

CHANGE IDEA: ACCREDITATION

Quality Improvement for Primary Care



Focus Area

Why improve this focus area?

QI Ideas
"What" of the Action Plan

Resources

Accreditation

What are the benefits of being an Accredited General Practice?

Financial incentives:

- Accreditation is a prerequisite for accessing grants from Medicare Australia, such as the Practice Incentives Program (PIP) and Workforce Incentive Program (WIP)
- Practices can receive PIP QI
 payments during the period they
 are preparing for accreditation,
 however, if the practice cannot
 provide PIP their certificate of
 accreditation (issued by their
 chosen accreditation agency) by
 their registration expiry date, then
 the PIP eligibility and payments
 will cease.

Patient Care:

- Improved patient safety and overall health outcomes
- Helps identify gaps in systems and processes
- Enhances practice efficiency

WVPHN strongly recommends allowing 18 months to complete the below steps:

- Register for an accreditation agency which will give you access to your accreditation agency's online self-assessment portal to manage your accreditation.
- Obtain a copy of the <u>5th Edition</u>
 <u>standards</u> and the associated
 <u>Resource Guide</u>, look through
 what is required
- 3. Talk to your practice about the upcoming accreditation process including in team meetings
- Start preparation for accreditation including starting the selfassessment and identify gaps.
- 5. Engage with WV PHN PHN meeting #1
- Continue the self-assessment, develop a priority task list, and delegate tasks amongst practice team including, clinical and nonclinical aspects.

Clinic Resources

RACGP Accreditation Resources

RACGP Running a Practice

Resources

The 5th Map

Supporting Practices with

Accreditation Webinar - hosted by

North Western Melbourne PHN

Emergency Response Planning Tool

- Explanatory video
- Registration Video

<u>Accreditation – non-conformities</u> <u>factsheet</u> **Focus Area**

Why improve this focus area?

QI Ideas "What" of the Action Plan

Resources

Accreditation

What are the benefits (continued)? Workforce:

 Once accredited, the practice is eligible to engage with GP Training organisations to employ GP Registrars and is eligible to engage with Universities regarding Medical Student Placements

Professional Reputation:

- Promotes a culture of continuous quality improvement in the practice environment
- Reduces business risk
- Improved practice efficiency
- Increased insurance provider recognition

Team/Staff Benefits:

- Develops staff skills and engages the practice team in continuous quality improvement
- Accreditation unlocks many opportunities for practice staff e.g., CPD hours for PM, Nursing Staff and GP's

Update all documentation and processes/procedures and create any new required for new indicators. Upload to selfassessment.

- 8. Review Progress with WVPHN **PHN meeting #2**
- 9. Commence a validated patient feedback activity (usually a survey) if not already done. See RACGP Patient Feedback Guide for 5th Edition standards

10. Survey Date. The visit takes

approximately four hours for small practices, and a full day for large practices.

At the end of the survey visit, the practice will be provided with information about the assessment, including any areas that need to be addressed.

Practice Connect

The benefits of undertaking Accreditation – poster 1

The benefits of undertaking Accreditation – poster 2

<u>Australian Commission on Safety and</u> Quality in Healthcare:

Find an accrediting agency