

# Practice Managers' Newsletter



Practice Managers' Networking Group (PMNG)

Issue 7 • Summer 2012

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## Note from the Editor

2011 has seen some dramatic achievements and successes for WentWest and its stakeholders.

The expansion of our services includes: Aboriginal Health Services; severe Chronic Disease specific programs; and health prevention programs.

WentWest is committed to offering the best service to our community and one of the ways we do this is through consultation with our key stakeholders and partners.

To get actively involved you could email us (address on the footer) or reply to invitations published in our website and weekly newsletter. We would appreciate hearing from you.

Apart from expansions to our services we've also constantly reviewed our current services. To that effect, one of our business development tools, the Practice Health Atlas™ (PHA), underwent evaluation by the University of Sydney. Findings reflected changes at a systems level in terms of clinical management behaviour producing improvements in data coding, recording, at risk patient identification as well as income. In time, these changes are expected to enhance patient outcomes.

2012 promises to be another year of great developments and we look forward to have our stakeholders as part of this exciting process.

Have a safe holiday season,

*The Practice Manager*

## Industrial Relations Key Changes

Transition arrangements are still underway for the implementation of the Industrial Relations law changes which started last year.



Key workplace changes included the introduction of ten National Employment Standards and Modern Awards requirements for keeping records and pay slips as well as having flexible working arrangements in place. For more information and to check your compliance with these changes, refer to the following videos:

<http://bit.ly/uDLC55>

## Lead site for PCEHR

As part of the 2010/11 Federal Budget, the Australian Government announced a national Personally Controlled Electronic Health Record (PCEHR) system would be established for all Australians. A PCEHR will be an individual's health record connecting information from different health care providers including from general practitioners, public hospitals, community health providers, and emergency departments.

With financial assistance and ongoing support available for early adopter practices, now is the time to get involved and make sharing electronic health records a reality.

To get involved, send your Expression of Interest by completing this form:

<http://www.wentwest.com.au/public/documents/PCEHRGPEOI.pdf>

## New Federal Department of Human Services

On 1 July 2011, Medicare Australia was integrated into the Federal Department of Human Services (DHS). The Medicare program within DHS will continue to look after programs like Medicare, Pharmaceutical Benefits Scheme, Australian Childhood Immunisation Register and Australian Organ Donor Register, as well as a range of incentives and allowances for health professionals.

The new department, DHS, is focused on improving government service delivery for Australians and aims to place citizens at the centre of their work.

The implications for health professionals will be minimal. A gradual change in the look of Medicare's communications including their website and newsletters will take place. Medicare as an entity no longer exists and the term 'Department of Human Services' will be used instead.

For more information, go to:

<http://www.humanservices.gov.au/>



### CHRISTMAS SHUTDOWN PERIOD

The WentWest Office will be closed from Friday, 23<sup>rd</sup> December 2011 and will reopen Monday, 9<sup>th</sup> January 2012

Your feedback is important to us!

Send your comments to: [practicemanagers@wentwest.com.au](mailto:practicemanagers@wentwest.com.au)

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## New RACGP Standards: 4<sup>th</sup> Edition



The 4<sup>th</sup> Edition RACGP Standards are now in place. Accredited practices use the RACGP Standards as a template for quality care and risk management. For more information go to: <http://bit.ly/cLVAni>

## MBS Items Online Checker

This new service is available through the Health Professional Online Services (HPOS) website and allows health professionals and their authorised staff members assess their eligibility to claim particular services based on the patient's Medicare history. For more information call 1800 700 199 or go to:

<http://bit.ly/tT6sI0>

## Service Providers in the 'Spotlight'



Dr Akladious and Mrs Gulta outside Dr Akladious' surgery in Auburn

Dr Mervat Akladious and her Medical Receptionist Mrs Rene Gulta joined the Australian Primary Care Collaboratives (APCC) to systematically improve their services to patients. This team has received extensive training which they have diligently put into practice. As a result, they've seen substantial improvements on the health outcomes and access to services for their patients.

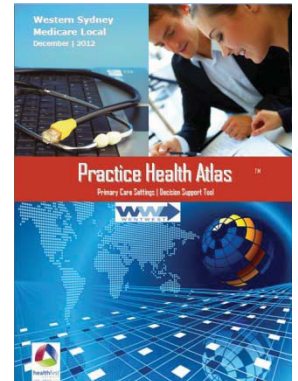
We take this opportunity to congratulate Dr Akladious and her team on all their efforts.

## Quality Improvement in Primary Health Care

In times of national health reform, primary health care services are required to be more responsive, meet safety and quality standards, prompt gap identification and facilitate multidisciplinary and better coordinated care. Therefore, a close and direct relationship between individuals, communities and their caregivers is required.

To this purpose, we provide organisations, teams and individual practitioners serving the health care needs of the community in the Western Sydney Medicare Local catchment, with the opportunity to apply for any of the following:

- **Australian Primary Care Collaboratives (APCC)**, funded by the Australian government, is the largest quality improvement program in Australia. This program provides a systematic approach for the breaking down of large tasks into small manageable steps via Plan, Do, Study, Act (PDSA) cycles to sustain improvements in target areas.
- **Practice Health Atlas™ (PHA)**: is a comprehensive business development tool containing epidemiology reports, mapping, income forecasts and strategies for linkages with local services. The PHA was evaluated by the University of Sydney during 2010 - 2011.
- **Quality Practice Program (QPP)**: using the improvement methodology, QPP assists with the procurement of data quality monitoring software tools, needs assessments, metrics definition, application of primary health care provider quality indicators, resource optimisation, stratification and outcomes evaluation.



For queries or for more information on any of these programs, contact Alex McLaren at [alex.mclaren@wentwest.com.au](mailto:alex.mclaren@wentwest.com.au)

## Our website

Our website is constantly being updated to inform you on the latest developments and news at WentWest. We encourage stakeholders to frequently visit our website for new services and programs as they become available. WentWest website: [www.wentwest.com.au](http://www.wentwest.com.au)

General practitioners, nurses, practice managers, allied health practitioners, community services, consumers and other health care providers can now find novel ways to partner with us. Get involved and be part of creating solutions for our community in Western Sydney.

## Training for your staff members

Throughout this year, we have held several training sessions for the purposes of enhancing and supporting health service providers and their staff members. This Thursday, 22<sup>nd</sup> of December, the last training session for 2011 will feature how increasing the utilisation of technology has the capacity to improve service provision, follow up and reduce clinical risk. Participants can also get an idea of income they're currently missing out on.

To RSVP, go to: <http://bit.ly/ui64Dg>

Your feedback is important to us!

Send your comments to: [practicemanagers@wentwest.com.au](mailto:practicemanagers@wentwest.com.au)

Phone: (02) 8811 7100

Fax: (02) 9622 3448

Web: [www.wentwest.com.au](http://www.wentwest.com.au)