

Taking action – success through leadership

Ms Stella Axarlis AM



takingaction Divisions of General Practice Network Forum 2004



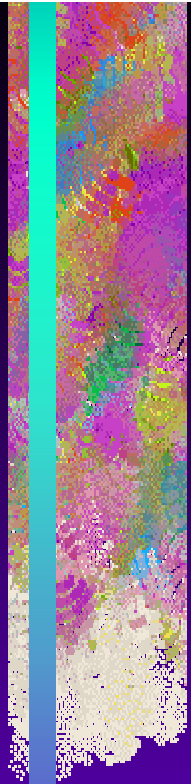


Divisions of General Practice Network Forum 2004



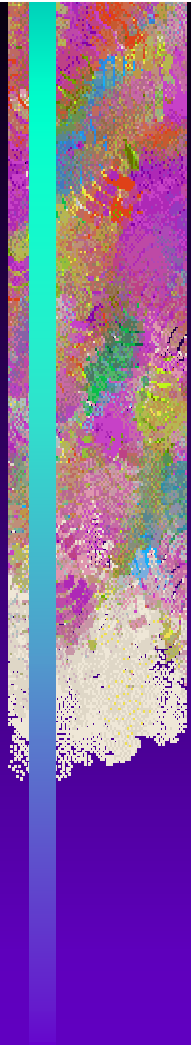
Success Through Leadership

Stella Axarlis AM



To promote the health and well-being of Australians through Divisions of General Practice by:

- strengthening the effectiveness and vitality of the General Practice sector through support, advocacy and representation of stakeholders to the Federal Government, other national organisations and to the Australian public
- contributing to the development of national health policy through collaboration with stakeholders
- promoting cooperation and communication with other national organisations in Australia with objects similar to these objects of ADGP and
- providing national leadership in health system development.



GP SUMMIT – 2004, A Shared Vision for the Future of General Practice

- a long-term sustainable National Primary Health Care policy
- sustainability of general practice
- high quality primary care service
- coordinated team approach
- management of health information
- workforce, education and training
- general practice vocational training
- health inequalities.



Challenges for the Health System

- focus on pro active as well as reactive medicine particularly for the young
- the challenges of meeting the needs of an aging population
- communication strategies for the community
- appropriate use of technology
- total collaboration
- ethical challenges
- education of health professionals and the need for continuing professional development



Components of Corporate and Clinical Governance

- leadership
- strategic direction
- management systems
- employee well being and morale
- clinical governance
- client satisfaction
- organisational performance



Leading by Example

- ensuring an environment in which organisational and sector strategic directions are embraced by all
- being visible, responsible and accountable
- encouraging communication and knowledge sharing, a sense of loyalty and group spirit
- encouraging innovation
- responding to rapid change
- ensuring sustainability of the organisation
- environmental and community contribution



A Systematic Process for Strategic Planning

- organisational values as the starting point for all planning processes
- developing, communicating and actioning strategies, policies and plans
- involving all employees in the planning process
- aligning outcomes to organisational values and ensuring appraisal of outcomes and process
- management of resources and assets



From Data to Information and Knowledge Sharing

- extensive use of integrated technology
- identifying what data to collect
- analysing variation
- integration and use of information for decision making
- communicating the information at all levels to ensure team understanding of all issues
- ensuring bottom up communication on all issues




Employee Well Being and Morale As a Key Performance Indicator

- providing an environment that fosters quality and safety by encouraging individuals and teams to strive for continuous improvement
- acknowledging the diversity and complexity of each other
- promoting the expansion of skills in order to allow and support each employee to reach his/her potential
- strategies which allow individuals to be creative and innovative
- open and transparent communication to ensure open disclosure



Clinical Governance

- monitoring and identifying the quality and safety of care
- minimising the risk of care
- effectively addressing deficiencies
- a culture of innovation to continuously redesign processes, guidelines and protocols
- partnerships with stakeholders and suppliers assuring quality of subcontracted services
- monitoring performance to assure continuous improvement
- ensuring accountability at all levels



Client Satisfaction As a Key Performance Indicator

- working in partnership with clients
- understanding their needs and expectations
- anticipating and satisfying client needs
- informing clients of their rights as well as responsibilities
- monitoring client perception of organisation
- creating a client (internally and externally) focus throughout the organisation



Organisations Achieving Best Practice

- using indicators of performance to determine effectiveness and efficiency
- measuring gaps in performance and service and responding in a timely manner
- communicating the important key issues
- level of empowerment as a key measure
- benchmarking with best practice organisations
- ensuring sector speaks with one voice



Client perceptions of the benefits of ADGP

- organisations achieving best practice
- using indicators of performance to determine effectiveness and efficiency
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Future Challenges

- access to education, training and advancement in one integrated organisation
- upward communication processes
- integrated quality and risk management strategies
- integrated information technology
- internal and external consumer focus
- management of Resources and Assets
- systematic reporting of KPI's across organisation



quality of work = quality of life
have fun