

A/Professor Claire Jackson

Director, Mater Centre for Integrated Health Care
and General Practice



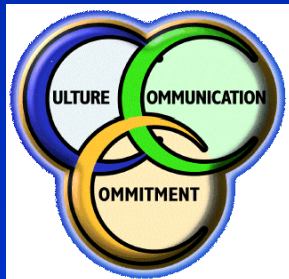
The Acute Care / General Practice interface: what role do Divisions play ?

A/Prof Claire Jackson,

Director, Mater Centre for Integrated Health Care and General Practice,

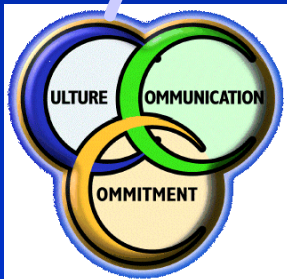
Brisbane.

Secretary, Brisbane Inner South Division of GP

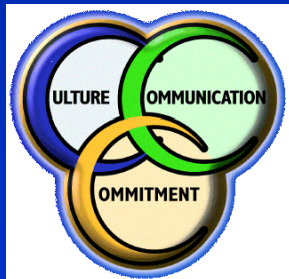


What is the Acute / Primary interface ?

- Patients moving in and out of hospital admissions - v vulnerable
- chronic and complex interface (O/P)
- inconsistent performance nationally
- no policy to effectively improve this
- yet the tools, processes, pilots are well described and defined

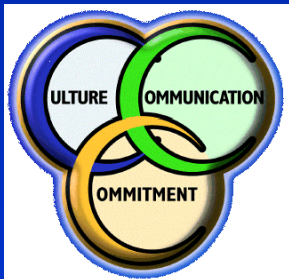


Currently **THE** most
important quality and
safety issue in
Australian health care



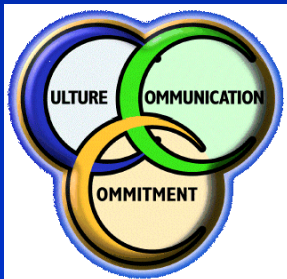
Traditional interface

- Insular (“what happens when they leave here isn’t my problem”)
- minimal connectivity and little formality / support
- little data / appreciation of importance
- still observed in many hospital / GP settings today (Oz and OS)



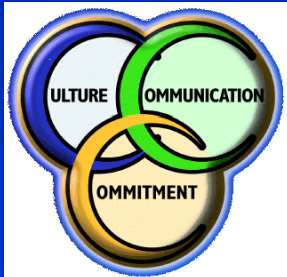
2004

- Very well described Q&S datasets across the interface
- excellent guidelines / protocols / information transfer and communication tools for most i/face management
- leadership by Vic Health
- lack an integrated national h c policy framework



