

Lumos “In Practice”

Ideas for applying insights from the April 2020 GP Report

Systems Integration Monitoring and Evaluation

Nov 2020



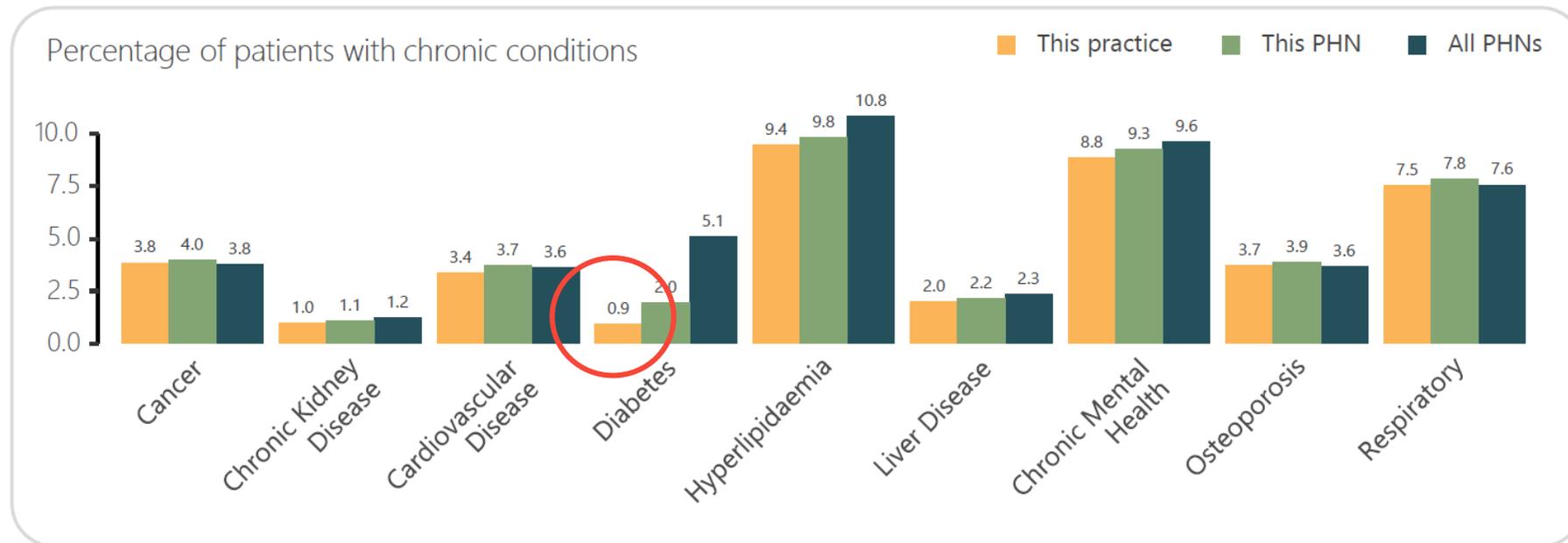
Lumos “In Practice”

- ▶ In this guide you will find suggestions and examples of insights you might find relevant to your general practice
- ▶ It contains ideas around how you might apply this information
- ▶ Some of these examples draw on how other general practices have used their GP reports in the past
- ▶ This is not intended as a comprehensive list and every general practice is different - some examples may not be relevant to you
- ▶ We encourage you to share how your practice report has informed your quality improvement activities or decision making, including feedback for future versions!



