phn NORTH WESTERN MELBOURNE

An Australian Government Initiative

Supporting practices with accreditation basics

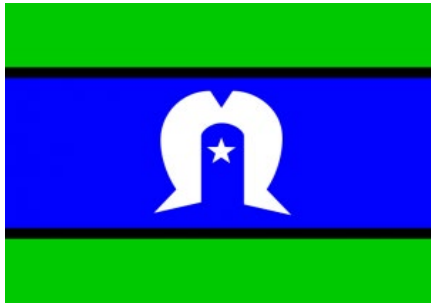
Thursday September 5, 2024

The content in this session is valid at date of presentation

Acknowledgement of Country

North Western Melbourne Primary Health Network would like to acknowledge the Traditional Custodians of the land on which our work takes place, The Wurundjeri Woi Wurrung People, The Boon Wurrung People and The Wathaurong People.

We pay respects to Elders past, present and emerging as well as pay respects to any Aboriginal and Torres Strait Islander people in the session with us today.



Housekeeping – Zoom Webinar

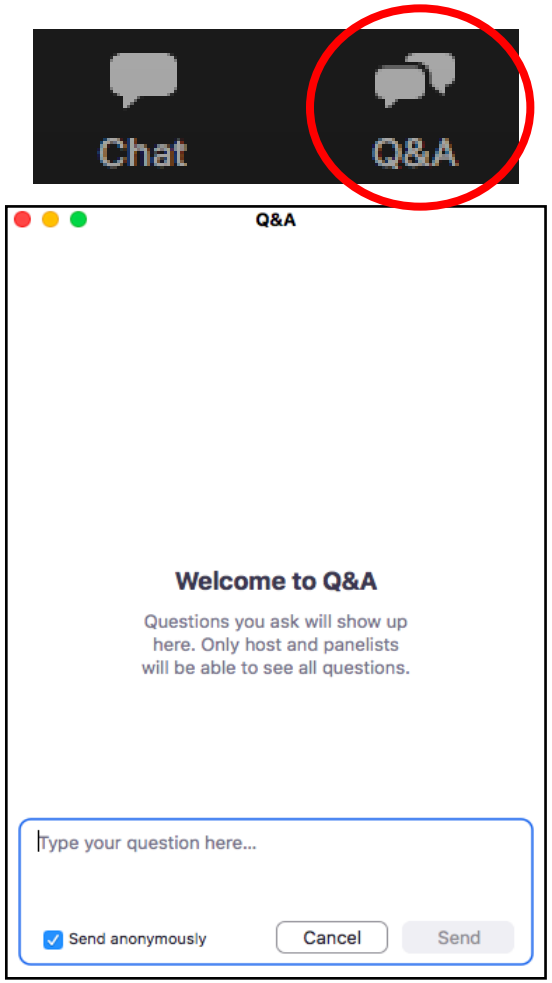
All attendees are muted

Please ask questions via the Q&A box only

Q&A will be at the end of the presentation

This session is being recorded, you will receive a link to this recording and copy of slides in post session correspondence.

Questions will be asked anonymously to protect your privacy



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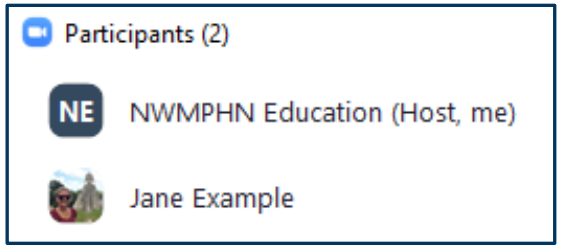

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If you are not sure if your name matches, please send a Chat message to 'NWMPHN Education' to identify yourself.

Speaker

Riwka Hagen, Medical Business Services

Starting her professional career as a Medical Scientist, Riwka successfully implemented and managed a regional laboratory of a major pathology provider before embarking on a career of medical practice management and general practice accreditation.

She has managed small, medium and large medical centres and has a strong interest in quality improvement, governance, business planning and financial management.

Riwka is the Director of Medical Business Services providing consulting, advisory, coaching, training and mentoring services to the health sector Australia-wide including general practices.

You may also know Riwka as the founder and administrator of the highly active and influential Facebook group ‘Practice Managers Network’ which now has a global membership of over 12,500.

About general practice accreditation

- Structure of the Standards
- Demonstrating compliance

Core Module

- Rights & needs of patients
- Ethical Dilemmas
- Practice governance – planning, risk management, contingencies, safety

Agenda

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Quality Improvement Module

- Clinical quality improvement
- Feedback

General Practice Module

- Vaccine potency

Agenda

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About accreditation

practice or health services operates within the model of general practice described in the RACGP definition of GP (updated 2024)

GP services are predominantly of a general practice nature

practice or health service is capable of meeting all mandatory indicators in the Standards

Incl RACF, outreach, disability homes services

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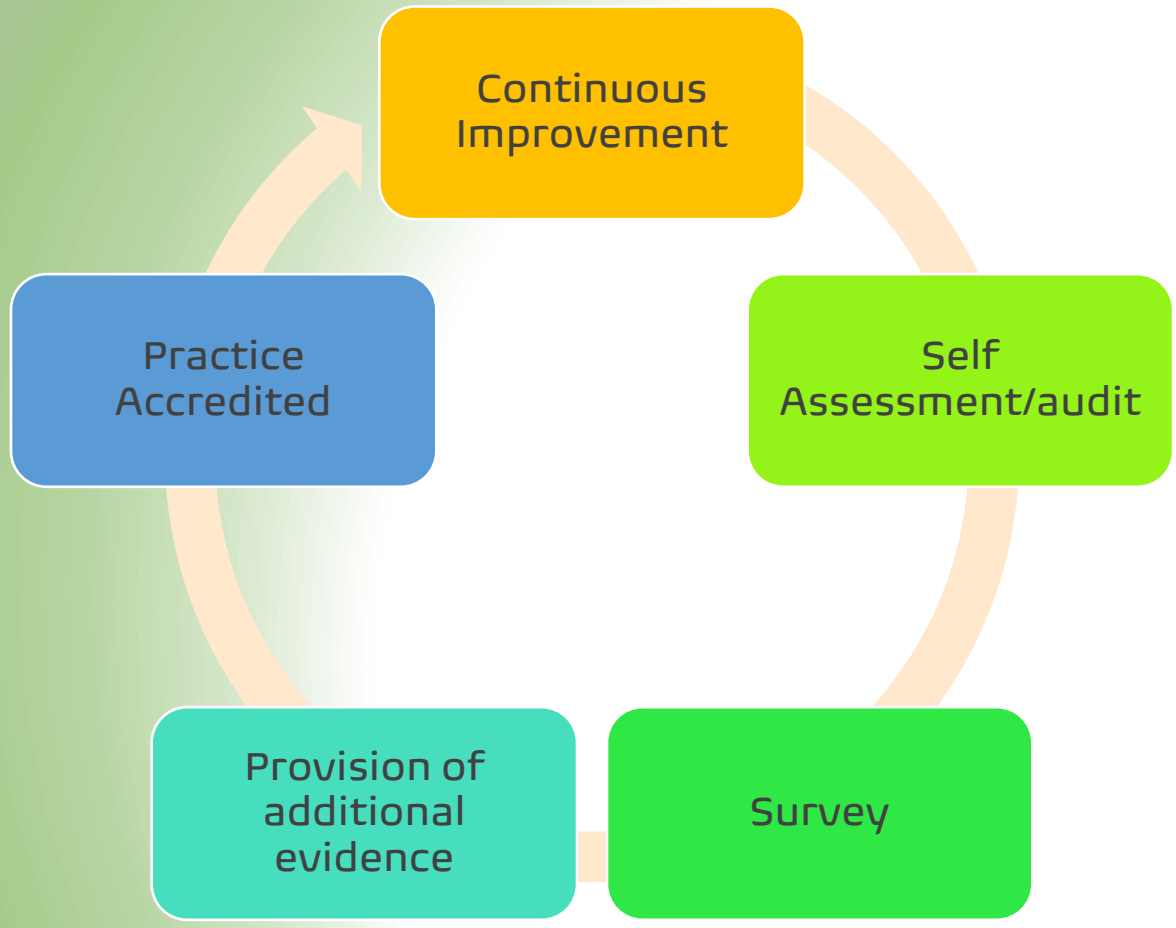
The Accreditation Cycle