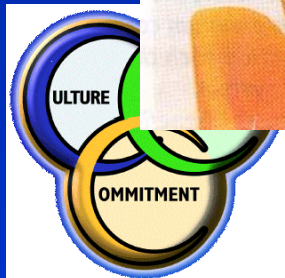
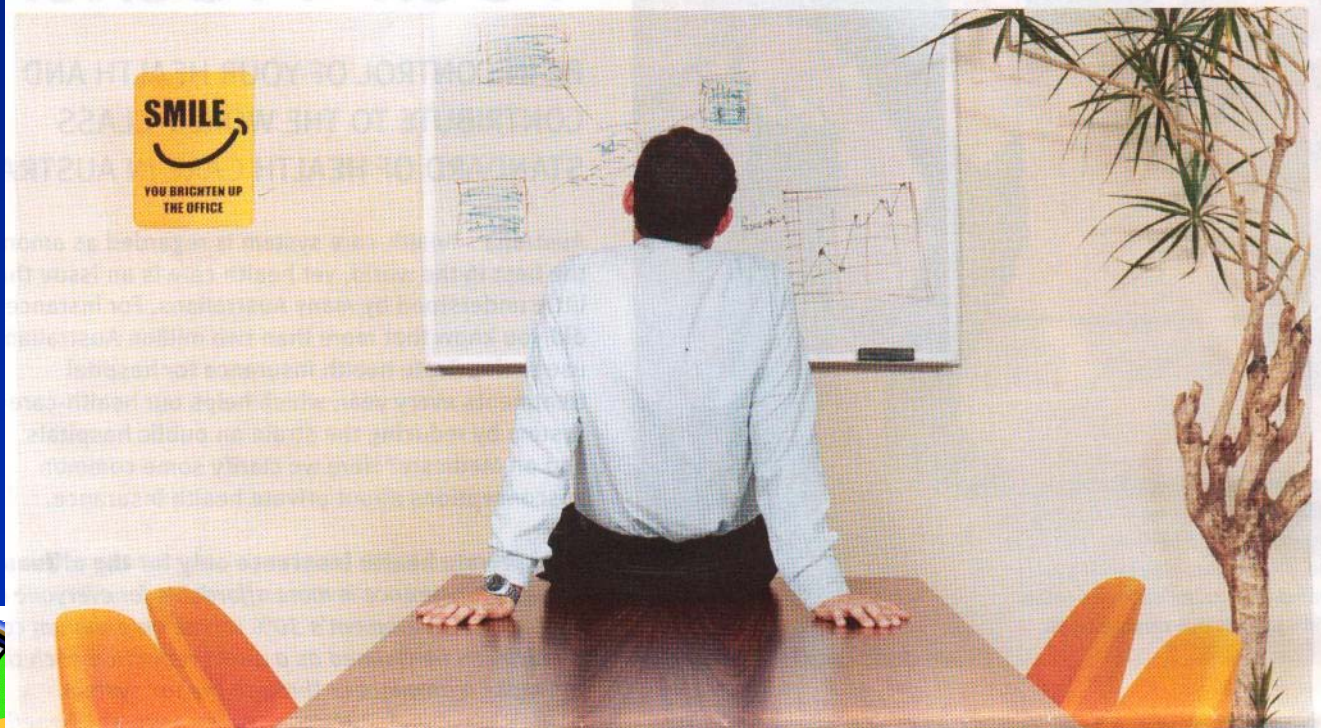
2004

- Divisions have provided much of the impetus to effect change
- they are the “glue” binding together a fragmented health system
- every re-iteration of Divisional “raison d’etre” includes this role
- time to get serious !
- **Gone as far as we can as we are**

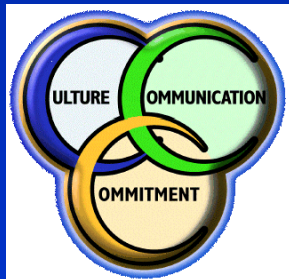


Integrationphobia.

Sooner or later, you will have to deal with it.



Who are we?



[health care integration model](#)

[pathways](#)

[research](#)

[our mission](#)

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GENERAL PRACTICE

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National Conference
BRISBANE QUEENSLAND
**Innovations in
Integration**



achieving effective
health care integration



**the
essential guide**
Claire Jackson and Inge de Jong

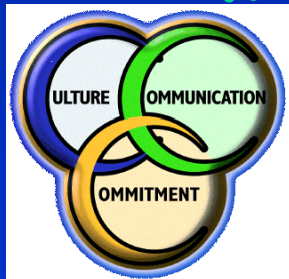
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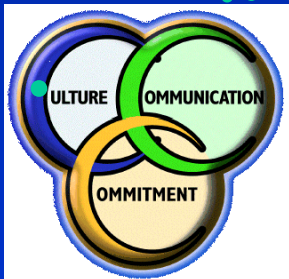
Mater Integration Model (3 "C"s)

- Communication and information transfer
- Cultural change
- Commitment and incentives



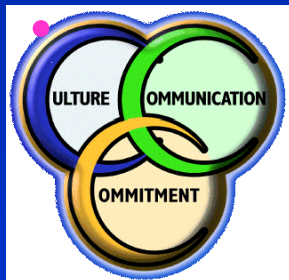
National rating (3 "C"s)

- Communication and information transfer (generally very patchy)
- Cultural change (vestigial)
- Commitment and incentives (non-existent)



What role then for Divisions ?

