

GPLO National Conference



Sharing our Successes

Canberra, 18 March 2016

PROGRAM

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ACT's primary health care organisation

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Welcome

Welcome to the General Practitioner Liaison Conference which we truly hope will become an annual event once again. The GP Liaison Units of Calvary Hospital and Canberra Hospital felt it essential to reinstate a GPLO conference and our Capital Health Network has joined with us to make our thoughts a reality.

Past GP Liaison conferences have proved to be a great place to share information and experiences that allows GPLOs to influence their environment thus improving the patient journey. The transition from community medicine to acute medicine is sometimes a moment (e.g. AMI) or may take years (e.g. Hip referral); either way GPs are there at the beginning and the end. We ensure there is adequate information on the way in and catch the patient on the way out; seems simple enough yet the transition is fraught with gaps in care which frustrate professionals and leave patients at the mercy of the system.

At the end of today we hope there will have been opportunities to share successes, explain how they occurred and how to avoid a lost opportunity. Armed with these experiences we can develop strategies to reduce the acute and community divide, reduce wait times, improve patient outcomes and utilise the broad skill base of GPs. We hope there will be networking experiences that will ensure a more integrated national group of people with a common purpose.

We thank our partners, the Capital Health Network and the Australian Healthcare and Hospitals Association (AHHA) for recognising the important and central role of General Practitioners. Many sponsors have contributed to allow a successful day at the Boathouse and we encourage you to visit the trade displays.

So, sit back relax, take in the view, talk to your colleagues and absorb the nation's GPLOs words of wisdom.

Learning Outcomes

Many of our presenters have identified specific learning outcomes for their sessions, however the overall learning outcomes for this Conference are to:

1. Recognise the importance of integrating health services with a focus on General Practice and hospitals.
2. Review current national GP liaison projects and their relevance to your workplace.
3. Utilise collaborative information to improve patient outcomes in your local setting by improving access, upskilling GPs, developing hospital avoidance strategies and improving communication.

Presenters



Professor Kirsty Douglas

Professor Douglas is a general practitioner and primary care academic based at the Australian National University. Kirsty is passionate about the value of general practice and primary care in a sustainable, equitable and high quality healthcare system and about training the next generation of health care professionals.



SPOTON Project Team – Dr Jon Harper, Di Cross & Dr Sandra Peters

The SPOTON team is a collaboration of various health professionals and executives. Three members of the team are presenting the project.

- Dr Jon Harper is the Sunshine Coast GPLO for the Central Queensland Wide Bay Sunshine Coast PHN and is also a general practitioner in Buderim.
- Dianne Cross is Senior Operations Supervisor at Queensland Ambulance Service on the Sunshine Coast currently on secondment from QAS to Queensland Health as the Principal Project Officer for SPOTON.
- Dr Sandra Peters is the GPLO for the Sunshine Coast Hospital and Health Service.



Learning Outcomes

- Have an understanding of the scope of the program
- Appreciate the challenges that faced the implementation of the program
- Contribute to a discussion on ambulance-initiated hospital avoidance



Dr Sandra Peters

Dr Peters has worked in a variety of general practice settings and was co-owner of both a small general practice and a large group practice. Sandra has been working as a GPLO for Sunshine Coast HHS, involved in the development of referral and discharge guidelines and participates in the development of hospital alternative models of care.

Learning Outcomes

- To have an understanding of how the model described in the presentation had a positive impact on patient flow in the hospital based fracture clinic



Dr Anil Paramadhathil

Dr Paramadhathil is the Director, Geriatric Medicine, Division of Rehabilitation, Aged and Community Care at Canberra Hospital and Health Services. Anil works in both the public and private sectors and has an interest in exploring models of care for better outcomes to elderly patients.



Dr James Martin

Dr Martin is a UK-trained general practitioner who moved to Australia eight years ago. Since then James has worked in a small regional practice near Bribie Island and has been a GPLO for almost three years within Brisbane North PHN.

Learning Outcomes

- Understand the process of clinical streaming
 - Appreciate the benefits of GPLOs working within streaming groups
 - Consider some specific examples of this work
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Dr Debra Carroll

Dr Carroll graduated from the University of Queensland and has worked for most of her career in rural and regional areas of Queensland as a GP and hospital medical officer. Debra has been employed as the GP Liaison Officer with the Darling Downs Hospital and Health Service and also currently works part-time at a general practice in Clayfield, Brisbane.

Learning Outcomes

- How the GP Liaison Officer role can contribute to improved communication and collaboration between primary care and the public hospital sector
 - How one Hospital and Health Service managed to reduce the waiting list for specialist outpatient appointments
-



Dr Clare Matthews MBChB. FRACGP

Dr Matthews has been a general practitioner in metropolitan Perth for 23 years. Clare has been involved in Hospital Liaison GP work since 2000, working in Osborne Park Hospital. Dr Matthews has also worked closely with the Divisions of General Practice, Medicare Locals and now WA Primary Health Alliance. She has been the Chairperson of the HLGP Group for the past two years.

