

PRACTICE CAPACITY WORKSHOP

BUILDING THE CAPACITY OF PRACTICES

TO PROVIDE GOOD CHRONIC DISEASE CARE

20 November 2003
9:00am to 5:00pm
Lawson Ballroom, Novotel, Brisbane

DRAFT PROGRAM

0900 Welcome and introduction

0915 Setting the context:

- What do we mean by practice capacity?
- Why focus on practice capacity for chronic disease management?
- How practice capacity relates to other initiatives
- Summary of what is happening/has happened in this area

1000 Setting the context: Case studies

Two practices to present case studies highlighting successful approaches to:

- Practice systems and structures
- Leadership, team work and problem solving

1030 Morning tea

1100 Concurrent Sessions - Building practice capacity : Case studies #1

The case study sessions will highlight approaches Divisions are taking to building practice capacity for chronic disease care. Presenters will speak from a range of perspectives including large and small, rural and urban Divisions and will address a range of issues in three streams.

Case studies are still to be selected but it is expected that the topics listed below will be covered across 3 concurrent sessions:

1. Processes of capacity building

- engaging and working with practices
- needs assessment
- self assessment tools
- case/account management of practices
- PDSA cycles
- establishing business cases
- working with networks of practices

2. Content of capacity building activities

- IM/IT support
- Human Resources
- Team work and communication
- support and systems relating to specific disease conditions

3. Division capacity and way of working

- how capacity building is organised within Divisions
- setting up consultancies
- engaging Boards and CEOs
- job analysis, key competencies, staff selection and training of Division staff
- maintaining continuity and dealing with staff turnover
- how SBOs support Divisions

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1215 Lunch

1300 Concurrent sessions - Building practice capacity: Case studies #2

Repeat of morning case studies

1. Processes of capacity building

- engaging and working with practices
- needs assessment
- self assessment tools
- case/account management of practices
- PDSA cycles
- establishing business cases
- working with networks of practices

2. Content of capacity building activities

- IM/IT support
- Human Resources
- Team work and communication
- support and systems relating to specific disease conditions

3. Division capacity and way of working

- how capacity building is organised within Divisions
- setting up consultancies
- engaging Boards and CEOs
- job analysis, key competencies, staff selection and training of Division staff
- maintaining continuity and dealing with staff turnover
- how SBOs support Divisions

1415 Plenary – key lessons from the case studies

1445 Afternoon tea

1500 Strategy groups: Translating lessons into practice

5-6 strategy groups to consider:

- engaging GPs and practices
- Division capacity and staff skills development
- rural and remote issues
- evaluation, quality improvement and dissemination
- national and state policy and programs

1600 Plenary - Where to from here?

1700 Workshop ends

FOR MORE INFORMATION

Please visit

<http://www.abcon.biz/practice.html>

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