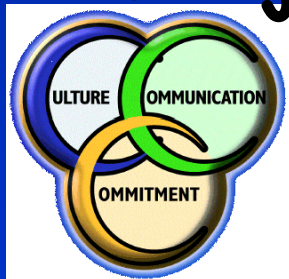
- Continue to build a health care culture around the patient/ client /community, **not** around individual organisations
- support a broader “team” approach to care



clinician leadership /
example key

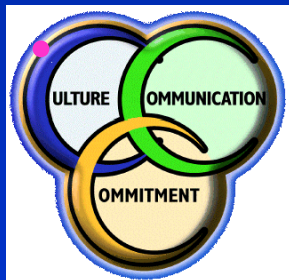
Build Meaningful Communication

- Improved information flow
- quality share-care arrangements
- GP skilling for new roles - clinical, change management, leadership
- relationship building / support
- not just meetings ! - outcome based



Culture change

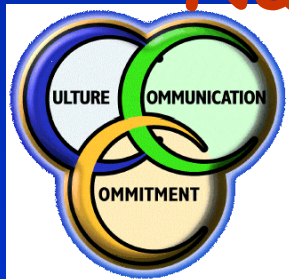
- Build an “all of system” focus
- Build an understanding of general practice - its drivers, limitations and abilities
- work from within other organisations eg staff training



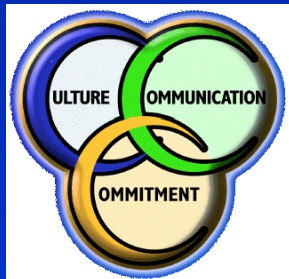
improve care outcomes via collaboration

Commitment and Incentives

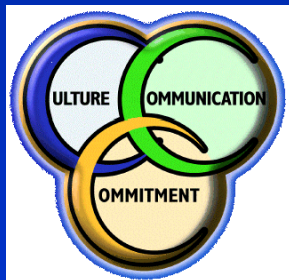
- MOUs / Service Agreements
- improve referral / discharge information
- linked planning / outcomes
- shared contact information
- GPLOs or
- “National Health Care Linkage Network” !!



What do Divisions need
the health care system
to do?

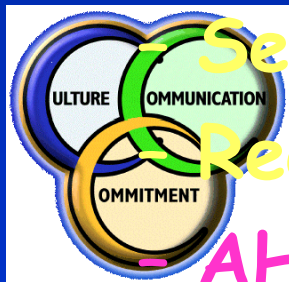


Not create a colossal e-
server in the sky!



Commitment

- Make consented, secure information sharing between the patient's health team a "given"
- Link funding for health care to effective deliverables not organisations
 - KPIs
 - MOUs



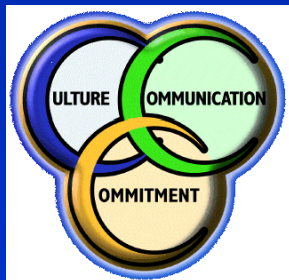
- Service agreements

- Requirement of all health services

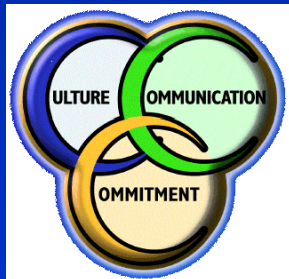
- AHCA

Culture

- Build a health care culture around the patient/ client /community, **not** around the organisations
- have a broader "team" approach to care
- encourage clinician leadership



Provide policy and the
political will to allow
Divisions to really play
the role they have
forged over 10 years



