
- Further data cleansing within Medical Director 3
- Encryption for electronic communication
- 100% paperless medical record
- Investigate feasibility of a diabetes nurse educator