



## Focus Area

## Why improve this focus area?

## QI Ideas “What” of the Action Plan

## Resources

### Emergency Management

In any emergency, general practices should continue providing essential services. Having an up-to-date emergency response plan enables practices to be ready to manage any type of crisis.

Practices that are prepared for an emergency are more likely to have effective continuity of care arrangements for their patients while ensuring that business operations continue to run as smoothly as possible.

Compile and review the audit and your emergency response plans each quarter.

Regularly discuss your emergency response plans in team meetings to update staff on any changes and address staff questions or concerns.

Have a patient communications plan in place to notify patients about service disruptions or changes.

Ensure the emergency response plans are easily accessible to all staff and prominently display posters with key messages.

Talk with peers and colleagues in neighbouring practices to see if they have, or wish to share, emergency response plans.

### Clinical Audit Tools

[Cat4 – install](#)  
[Topbar – install and set up prompts](#)  
[GP Hub/PHN Exchange](#)

### Patient/Clinic Resources

#### ERPT tool

[HealthPathways – preparing a practice for a disaster](#)

[Disaster Planning and Management](#)

[RACGP – Managing emergencies in general practice](#)

[RACGP – Emergency response planning clip](#)

[Managing emergencies and pandemics](#)

[Emergency Response Planning Tool](#)