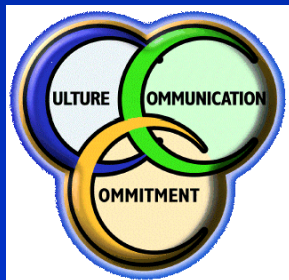
The Future

- "A journey of a thousand miles starts in front of your feet"

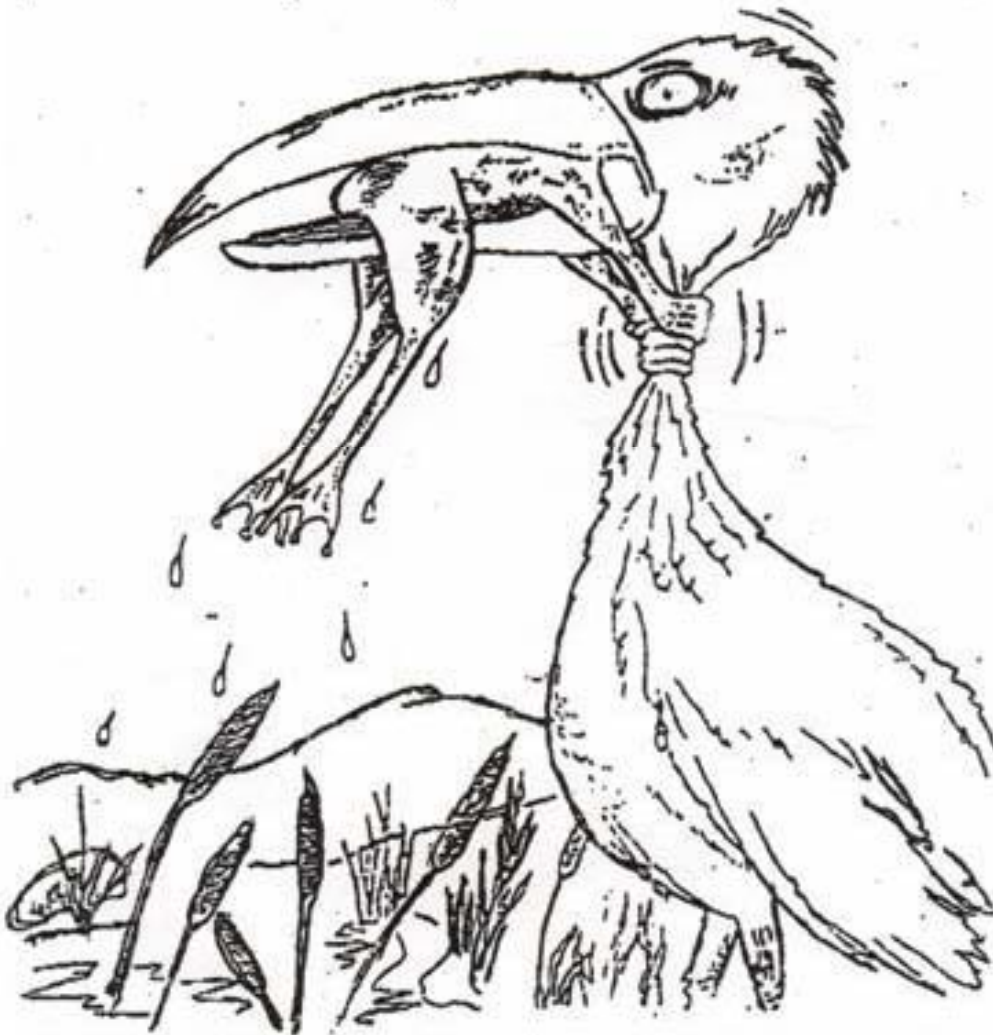
»Lao Tsu

- " Greater than the tread of mighty armies is an idea whose time has come"

»Victor Hugo



INTEGRATION ...



NEVER EVER GIVE UP

