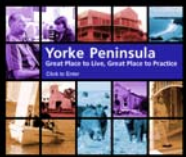


Supporting Nursing in General Practice A Collaborative Approach



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Supporting Nursing in General Practice- A collaborative Approach



- Divisions of general practice have become a key influence on quality and outcomes in Australian health care and provide the main organisational framework for linking general practice to other services.
- This involves the integration and collaboration with health services, service providers, and health workers working together with patients, carers and communities to achieve better health for individuals and whole populations.

Supporting Nursing in General Practice- A collaborative Approach



- Planned programs that have been developed by Divisions have produced models that support general practice in a variety of ways and these models have evolved to become the major structures for integration between GPs, other health services and the community.
- With the move towards integrated care and service provision Divisions have sought to assist GPs to improve outcomes for individuals with chronic or complex care needs such as those with a diagnosis of diabetes, and support service provision so that patients have access to the right mix of care for their needs.

Divisions of General Practice have therefore sought to develop various programs and activities aimed at supporting general practitioners and practice staff



These include-

- Practice accreditation.
- Clinical practice guidelines.
- Information management and technology.
- Remuneration & financing.
- Patient linkages.
- Health promotion, public health.
- Coordinated care.
- Practice support on workforce issues.



Supporting Nursing in general Practice- A Collaborative Approach.



- Demands on the health care system require decisions on the best use of health care resources. This includes the development of a flexible workforce and effective utilisation of their skills. Nurses working in general practice are able to make a valuable contribution to primary health care by working collaboratively with general practitioners in providing advanced and extended care to patients.
- Advanced roles for nurses include areas such as coordinated, planned chronic disease management, health promotion and health prevention, service coordination, and outreach services such as health assessments. Nurses in general practice complement the role of the general practitioner and can play an integral role in supporting reforms to general practice.



Supporting Nursing in general Practice- A Collaborative Approach.

By working collaboratively together Divisions have develop models that support practice nursing which meet the needs of a range of general practice structures including rural and remote GPs and solo and larger group practices in urban and urban fringe areas.



Demonstrations Divisions- A collaborative approach.



The Demonstrations Divisions-Building the Capacity of Divisions of General Practice to effectively support nursing in general practice. By-

Documenting a range of models and strategies used to support nursing in general practice.

Sharing information, resources, experience and expertise with other Divisions of General Practice.

Contributing to workshops, coaching, small group peer support and mentoring.

Identifying key issues, barriers and enablers for further building and sustaining the capacity of Divisions to promote and support nursing in general practice.



Demonstrations Divisions project



Outcomes-

Benefits for nurses-

Professional Development opportunities, increased recognition and promotion of the practice nurse, Stronger links with the community through participation in Divisional programs, a collective voice through practice nurse networks, Overcoming isolation experienced by practice nurses, increased capacity to undertake extended roles in Chronic disease management and prevention/ population health programs.



Demonstrations Divisions project



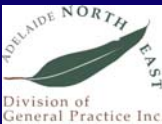
Benefits for GPs-

- ✓ Practice nurses can free up the general practitioner's time to attend to other patients.
- ✓ A practice nurse can relieve the pressure on the general practitioner by allowing the general practitioner to delegate some of the responsibilities for follow up patient care to the nurse. Opportunities for teamwork and sharing of work loads.

Benefits for consumers-

- ✓ Nursing in general practice was perceived by patients to enhance the quality of their care.
- ✓ Consumers believed that practice nurses could assist in taking the pressure off general practitioners.

Demonstrations Divisions project



Benefits for Divisions

- ✓ The Division's profile and rapport with practice nurses and practice staff have improved.
- ✓ Division staff are in touch with grass roots practice nursing issues and are able to respond with tailored solutions and individual service that ensures the best outcomes.
- ✓ Stronger collaborative working relationships with practice staff and other Divisions.
- ✓ Increased capacity to support professional groups.



Supporting Nursing in general Practice- A Collaborative Approach. Model 1



Adelaide Northern Division of General Practice -Integrated Care Team Trial- an integrated approach to Asthma Management.

Employed by the Division were -

- A Pharmacist- Home Medication review
- A Practice Nurse-care plans, health assessments and clinical support.
- An Asthma educator.

Participating practitioners in general practice.

One rural practice and three urban practices adopted the service.



Integrated care team trial- an integrated approach to Asthma Management.



The combined service providers worked together with the general practitioner to ensure optimal outcomes for the patient.

Outcomes-

- Increase in claims for MBS item for Asthma 3 plus.
- Easy to access service for patients
- Provides patient with optimum care in disease management- education, support and clinical care.
- Reduced the number and severity of incidents due to non-compliance.
- Provided a service for general practitioners to plug into.
- Team approach- helped to identify deficiencies in patient medication techniques, non-compliance issues and unwise self-medication practice.



Integrated care team trial- an integrated approach to Asthma Management.

Service providers Comments-

“ I like the option of being able to call on other professionals to assist as the patients circumstances unfolds” (GP)

I like to be a part of a team approach; we work really well together and have had some outstanding successes” (Pharmacist).

“The support and network is very concentrated, I like the idea of working together and having the other professionals on tap, we can work quickly to identify problems and solve them” (practice nurse).