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The Accrediting Agencies

Agpal (Qld)

Quality Practice Accreditation (QPA) (NSW)

Global Mark (NSW)

Australian Council on Healthcare Standards (ACHS) (NSW)

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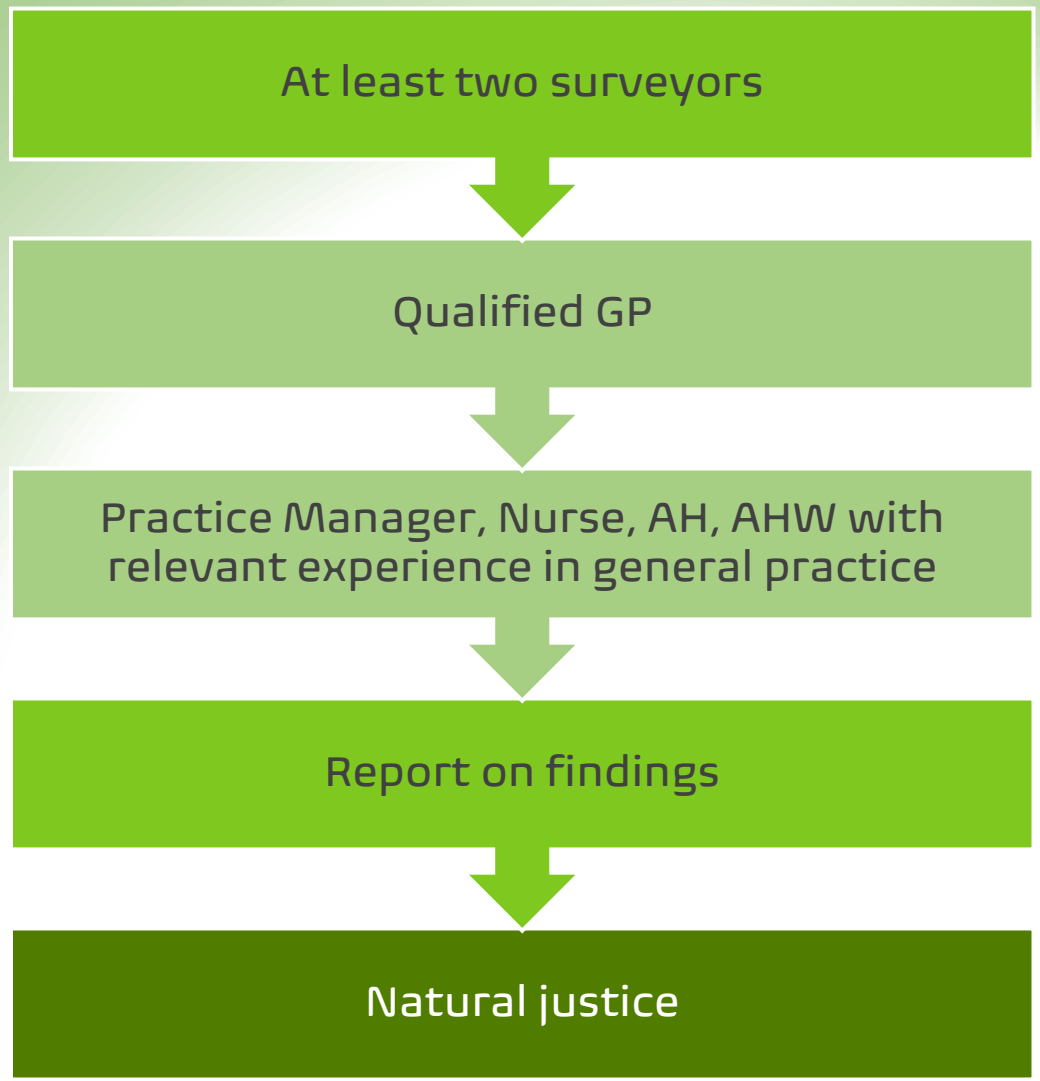
The Surveying Team



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The Standards

- RACGP Standards for General Practices 5th Edition
- RACGP Infection Prevention and Control Standards 5th Edition
- Evidence based on relevant studies or from expert panels
- Note changes to standards

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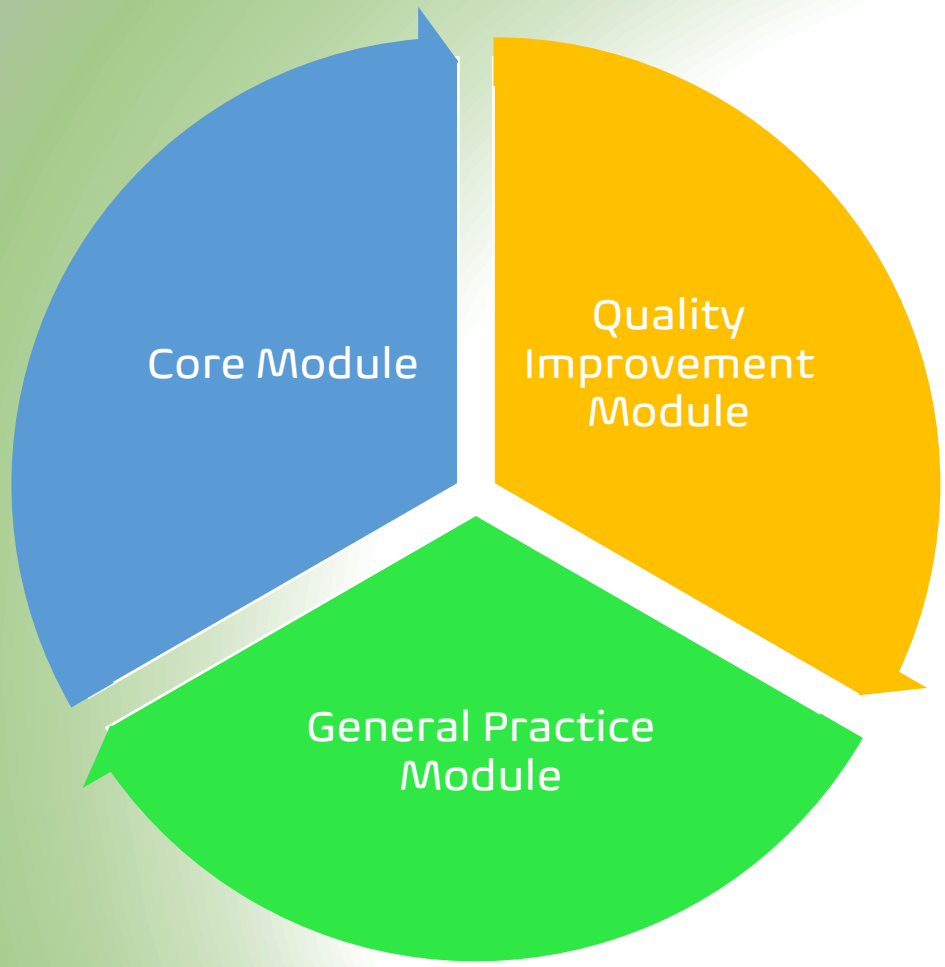
Structure of the Standards