Learning Outcomes

- To know why the GP referral letter to antenatal clinic is of paramount importance
 - To be able to list three possible methods that may improve the quality of the GP antenatal referral
-

Bronwyn Buckley

Bronwyn Buckley holds Bachelor's Degree from University of Canberra Applied Science in Health Education. Bronwyn has a background in RN, RM, and Diabetes Education working in tertiary and primary care for three decades.

Learning Outcomes

- Understand the need for accurate and reliable data to work with before changing processes
 - Understand the strategies Mater Health Service used to improve business process, workflow and assess the performance of the Outpatient department
 - Understand the benefits of aligning data to accurately cost Outpatient department services
-

Bianca Bell and Dr Jo Silva

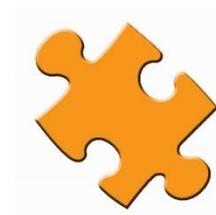
Dr Jo Silva and Bianca Bell have been the General Practice Integration Unit at Western Health since 2009.

- Dr Silva works as a GP in Point Cook and has worked in several other areas in Melbourne and Interstate.
- Bianca has worked in General Practice Education for the last 10 years previously holding positions at the Cancer Council and RACGP.

Learning Outcomes

- Be able to describe the benefits of using a case based interactive patient journey format for general practice education
 - Gain an understanding of the need for GP education to support GP engagement in breast cancer shared care modules
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Program



Timing	Overview
Facilitators	
	Dr Julie Carr , <i>GP Advisor, Health Care Bruce</i> Dr Tanya Robertson , <i>Medical Director, GP Liaison Unit, Canberra Hospital</i>
9:00am	Welcome to Country Ms Selena Walker , representing the Ngunnawal Nation
9:10am – 9:40am	Keynote Address Professor Kirsty Douglas , <i>Professor of General Practice, ANU Medical School</i>
Hospital Avoidance	
9:40am – 10:05am	Supporting Patient Outcomes Through Organised Networks (SPOT ON) – a hospital avoidance pilot program Dr Jon Harper, Di Cross and Dr Sandra Peters – <i>SPOTON Project Team Central Queensland, Wide Bay, Sunshine Coast Primary Health Network</i>
10:05am – 10:30am	Right Place, Right Person Care Dr Sandra Peters , <i>GP Liaison Officer, Nambour General Hospital, Sunshine Coast Hospital and Health Service</i>
10:30am – 10:55am	Reducing re-presentations of elderly patients to the Emergency Department Dr Anil Paramadhathil , <i>Director, Geriatric Medicine, Canberra Hospital and Health Service</i>
10:55am – 11:15am	Morning tea
Outpatients	
11:15am – 11:40am	One Time at The Right Time – Active Waitlist Management in Outpatients Presented by Bronwyn Brown – <i>GP Liaison Coordinator, Authored by Dr Louise O’Reilly GP Liaison Program Coordinator, Mater Health Services</i>
11:40am – 12:05pm	"Going with the flow" - a GPLO's experience of clinical streaming Dr James Martin – <i>GP Liaison Officer, Brisbane North Primary Health Network</i>
12:05pm – 12:30pm	3 Years of GP Liaison – Managing Specialist Outpatient Waiting Lists Dr Debra Caroll – <i>GP Liaison Officer, Toowoomba Hospital, Darling Downs Hospital and Health Service</i>
12:30pm – 12:55pm	Improving Antenatal Clinic Communication from GPs Dr Clare Matthews – <i>Liaison GP, Osborne Park Hospital, WA</i>
12:55pm – 1:40pm	Lunch

Table Top Presentations

Tabletop Presentations

Join a table to hear a short insightful presentation. Over the course of this session you will hear 7 short presentations and have the opportunity to interact directly with each of the presenters.

- 1:40pm – 3:15pm
- **Upskilling GPs**
Bianca Bell and Dr Jo Silva – *Western Health Victoria*
 - **Use of GPs as Prevocational Medical Education Officers in the education of JMOs and discharge summaries – a Canberra initiative**
Dr Michelle Barrett and Dr Caroline Luke – *Canberra Hospital*
 - **Do pain management programs work for compensable clients?**
Dr Anne Daley – *Physiotherapy & Pain Management Consultant, Work Safe Victoria*
 - **Use of the Electronic Operation Report as a prompt relevant discharge summary for overnight stay surgical patients**
Dr Clare Matthews – *Liaison GP, Osborne Park Hospital, Western Australia*
 - **Shared care of children with ADHD on stimulant medication – how can we achieve this?**
Dr Dana Newcomb – *GP and GPLO, Lady Cilento Children’s Hospital Queensland*
 - **Supporting Aboriginal and Torres Strait Islander people to self-identify in mainstream services**
Narelle Ritchie – *Project Officer, Northern Territory PHN*
 - **Outpatient Website: Creation process, expansion state-wide and effects on referral quality, clinic processes and patient access.**
Dr Liz Webber – *GP Liaison Officer, Royal Hobart Hospital, Tasmanian Health Service*