Supporting Nursing in general Practice- A Collaborative Approach, SBO and Key stakeholders. Model 2



- National Heart foundation of Australia (SA Division)
Cardiovascular Disease (CVD) and Risk Factor Management
Practice Nurse Education Package.



- Aim- To design and create and education package, including
resources, specifically for Practice Nurses.



The package will enable the delivery of education sessions on
Cardiovascular Disease associated Risk factors



(including the relationship between these risk factors and
other chronic disease) the new CDM MBS items in relation to
CVD.



- The package will have relevance to Divisions and Practice
nurses interstate and will compliment the Lifestyle
Prescription initiatives and SNAP guidelines.



National Heart Foundation Nurse Education Package



- The package will be developed in consultation with Key stakeholders, practice nurses and GPs. The educational package will consist of-
- Presentation Slides on CVD and Risk Factor management.
- CVD template and Case scenarios in relation to new CDM MBS items.
- Moderators Guide
- Laminate sheet on CVD
- The package will be used to provide up-skilling and meet educational requirements of Practice Nurses on CDV, associated risk factors and the new CDM MBS items.



A Collaborative Approach- Other developments with the SBO-



Other developments include-

- The Diabetes Outreach Education Centre- Developed a multi-media distance-learning package for nurses working in rural and remote general practice. The project is currently being piloted.
- National Heart Foundation- Nurse Ambassadors Pilot
- The University of Adelaide Department of Clinical Nursing invited members from the Practice nurse network to participate in the Course Advisory Committee for the graduate Diploma in Nursing Science (General Practice Nursing). The committee has a focus on issues of content, course structure and marketing.
- Links with the Joanna Briggs Institute (University of Adelaide) Planning a two day workshop entitled 'Evidence- Based Practice for Practice Nurses'
- APNA & SADI- Joint Practice Nurse Workshop
- Commonwealth Funded support for nursing in general practice project.



The National Heart Foundation Nurse Ambassador Pilot Model 3



Practice nurses trained to operate nurse-led Cardiovascular/Hypertension Clinics in the Murray Mallee Division.

The aim- to increase the capacity of nurses at hospitals and community level to improve cardiac services through support and resources.

- Each Nurse had a mentor.
- The clinics trigger an enhanced primary care plan, with appropriate referrals to QUIT, pharmacist and Allied Health.
- A community Education event was held in Murray Bridge to promote the clinics. Guest speakers included a cardiologist, dietitian and fitness instructor.
- Clinics- BP measurements, Body mass index and waist circumference are measured, ECG if required, and the cardiovascular risk assessment using the New Zealand Cardiovascular Risk Calculator, Beyond Blue Depression Checklist.



The National heart foundation Nurse Ambassador Pilot



- Information and resources are provided to the patient including loan pedometers.



- Patients are provided with information to local groups, i.e. Weight watchers, walking groups, Alcoholics Anonymous.



- An appointment for 24 hr blood pressure monitor if required.
- A follow up appointment with the GP within two weeks.



- A follow up appointment with the nurse within three months.



- Links developed with-Nurse Practitioner- Queen Elizabeth Hospital, Flinders Medical Centre, Aust Nurses Cardiovascular and Hypertension Association Inc, South Western Sydney Area Health Service, Bankstown Hospital, all provided information and support with the development and planning of the clinics.



Supporting Nursing in general Practice- Adelaide Northern Division . Model 4

Service Delivery – Division employs pool of practice
Nurses. Benefits-

- Support general practice in the area
- Help prolong the professional life of solo GPs
- The Division is actively working with practices to support business on a user pays basis
- Can operate as a cost neutral service
- No hassle employment option for general practice



Supporting Nursing in general Practice- A Collaborative Approach. Model 4



Service Delivery - Benefits

- Practice nursing is a growing industry, the Division is at the leading edge
- Provides high quality, competent and confident practice nurses with an opportunity to work in primary health care
- Offers a package price as a cost effective alternative to agency nurses
- Offers additional resource at times of sickness and high volume



Supporting Nursing in general Practice- A Collaborative Approach. Model 4



Service Delivery – Nuts & Bolts

- Try before you Buy- Great way to promote the service- Nurse is placed in the general practice for sessions at no cost to the GP.
- Establish the demand for the service via questionnaires and personal interviews. Collaborations between the GP and practice staff promote the effectiveness of the service.
- Promote the program-to consumers, ie Asthma or Diabetes clinics are available at that clinic that utilises the service. Improves patient care,etc



Supporting Nursing in general Practice- A Collaborative Approach. Model 4



Service Delivery – Nuts & Bolts

How do you manage the service?

- Electronic diary for bookings..
- A system to capturing booking details for billing.
- Accounts management system for billing.
- Aspects of the model can be adopted – One Division employing a nurse to be placed into general practice at not cost-Aim- to promote the role of the practice nurse and increase the recruitment and retention of practice nurses.



Supporting Nursing in General Practice A collaborative Approach

The Secret To Success



Identification of emerging opportunities for collaborative partnerships.

Increased multi Divisional and multi stakeholder collaboration.

The ability to share knowledge, resources and tasks between Divisions and to undertake tasks which would be beyond the capacity of individual Divisions.

Pooling of Divisional expertise has increased the capacity of Divisions to attract additional funding to support specific projects.