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Standards, Criteria & Indicators

Standards in each module are numbered separately

C 1-8 Core

QI 1-3 Quality Improvement

GP 1-6 General Practice

Criteria are numbered under each standard

Indicators are letters

Flagged as mandatory or aspirational

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Example

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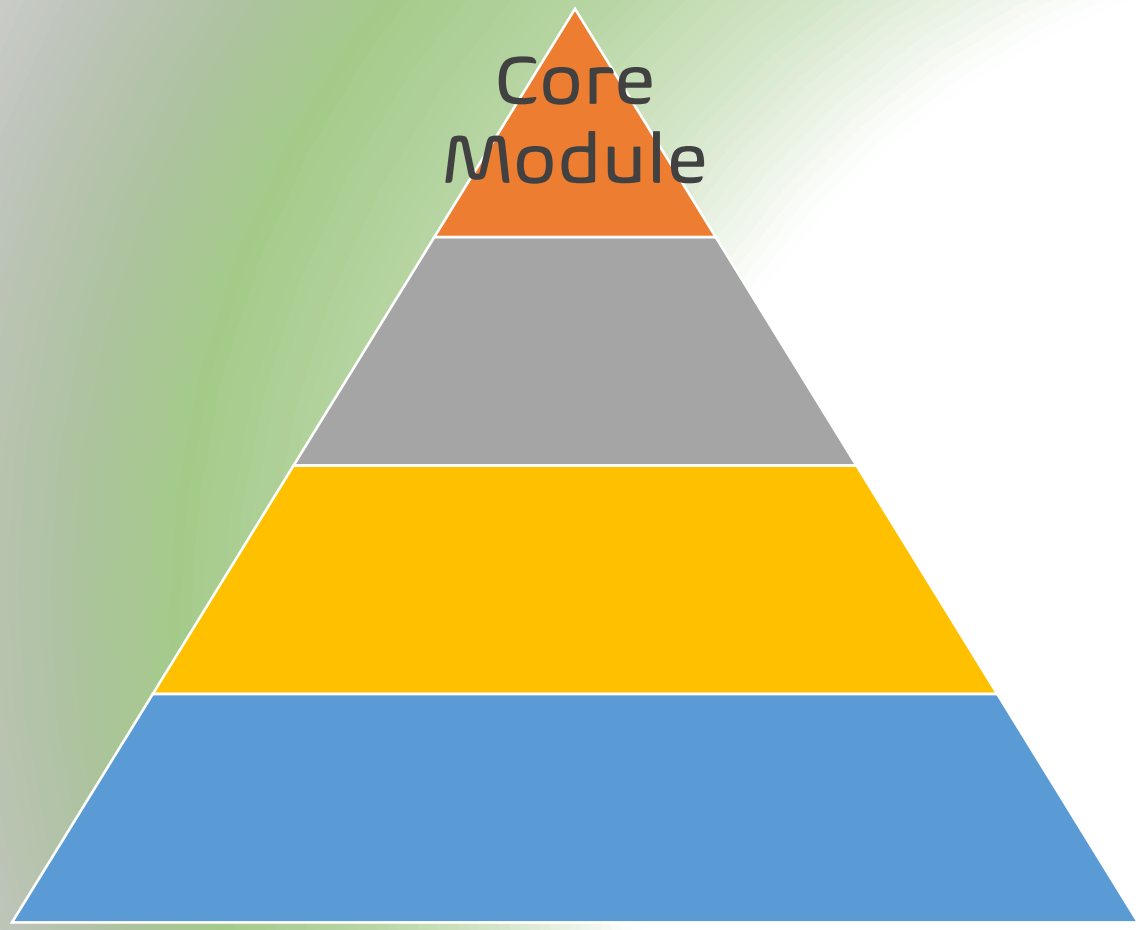
Example



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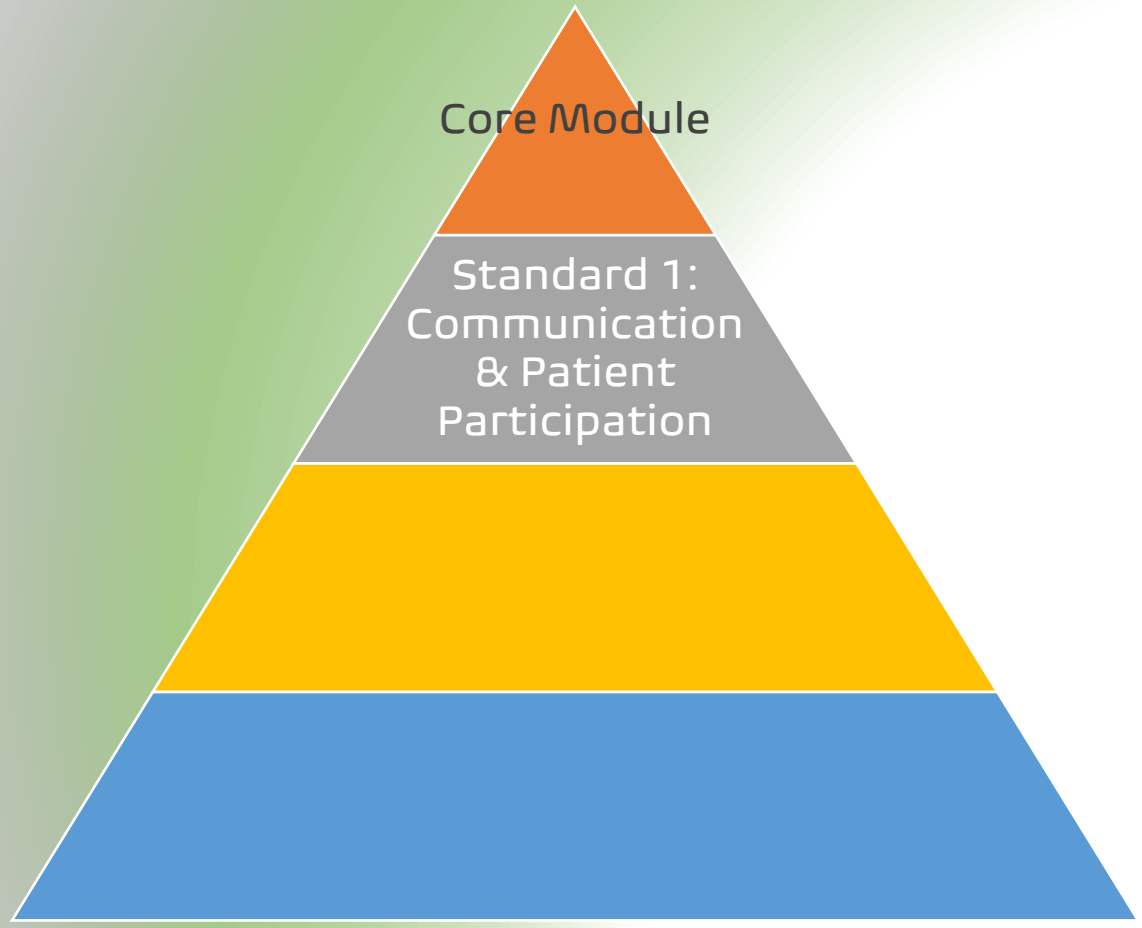
Example