In Practice: Patients with Chronic Conditions (Practice)

- ▶ By comparing the proportion of patients with a chronic disease **recorded in general practice** to those in your PHN or NSW, you might identify opportunities to:
 - ▶ focus on a particular disease of relevance to your practice by, for example, running diabetes or respiratory clinics
 - ▶ An opportunity to identify patients not flagged with a certain condition
 - ▶ For example, a practice might have fewer patients with Diabetes compared to their region
 - ▶ You might run a search in your software to identify patients that are not coded with Diabetes but potentially indicated to be diabetic and review and action accordingly
 - ▶ This activity might also present opportunities for recalls or care plans for those patients



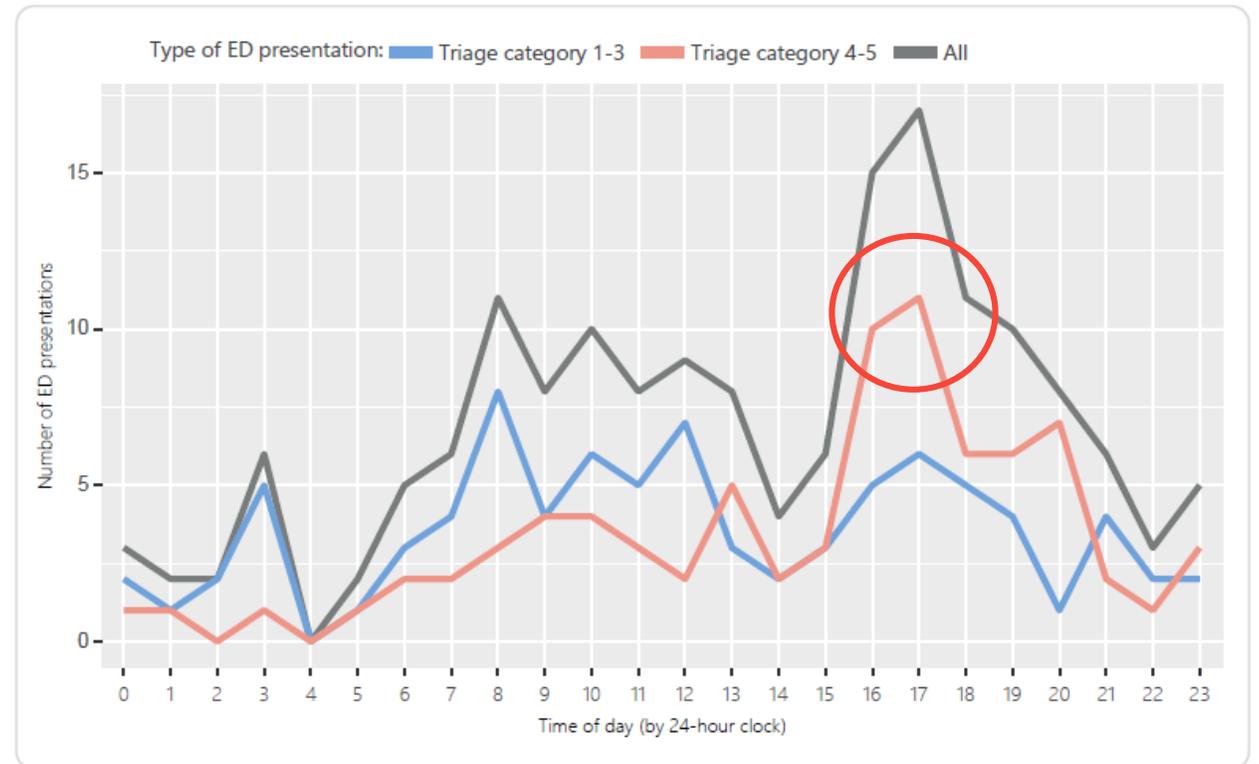
In Practice: Patients with Chronic Conditions (Hospital)

- ▶ By comparing the proportion of patients with a chronic disease **recorded as the main diagnosis in hospital** to those in your PHN or NSW, you might identify opportunities to:
 - ▶ focus on a particular disease of relevance to your practice
 - ▶ for example, is there an opportunity to conduct more CVD risk assessments?
 - ▶ Is there an opportunity to identify patients not flagged with a certain condition?



