

Table 2. Examples of investment activities under each investment stream: Strengthening Medicare – General Practice Grants Program

<p>Enhancing digital health capability</p> <p>Objective: To fast track the benefits of a more connected healthcare system in readiness to meet future standards</p> <p>Intended outcome: Increase take-up of contemporary digital health solutions including video telehealth, secure data storage and interoperable software that supports seamless, secure communication of patient data</p>
<p>General Practice IT systems</p> <p><i>Hardware examples:</i></p> <ul style="list-style-type: none"> • Purchase of new IT equipment to support the practice (computers, digital portable devices, etc) • Purchase of video conferencing equipment to support video telehealth services <p><i>Software examples:</i></p> <ul style="list-style-type: none"> • Purchase of video conferencing software to support video telehealth services • Subscription to and/or transition to cloud-based practice management platforms or transition to the latest version of a different practice management product. This includes subscriptions to/or purchasing online booking systems, secure messaging services and data backup services where the practice does not currently have these products • Purchase of medication management software
<p>Internet connectivity improvements</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • Purchase of, or upgrade to, hardware or infrastructure to enable better internet service reliability and high-speed connectivity
<p>Upskilling staff in digital capability</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Expenditure related to change in management processes for the adoption of new digital services such as ePrescribing and video telehealth <ul style="list-style-type: none"> ○ This could include reimbursement for staff time incurred for additional hours of training, or developing policies, processes, or training materials for practice staff • Digital skills and literacy training courses delivered by a recognised Australian training service provider
<p>Professional assessment of existing digital / cyber security capability and arrangements</p> <p><i>Example:</i></p> <p>Paying for a professional to assess existing digital / cyber security capability and arrangements, to identify improvements</p>
<p>Upgrading infection prevention and control arrangements</p> <p>Objective: To support the safe, face to face assessment of patients with symptoms of potentially infectious respiratory diseases (e.g. COVID, influenza).</p> <p>Intended outcome: Increase the proportion of COVID Positive and other respiratory patients treated in a general practice setting (by increasing practices' capacity to treat more of these patients).</p> <p><i>You may wish to consult the RACGP Infection Prevention and Control Guidelines to identify and address areas for improvements.</i></p>
<p>Professional assessment of existing infection prevention and control arrangements</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • Paying for a professional to assess existing heating, ventilation, and air conditioning (HVAC) systems, to identify repair/maintenance/upgrade needs)
<p>Infection prevention and control infrastructure</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Improving on infrastructure to more safely manage patients with potentially transmissible infections (e.g. better separating and equipping of areas designated for potentially infectious patients) • Upgrading infrastructure to minimise infection risk between all patients (e.g. replacement of older surfaces and fixtures with more easily cleanable ones)
<p>Infection prevention and control equipment</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • Buying new, updated or replacement high-efficiency particulate absorbing (HEPA) filters, sterilising equipment, upgrade/install air conditioning systems that minimise infection risk

Upgrading infection prevention and control arrangements

Improving infection prevention and control procedures including upskilling of staff

Examples:

- Reimbursement of staff time reviewing and updating practice protocols in relation to, for example, triage and patient flow in the context of likely further COVID-19 waves
- Paying for initial or refresher staff training on any aspect of infection prevention and control including completion of recognised training courses and/or reimbursement of in-practice training time

Maintaining or achieving accreditation against the RACGP Standards for General Practices

Objective: To promote quality and safety in general practice

Intended outcome: Increase the number of accredited general practices

You may invest in any activities that increase accessibility, quality, and safety in general practice, and therefore support your practice to become accredited within the next 12 months, or maintain accreditation, against RACGP Standards for General Practices.

For practices seeking to maintain accreditation, you may wish to identify priority investments based on areas identified in your last accreditation report.

Accessibility improvements for patients

Examples:

- Improving access for those who may have difficulties (e.g. those with communication difficulties, those with disabilities including intellectual disability):
 - improvements to infrastructure e.g. to improve wheelchair access
 - gathering information to identify priority groups (e.g. Aboriginal and Torres Strait Islander patients, patients from culturally and linguistically diverse backgrounds), to support better health outcomes and access to services
- Improvements for detection and management of development delay and disability, e.g.
 - establishing prompts to ask about child development at immunisation appointments
 - development of a system to flag patients with intellectual disability for administrative and clinical staff
 - offer health assessments/chronic disease management plans for flagged patients
 - redesign of clinic flows/waiting rooms, e.g. establishing low sensory waiting area

Quality and safety improvements for patients

Examples:

- Improving infrastructure to ensure privacy and confidentiality of consultation spaces
- Reimbursement of staff time to:
 - Review and update patient medical records including health summaries
 - Conduct quality assurance activities to improve quality and safety within the practice. Activities may include practice meetings, audits of selected patient records, developing/documenting and improving systems, training in extracting and using data from clinical information systems and may target particular accreditation areas, e.g.:
 - ensuring matters raised in previous consultations are followed up and recall of patients with clinically significant results
 - improving reminder systems
- Establishing or improving medicines storage and/or management systems
- Purchasing mandatory equipment in line with recent update to the Standards. E.g. Automated External Defibrillator and the Electrocardiogram

Supporting health and safety of staff

Example:

- Buying new, updated or replacement high-efficiency particulate absorbing (HEPA) filters, sterilising equipment, upgrade/install air conditioning systems that minimise infection risk

Improving infection prevention and control procedures including upskilling staff

Examples:

- Conducting activities that support the health and safety of practice staff
- Provision of designated professional support services and reimbursement of staff time to attend these

Maintaining or achieving accreditation against the RACGP Standards for General Practices

Consultant services to undertake the practice improvements required to meet RACGP accreditation requirements