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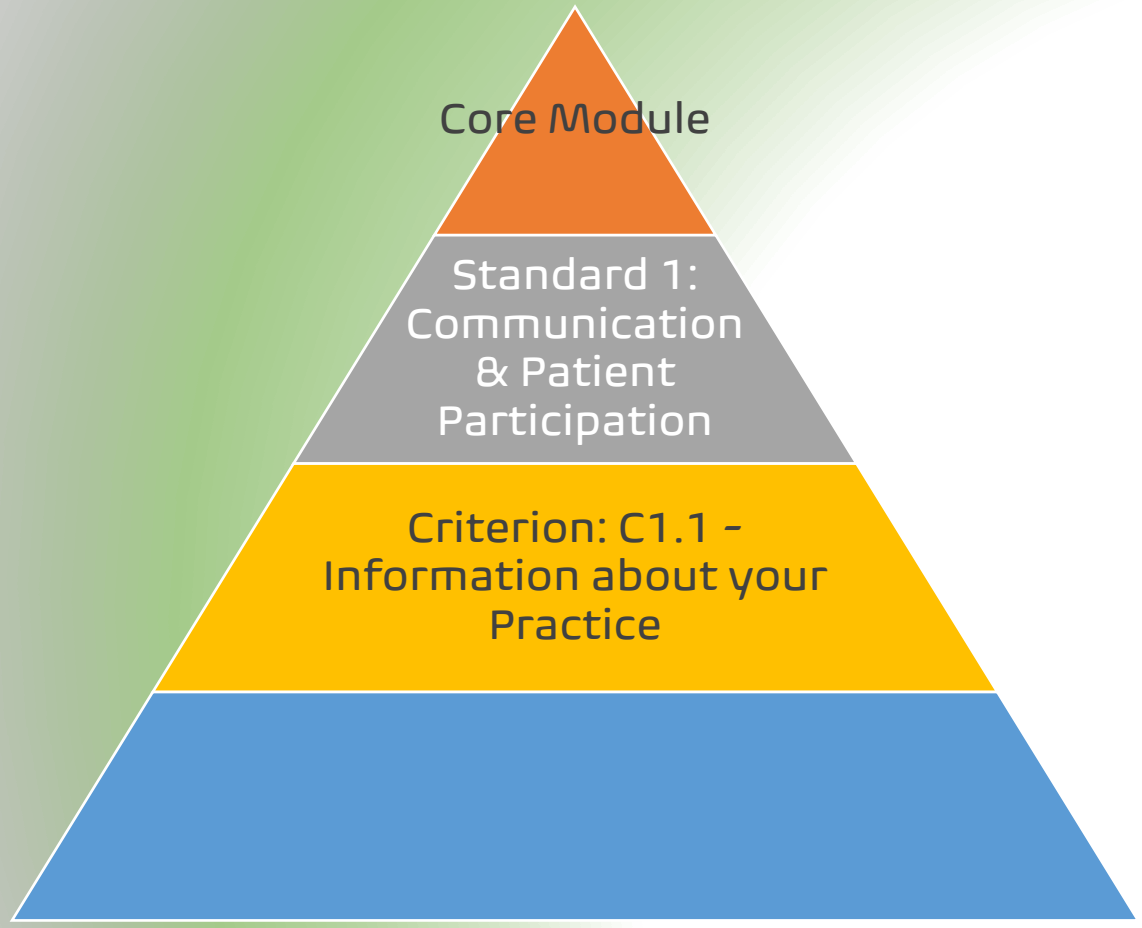
Example



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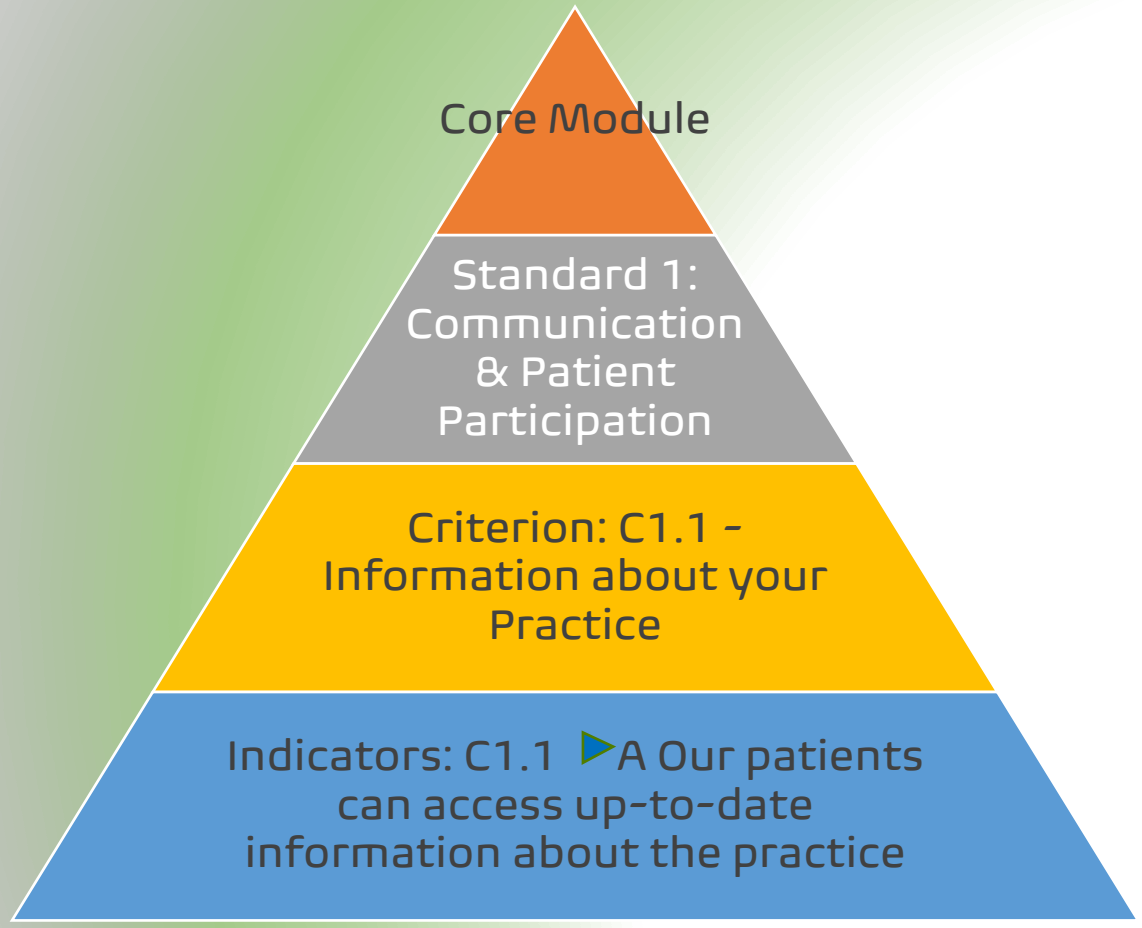
Example



- Explanation of the information that is required

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Demonstrating Compliance

- Outcome focus
- Informed by
  - Interviews
  - Document reviews
  - Observation
- ‘Intent’ of standard must be met
- Flexibility on ‘how’
- What works for your practice?