3:15pm – 3:30pm Afternoon tea

Discharge Communication

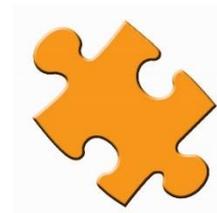
3:30pm – 3:50pm **Discharge Improvements project for residents of aged care facilities (RACF)**
Dr David Isaac, *GP Liaison Consultant, St Vincent’s Hospital, Victoria*

3:50pm – 4:15pm **Assessing the quality of discharge summary content at Peninsula Health using the SAIL**
Jennifer Sidwell, *GP Liaison Unit Project Officer* and **Dr Joanne Newton**, *GP Liaison Consultant, Frankston Hospital, Peninsula Health Victoria*

4:15pm – 4:30pm **Wrap up and event close**

4:30pm **Close**

Presenters



Dr Caroline Luke

Dr Caroline Luke is a GP in Hughes ACT, a clinical skills tutor at ANU Medical School, and Prevocational Medical Education Officer (PMEO) at The Canberra Hospital (TCH). Caroline is passionate about medical education and fostering the professional and psycho-social needs of the new generation of medical practitioners.



Dr Michelle Barrett

Dr Michelle Barrett has been a Principal GP at Hughes Family Practice for over 16 years. Michelle has also been a Prevocational Medical Officer at The Canberra Hospital for 3 years and an Academic Coordinator and Senior Lecturer Clinical Skills, ANU for 1 year.

Learning Outcomes

- Explain the PMEO role at TCH with PMEODR acronym
- Understand the role of a PMEO in a busy teaching hospital with the aim to assist JMOs in providing GPs with timely and meaningful discharge summaries
- Identify ways in which to engage JMOs to provide information that is useful for ongoing management of hospitalised/discharged patients and minimise administrative errors/red tape that is time-consuming for GPs and reduces patient safety/compliance



Dr Anne Daly

Dr Daly is a musculoskeletal physiotherapist with interests in complex regional pain syndrome, persistent pain and measurement of clinical outcomes. Anne works as a physiotherapy and pain management advisor to WorkSafe Victoria and the Transport Accident Commission.

Learning Outcomes

- Appropriate expectations regarding what can be achieved during a pain management program will be discussed
- Strategies that GPs and other clinicians can engage to support clients before during and after pain management programs

Dr Dana Newcomb

Dr Dana Newcomb works in GP liaison with Children's Health Queensland. Dana is interested in building capacity in general practice to manage common paediatric conditions through education and tele-mentoring.

Learning Outcomes

- Understand the reasons behind GP reluctance to prescribe stimulants to children
- Learn what information GPs require if we are to change this situation
- Explore ways to provide this information at the point of care



Narelle Ritchie

Narelle Ritchie lives in Darwin and works Northern Territory PHN as a Project Officer-Outreach Services. Her frontline job gives her an insight into many of the barriers experienced by Aboriginal and Torres Strait Islander people accessing healthcare in Northern Australia.

Learning Outcomes

- How mainstream services can encourage Aboriginal and Torres Strait Islander people to self-identify
- The importance of self-identification
- Understanding some of the barriers to self-identification



Dr Liz Webber

Dr Webber holds a shared role of General Practice Liaison Officer in Southern Tasmania and is also a member of the Primary Health Tasmania Clinical Advisory Council and other Clinical Advisory Groups. She is currently also a postgraduate student at UTAS. She has always been involved in leadership and change management roles including the role of Chairman of the local General Practice Division at the transition to the Tasmania Medicare Local.



Dr David Isaac

Dr Isaac is a GP who has had a role in hospital-based General Practice Liaison for the past twenty years. David has worked with the various GP/Primary Care organisations and sees collaboration and finding common goals as the best way to move to a better integrated health system.

Learning Outcomes

- Hospitals are complex work environments which means that system change is often protracted and unpredictable
- A chain is only as strong as its weakest link
- Access to data, clarity that the change is needed as well as dogged persistence are needed to achieve results



Dr Jennifer Sidwell

After working for many years as a Stomal Therapist Dr Sidwell has spent the last ten years in service improvement roles, firstly with North Eastern Melbourne Integrated Cancer Services and then as the PH GPLU Project Officer. Jennifer has skills in policy development, patient flow and education.

Learning Outcomes

- To identify the process of implementing an audit program aimed at assessing the quality of discharge summary content

