

# Practice 2030

## Is your practice change-ready?

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General practices are invited to participate in the third round of the Practice 2030 project.

Eastern Melbourne PHN (EMPHN) is delivering the Practice 2030 Project to provide general practices with valuable insight into their systems, structures and processes and guides them through the implementation of sustainable change in their business. The vision is to support a network of high performing, comprehensive general practices providing quality care to all in our community.

Enhance the ability of your business to be ready for change in this constantly shifting environment. Develop structures and sustainable systems for upcoming changes, including the Health Care Homes model, accreditation, My Health Record, and the Quality Improvement PIP.

### Why sign up for this opportunity?

- become adaptable to future change
- receive a detailed analysis report on your practice's systems and processes
- collaborate with peers in support forums
- increase awareness of your data and how to use it
- apply quality improvement techniques to your business
- gain access to educational events in 'Leadership/change management' and 'Creating great teams'
- receive monthly assistance and support from an EMPHN Facilitator – Sector Capacity
- access tools for planning and preparation for practice accreditation
- participating general practices will be remunerated with \$6,600 (GST inclusive).

Resources and tools are provided, enabling practices to identify target areas in their business and implement the necessary changes in organisational performance in line with accreditation benchmarks. Using a validated online quality improvement assessment tool, The Primary Care Practice Improvement Tool (PC-PIT), developed by the University of Queensland Mater Research Institute, general practices can measure change and improvement. Measuring identifies opportunities for improvement, and practices can track whether their change efforts are getting results. The PC-PIT only assesses the practices systems and processes and does not involve or identify patient data or financials.

In 2017, the first round of the Practice 2030 Project launched. The project has been a positive, proactive and at times transformational experience for the participating practices:

**“The project has enabled me to focus on processes that will benefit my team and the clinic now and in the future.”** - Cass Quilty, Practice Manager Forest Hills Family Medical Centre

**“It has made quality improvement at our practice a priority rather than something too difficult to deal with.”** - Majella Beagley, Practice Manager Boronia Medical Centre

**What information is shared with EMPHN?**

EMPHN will receive a copy of the PC-PIT written report for the purpose of conducting ongoing practice support and analysis of the program.

Your practice information is confidential and will be only be used for the purpose of the program delivery. Any information or data used for evaluation will be de-identified.

**Timeframe:** This project will be delivered from 1 July 2019 until 30 June 2020.

### **What is required of participating general practices?**

- identify leader or practice manager to manage the project and attend all educational events and meetings
- set aside dedicated protected time for practice leader/manager to complete program activities and monthly meetings with EMPHN staff
- complete baseline assessment using PC-PIT
- complete evaluations at the beginning and at the end of the project
- complete and submit Quality Improvement activities
- provide feedback and share evidence based knowledge with participating practices
- attendance to educational workshops

### **Orientation session**

Orientation into the project will be held at the clinic for successful practices. It's important to note that the participation of your practice in this project is not part of a research study. As part of the Practice 2030 Project, EMPHN will be participating in a study with the Mater-UQ Research Institute to determine the benefits of utilising the PC-PIT for the implementation of improvement strategies and as a mechanism in achieving sustainable change processes. This study will interview the project coordinators as a part of the study. The practices participating and their data collected will not be utilised in this study or interviewed without additional consent being sought. This study has been ethically approved by the University of Queensland Human Ethics Committee.

### **Practice 2030 information evening**

**When:** Tuesday 4 December 2018

**Time:** 6.30pm-8.30pm

**Where:** EMPHN offices 18-20 Prospect Street, Box Hill

Light supper will be provided

**Register:** [www.emphn.org.au/events](http://www.emphn.org.au/events) or [click here](#)

### **For more information, contact:**

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