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RACGP Resource Guide

- More information on developing your systems and processes
- Further documents and resources
- Together with resources from your accreditation provider, helps to get you started
- Especially useful for practices that have not previously been accredited

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Outcome focus

- Patient-centred outcomes
  - Ability to make choices based on informed decisions
  - Patient engagement/empowerment in health care
  - Focus on what the patient receives rather than what the practice does
  - Includes educating the patient & informing of what they may encounter when accessing medical services

Process-focused indicator	Outcome-focused indicator
Our practice has a documented system to identify, follow up and recall patients with clinically significant results	Our practice recalls patients who have clinically significant results

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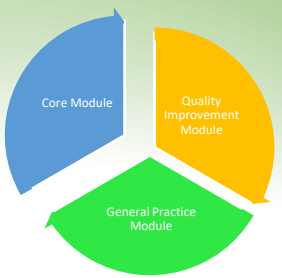
Core Module Summary



Standard 1 – Communication & patient participation

Standard 2 – Rights and needs of patients

Standard 3 – Practice governance and management

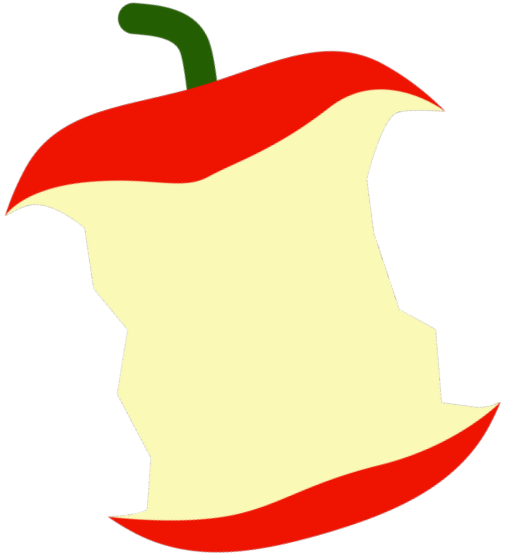
Standard 4 – Health promotion & preventive activities

Standard 5 – Clinical management of health issues

Standard 6 – Information management

Standard 7 – Content of patient health records

Standard 8 – Education and training of non-clinical staff



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Core Standard 2 – Rights & Needs of Patients

Our practice respects the rights and needs of patients

RACGP's General practice patient charter - aligned with ACSQHC's Australian charter of healthcare rights

Describes responsibilities of patients

Specific Charters for Aboriginal and Torres Strait Islander people

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C2.1E Ethical Dilemmas

- Must document ethical dilemmas that have been considered and the outcome or solution
- Could;
  - Develop a policy/procedure that explains how the clinical team must manage ethical dilemmas
  - Discuss at team meetings
  - Buddy/mentoring system
  - Group communication to pose common ethical dilemmas and solutions
  - Inform patients where relevant

  - Keep separate from clinical file

Examples:

- Practice staff as patients
- Gifts
- Provision or denial of specific services

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Core Standard 3 – Practice governance & management

C3.1 – Business operations systems

C3.1A Our practice plans and sets goals aimed at improving our services

C3.2B Our practice evaluates its progress towards achieving its goals

C3.1C Our practice has a business risk management system that identifies, monitors and mitigates risk in the practice

C3.1D Our practice has a complaints resolution process

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Risk Management – common risks

- Record keeping & communication
- Near misses, mistakes, adverse events (QI3.1 A & B)
- Clinical risks
- Financial
- Computer systems
- Privacy (beware mandatory breach reporting law!)
- Consent processes
- Workforce planning
- Medicare changes

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Core Standard 3 – Practice governance & management

C3.3 – Emergency response plan

C3.3A 🚩 Our practice has an emergency response plan for unexpected events such as natural disasters, pandemic diseases or unplanned absences of clinical team members

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Core Standard 3 – Practice governance & management

C3.5 – Work health & safety

C3.5A 🚩 Our practice supports the safety, health and wellbeing of the practice team

C3.5B 🚩 Our practice team is encouraged to obtain immunisations recommended by the current edition of AIH based on their duties and immunization status

THINK SAFETY
it couldn't hurt

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Staff Immunisation

With informed consent

- Immunity to vaccine preventable diseases or immunization status of practice team members is known
- Offered recommended immunisations, appropriate to duties
- Think of all team members, not only employees

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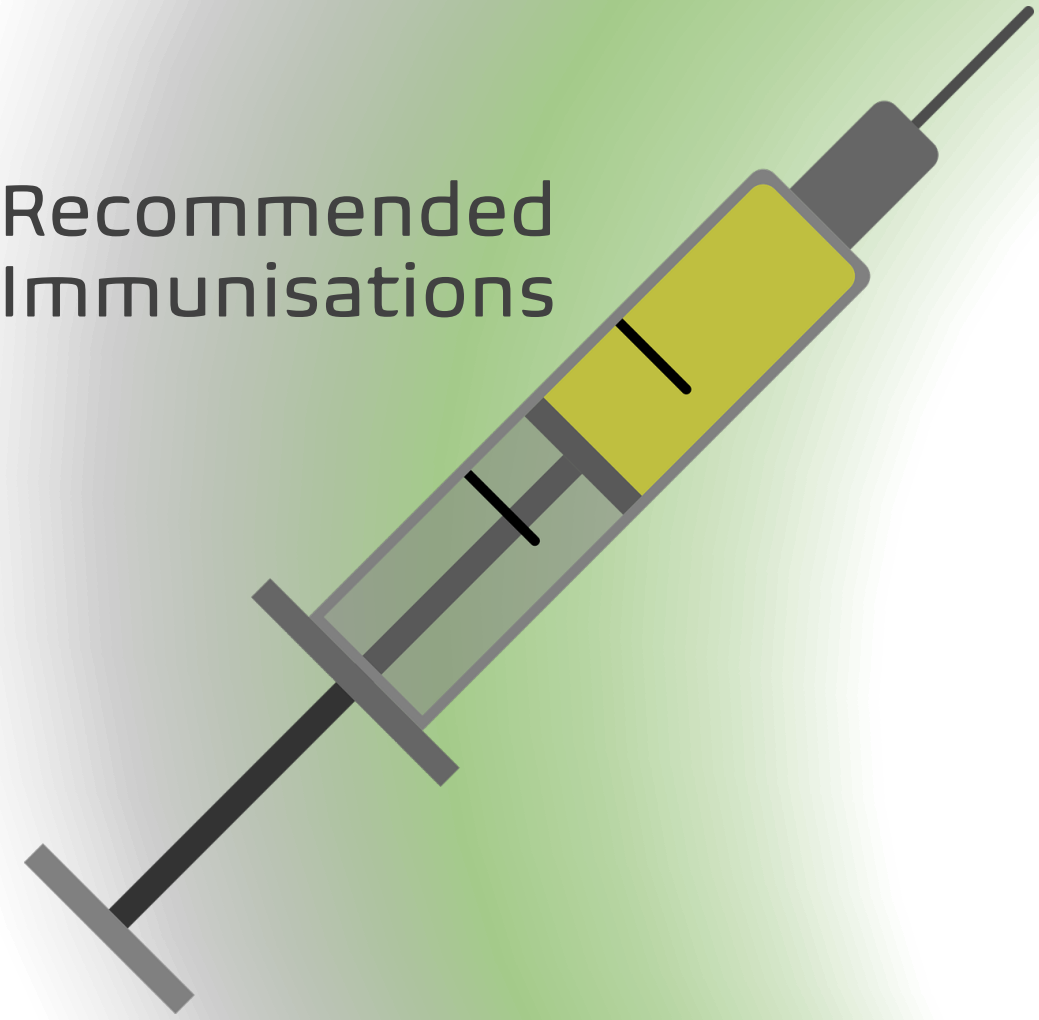
Recommended Immunisations



In accordance with NHMRC guidelines - Immunisation Handbook

All healthcare workers directly involved in patient care or handling tissue

- Covid
- Hep B
- Influenza
- Pertussis (dTpa if not given previously)
- MMR if not immunized
- Varicella (if sero-negative)

Think of specific risks that may warrant other vaccinations eg Hep A, BCG (Tuberculosis)

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Core Standard 6 – Information Management

C6.3 – Confidentiality and privacy of health & other information

C6.3A 🚩 Patients are informed of how our practice manages confidentiality and their personal health information

You must collect personal health information and safeguard its confidentiality and privacy in accordance with

- Australian Privacy Principles (APPs) contained in the Privacy Act 1988
- https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference/
- https://www.oaic.gov.au/privacy/guidance-and-advice/guide-to-health-privacy/
- Long standing legal and ethical confidentiality obligations
- Any other relevant state or territory laws