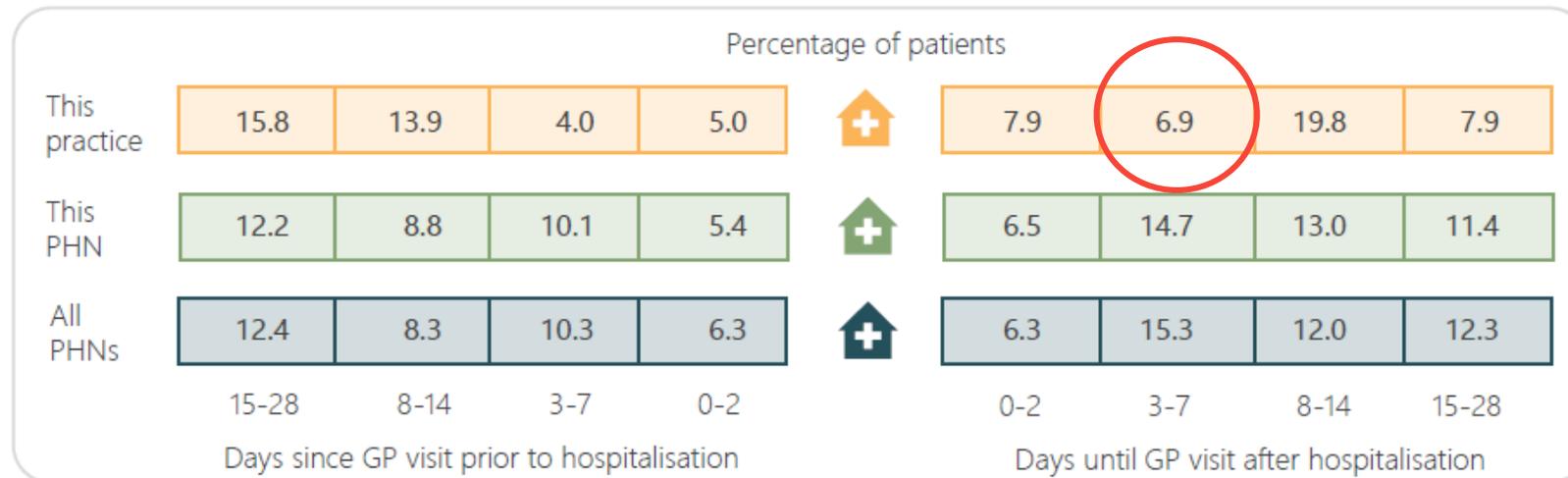
In Practice: Business Considerations

- ▶ If your patients are visiting the emergency department at particular times of the day, for example early morning, late afternoon or lunch time:
 - ▶ Is there an opportunity to extend your opening hours to meet the demand you may not be aware of?
 - ▶ Are there after hours services you can put in place?
 - ▶ Is there enough activity to bring on another clinician, e.g. a GP or Practice Nurse?
 - ▶ Look for “spikes” of activity:
 - ▶ In particular, Triage category 4 or 5 (the non-urgent categories)
 - ▶ Look at the numbers of ED presentations per hour of the day – are the numbers relatively high enough to consider making service changes?
- ▶ Opportunities to review patient triage processes
- ▶ Consider nurse lead clinics to see cohorts of patients at certain times which may change capacity or streamline patient flow
- ▶ Would an online booking system help your patients know you are available?



In Practice: Working together for your patients' journey

- ▶ Based on the most recent ED presentation or hospitalisation, when do your patients visit you after discharge?
 - ▶ Is there an opportunity locally to work together on pathways back to general practice?
 - ▶ With the PHN and the LHD?
 - ▶ A great example of identifying opportunities for system improvement, integration and coordination of care
 - ▶ Important to consider rural and regional areas and challenges with access to services
 - ▶ How can we make change together - local initiatives, alliances and work with your PHN?
 - ▶ Does the Hospital / ED have your contact details?
 - ▶ Is there an opportunity to advocate for telehealth consults to facilitate continuity of care?



**For further
information:**

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