

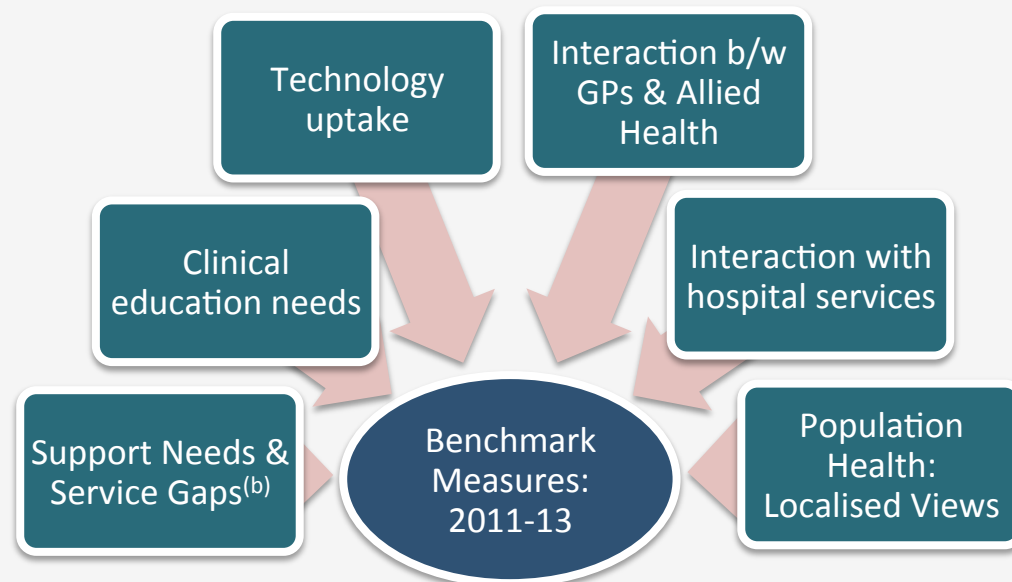
## Why Measure?



Interaction effectiveness across service providers ideally means:

- Continuity of care quality across transfers
  - Clinical approaches as a treating team
  - Efficiency of resource use
- and safer consumer health journeys*

## Methodology?



General Practice N = 1,400  
GPs, PNs, PMgrs

Allied Health N = 2,600  
17 professions<sup>(a)</sup>



Seven (7) Medicare Locals surveying  
(representing 50% of NSW population)

<sup>(a)</sup> Defined as APRA recognised or meeting membership criteria

<sup>(b)</sup> Medicare Locals National Accreditation Standards Feb 2013

## Findings so far:

Key drivers include:

### A. Relationship factors

- *Recognition of clinical contribution is sub-optimal:*
  - by GPs – in considering Allied Health input
  - by Hospitals – in considering GP input
- *“Treating Team” concept is still not embraced widely across broader GP - AHP – Hospital services*
- *Communication quality is sub-optimal across all groups*
- *Where relationships are strong, so is clinical collaboration*

### B. Processes and Systems

- *Referral processes across services are fragmented*
- *Referral feedback between GPs and AHP is limited*
- *Lack of common processes limits interaction*

### C. Information Access

- *Locating health services is still inefficient*
- *Sharing clinical data is sub-optimal (disparate systems)*
- *eHealth uptake is lagging and lacks current relevance*
- *Public transfer data is selectively improving (not for AHPs)*

## Opportunities

### A. Freeing up / growing health care capacity:

systems capacity	service capacity	workforce capacity	community capacity
State, LHD ML joint planning	Disease service pathways	Skills/training Gap analysis Team care	Health promotion, self-mgmt

### B. Improving health service performance

### C. Informing the development of quality improvement initiatives:

*Health Pathways, Clinical Handover Redesign*

### D. Including LHD “front-line” perceptions on GP, Allied Health and LHD interaction

### E. Including consumer perceptions of health service / journey “effectiveness”