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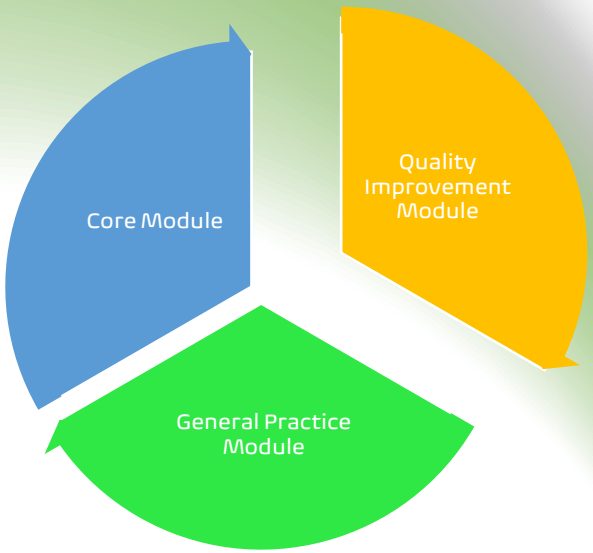
Quality Improvement Module Summary



- QI Standard 1 – Quality improvement
- QI Standard 2 – Clinical indicators
- QI Standard 3 – Clinical risk management

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QI 1.3 | Improving Clinical Care

- QI 1.3 A | Our practice team uses a nationally recognized **medical vocabulary** for coding
  - ICPC
  - ICPC2+
  - SNOMED
  - PYEFINCH
  - DOCLE
- Depending on practice software used
- Requirement for eHealth PIP!
- Example: 'use PMS software to code patient health information'
- Example: 'keep clinical data & reports – childhood vaccinations, completed adult health checks & updated risk factors
- Example: 'maintain PenCAT/Polar register'
- QI 1.3 🚩 B | Our practice uses relevant patient & practice data to improve clinical practice (eg CDM, preventive health)

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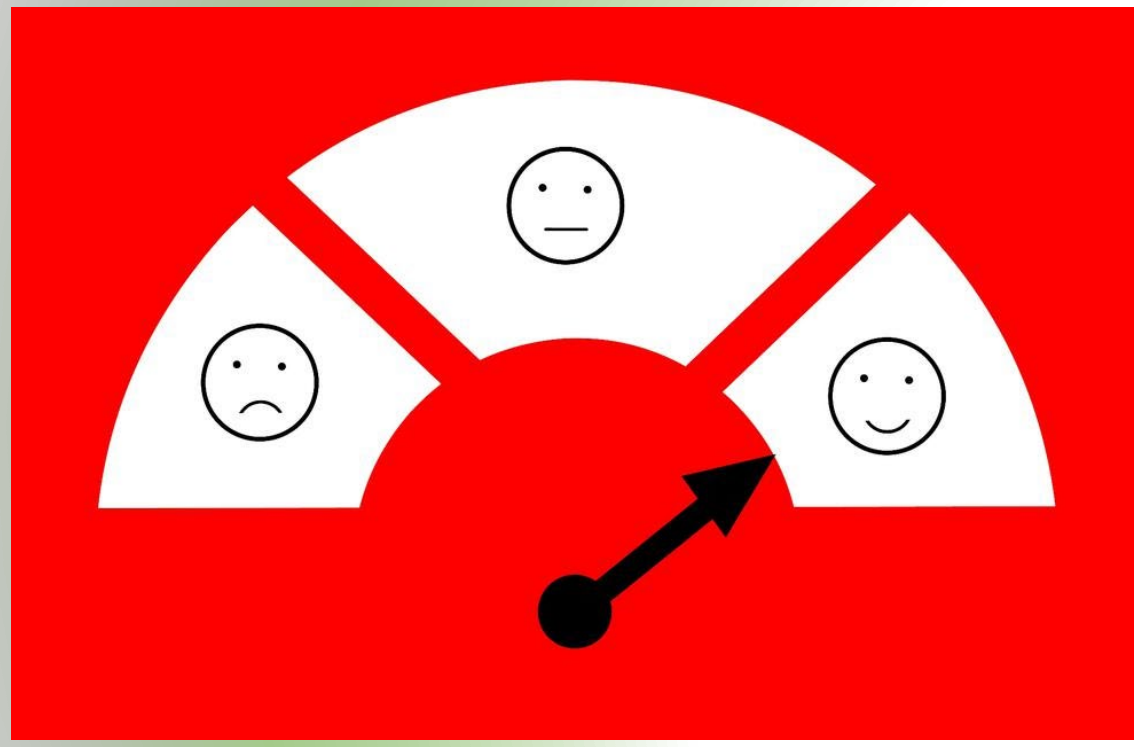
Patient Feedback



- Can develop own questionnaires
- Can use focus groups/interviews
- Ongoing/ continuous or once every 3 years
- Share outcome with team and patients
- Actions as a result…

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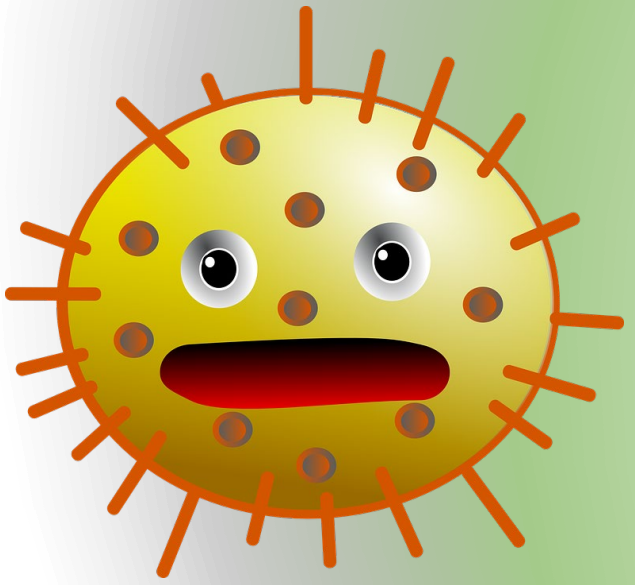
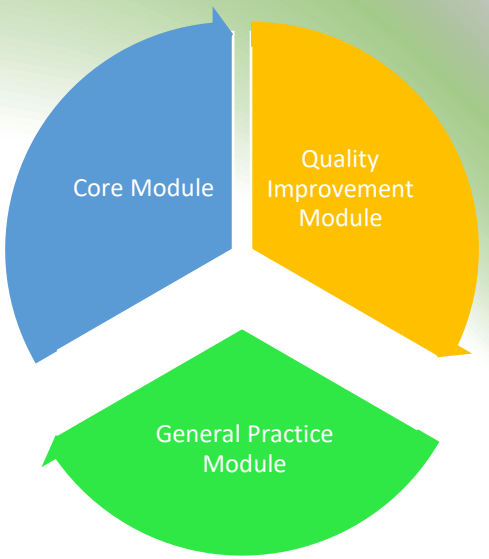
General Practice Module Summary



- GP Standard 1 – Access to care
- GP Standard 2 – Comprehensive care
- GP Standard 3 – Qualifications of our clinical team
- GP Standard 4 – Reducing the risk of infection
- GP Standard 5 – The medical practice
- GP Standard 6 – Vaccine potency



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Reducing the Risk of Infection

- **KEY area of risk for medical practices – give it the attention required**
- Hand Hygiene
- PPE
- Aseptic technique
- Precaution levels
- Staff immunisation & protection

- Sharps, exposure
- Cleaning, laundry & waste
- Instrument reprocessing
- Disease surveillance & outbreak response
- Planning a practice/design considerations

