

Identify a Change Idea

Use data and evidence to identify where you need to make an improvement, or where there is an opportunity for improvement.

For example, you could examine:

- practice feedback from patients, staff or accreditation
- data (e.g. routine practice data, CAT4 reports, PHN provided data)
- periodic reviews or audits of system information (e.g. review how thoroughly you identify Aboriginal and Torres Strait Islander status of patients, or the currency of your General Practice Management Plans)

When identifying a possible improvement, think about whether the improvement will:

- address one or more of the 6 domains of Quality Improvement
- affect patient experience, population health outcomes, care team wellbeing and cost effectiveness. In other words, will it achieve the quadruple aim?
 - **Patient Experience:** Improving patients' access to care; quality and safety; and outcomes.
 - **Provider Satisfaction:** Improving staff/team care and wellbeing, morale, team-work, and workforce sustainability.
 - **Population Health:** Reducing the burden of disease and health inequalities across your region.
 - **Cost and Sustainability:** Reducing unnecessary hospital admissions; improving the return on innovative investments.

Area	Change ideas
Aboriginal Health	Improve access to health services for Aboriginal patients in the region. Improve cultural awareness of practice staff.
Advanced Care Planning	Improve the knowledge and skills of practice staff so that the aged population can make informed choices about their end of life wishes.
Chronic Disease Management	Reduce the risk of cardiovascular disease (CVD) in patients. Improve the quality of statin prescribing.
	Improve the current process of asthma diagnosis. Review the smoking status of asthma patients. Increase uptake of asthma cycle of care plans.
	Establish a chronic kidney disease (CKD) program to develop well defined processes and improve patient care.
	Improve the health of current patients over the age of 15 who have been diagnosed with a chronic condition.
	Develop a business model that will enable us to employ a nurse practitioner after hours.

	Establish a wellbeing clinic to provide patients with goal-centred care that includes disease prevention and making changes to health behaviour.
	Develop and trial a template of a patient-centered care plan for patients with co-morbidities and a HbA1c greater than 7%.
	Improve Type 2 Diabetic patient indicators such as waist circumference and Hb1Ac levels.
	Implement a nurse-led clinic to provide a more integrated service to patients with chronic disease.
Family Violence	Improve staff's understanding of family violence. Promote awareness in the local community of family violence.
	Engage with the local Maternal Health Centre to identify and help members of the community who are experiencing family violence.
Health Literacy	Implement the 'teach back' method to improve communication with patients, using specific resources and support for those working in a clinical setting.
	Deliver health education sessions to students at local secondary schools to increase young people's awareness of and access to general practice. Implement a men's health clinic in the general practice to increase health literacy skills for male patients aged 25-55.
Hepatitis C	Develop processes and upskill staff to identify and manage patients with Hepatitis C.
	Identify patients who are eligible for treatment.
	Increase vulnerable populations' uptake of Hepatitis C therapy and treatment.
	Raise community awareness to de-stigmatise Hepatitis C.
Immunisation	Increase vaccine rates in older adults. Promote the benefits of being vaccinated.
Information Technology	Completely computerise the practice. Increase practice revenue by using clinical audit tools and software.
LGBTIQ	Develop tools or undertake training so the practice becomes a lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) inclusive practice.
Mental Health	Provide support to adolescents and their families experiencing psychological stress in the lead up to, and during, the VCE exam period.
Refugee Health	Encourage new refugee patients into the clinic. Complete health assessments and plan vaccination catch ups for these patients, where required.
	Introduce dedicated school holiday sessions for young children and their families from refugee and asylum seeker communities.
	Establish a culturally appropriate service that can conduct refugee health assessments as needed.
	Implement a nurse-led contact-tracing program for refugee patients at risk of Hepatitis B.
	Identify refugee patients, conduct refugee health assessments and provide interpreter facilities for patients and clinicians.
	Improve the practice's processes of identifying, treating and managing the health of refugee and asylum seeker patients