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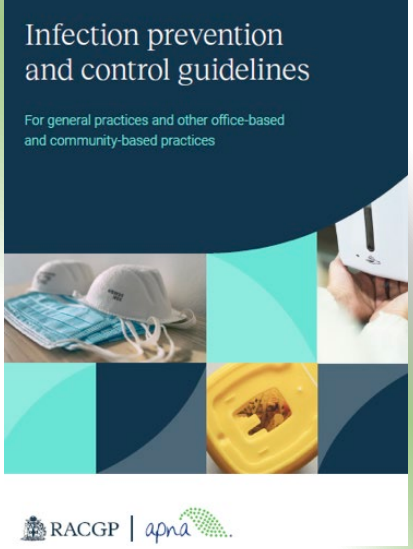
Reducing the Risk of Infection



- Based on RACGP Infection Prevention & Control Guidelines
- https://www.racgp.org.au/running-a-practice/practice-standards/racgp-infection-prevention-and-control-guidelines
- Updated June 2024
- If designing/redesigning treatment rooms, review requirements

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Precleaning options for reusable instruments

- Ultrasonic washer-disinfector = best practice for optimal instrument cleaning (but not mandatory!)
- Require performance monitoring & validation
- 2 sinks if manually cleaning instruments | dirty | clean
- Separate sink for handwashing OR;
- Access to hands-free hand rub

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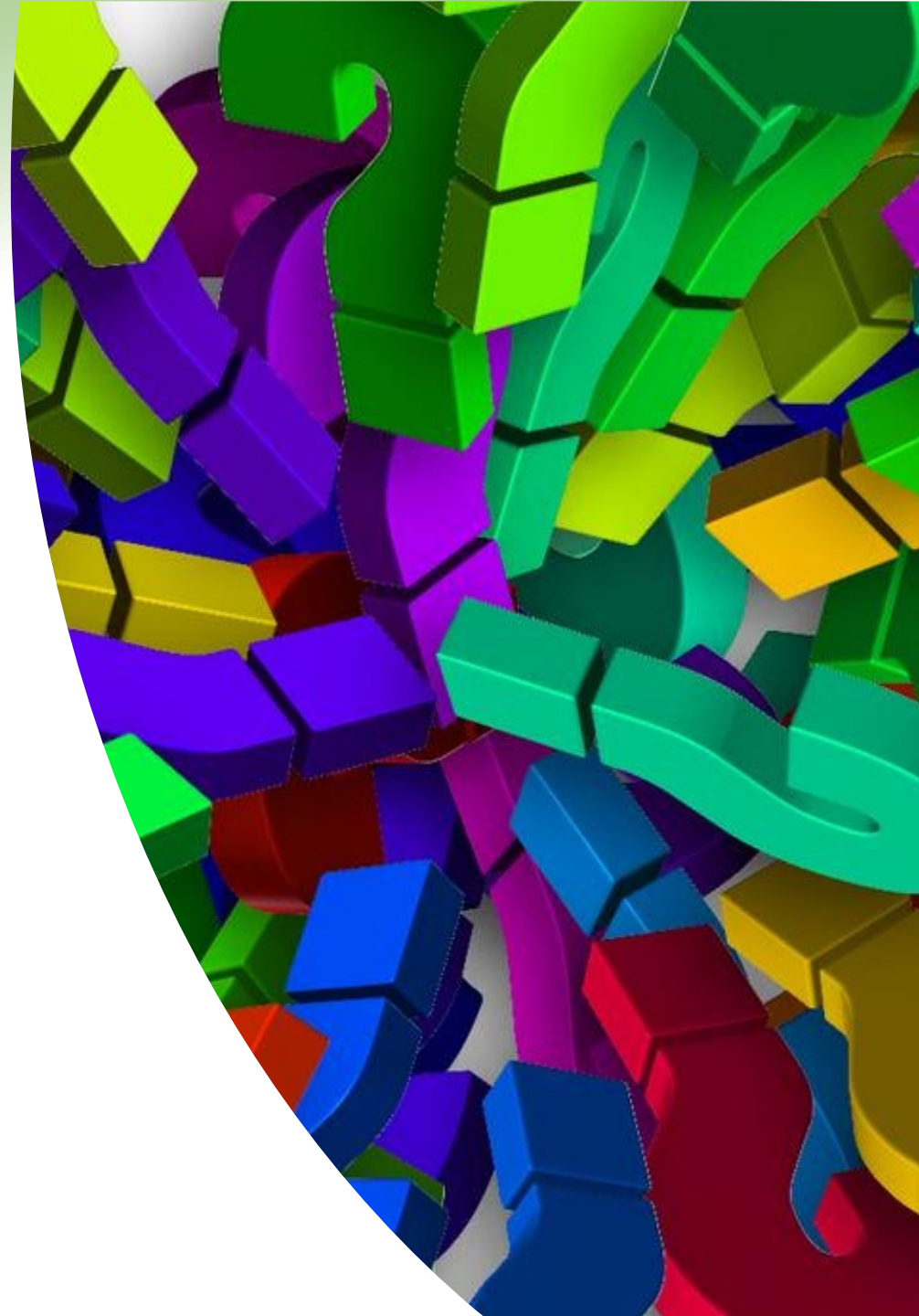
And finally…

- We have NOT covered every indicator
- Start preparing early!
- Accreditation readiness is a whole-of-team activity



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Resources

https://www.medicalbusiness.services/accreditation-resources-r

The standards

Resource guides

- RACGP Security in General Practice
- Strive for Five
- RACGP Business Planning Guide
- Patient feedback guide

FAQs

Practice Management Register info

Risk Register info

& More!

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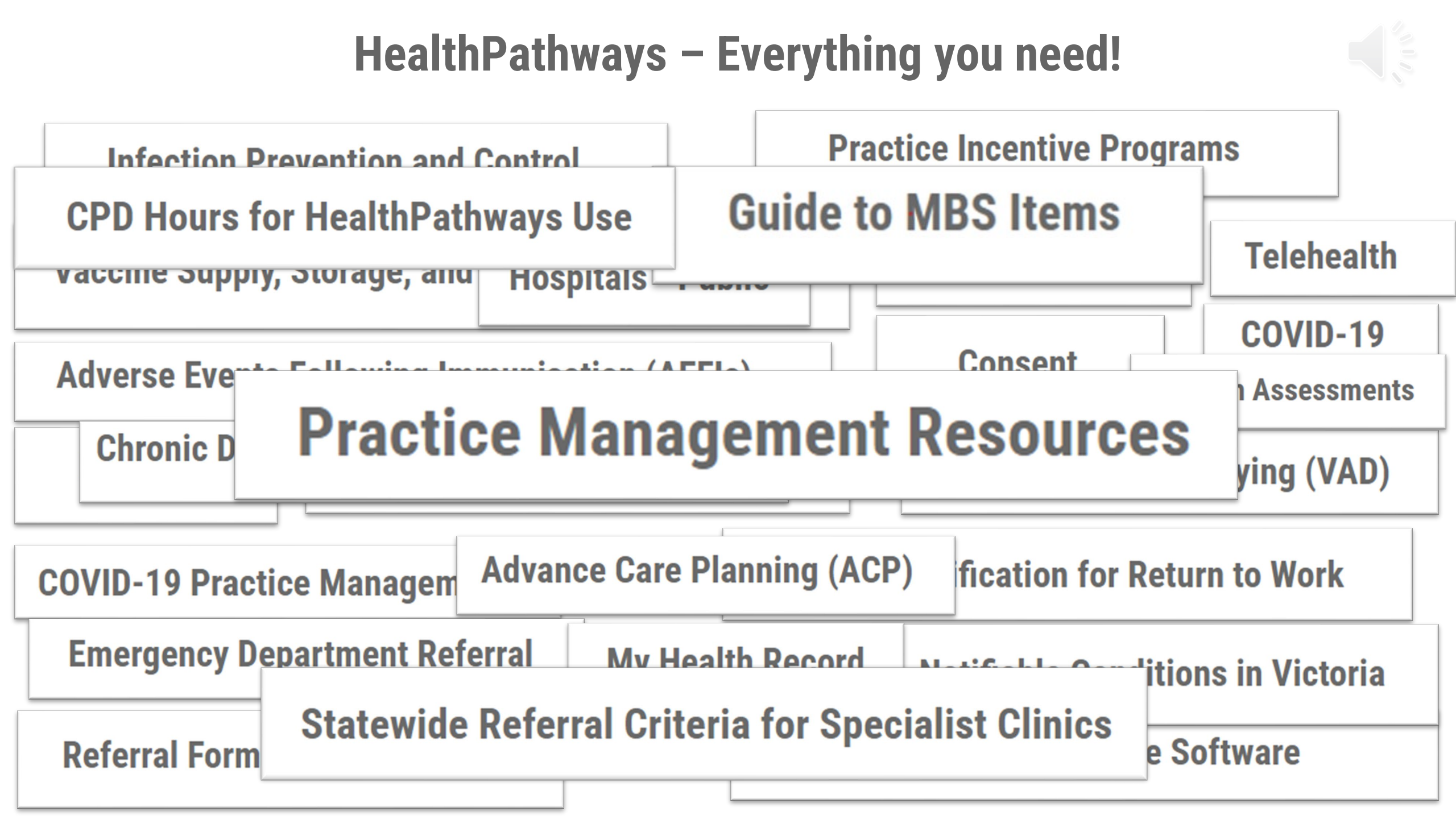
HealthPathways Melbourne

Practice Management Resources

Pathways are written by GP clinical editors with support from local GPs, hospital-based specialists and other subject matter experts

- clear and concise, evidence-based medical advice
- Reduce variation in care
- how to refer to the most appropriate hospital, community health service or allied health provider.
- what services are available to my patients

HealthPathways – Everything you need!



HealthPathways- Immunisation Pathways and Resources

New page
Practice Management Resources

Legal and Ethical
Advance Care Planning (ACP)
ACP Documents and Forms
Certification of Death
Child or Family Information Sharing Scheme
Consent
Medical Certification for Return to Work

Practice Incentive Programs
eHealth Practice Incentives Program (ePIP)
Practice Incentives Program (PIP)
Practice Incentives Program Indigenous Health Incentive (PIP-IHI)
Workforce Incentive Program (WIP)

MBS Items
Guide to MBS Items
Telehealth
Electronic Prescriptions

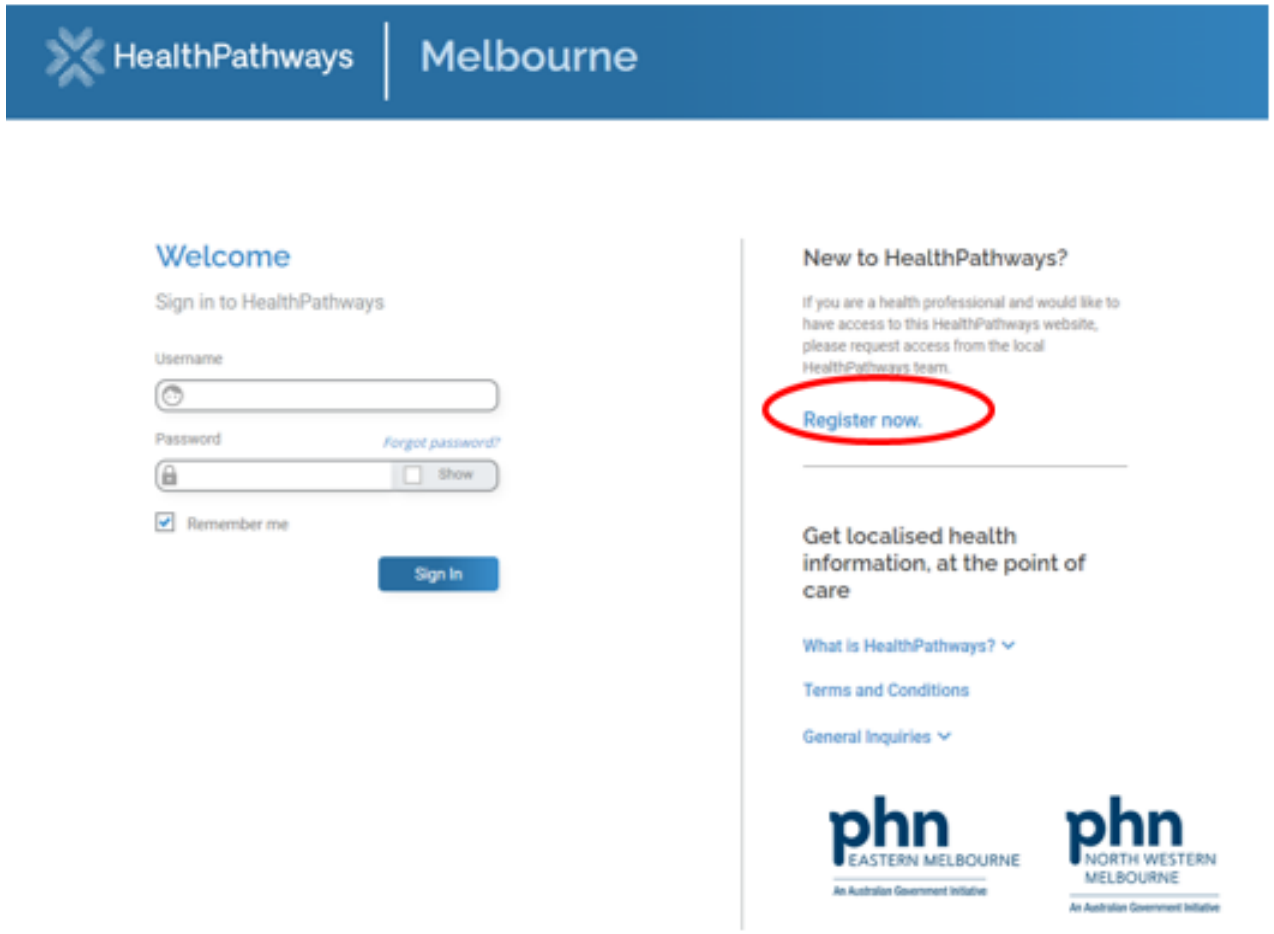
Infection Prevention and Control
Infection Prevention and Control
Blood/Body Fluid Exposure
Hand Hygiene
Local Public Health Units (LPHUs)
Notifiable Conditions in Victoria

Immunisation and vaccines
Immunisation Services
COVID-19 Vaccination
Vaccines
Vaccine Supply, Storage, and Cold Chain Breaches

Other :
Action Plans (Anaphylaxis, Asthma, Diabetes)
Coding in General Practice Software
Interpreter and Translation Services
Useful Websites
Hospitals - Public
National Health Services Directory
Referral Forms and Templates (Advanced Care Planning, HealthLink SmartForms, Mental health)

CPD Hours for HealthPathways Use

Accessing HealthPathways: Go to melbourne.healthpathways.org.au



Register via QR code

info@healthpathwaysmelbourne.org.au

Session Conclusion

We value your feedback, let us know your thoughts.

Scan this QR code

You will receive a post session email within a week which will include slides and resources discussed during this session.

Attendance certificate will be received within 4-6 weeks.

RACGP CPD hours will be uploaded within 30 days.

To attend further education sessions, visit,

https://nwmphn.org.au/resources-events/events/

This session was recorded, and you will be able to view the recording at this link within the next week.

https://nwmphn.org.au/resources-events/resources/