

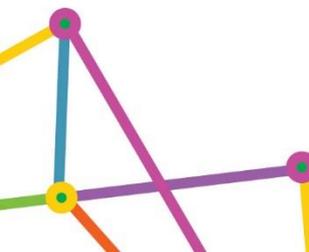
RHW Conference 2023

Practice Assist

Supporting general practice in WA

Sharon Good, Primary Care Navigator Manager

11 March 2023



I acknowledge and pay respect to the Wadjuk people of the Noongar nation, upon whose land we are meeting and pay respect to their Elders past and present.

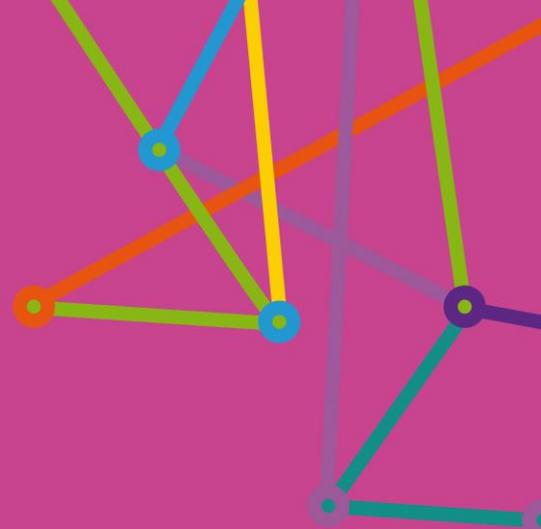
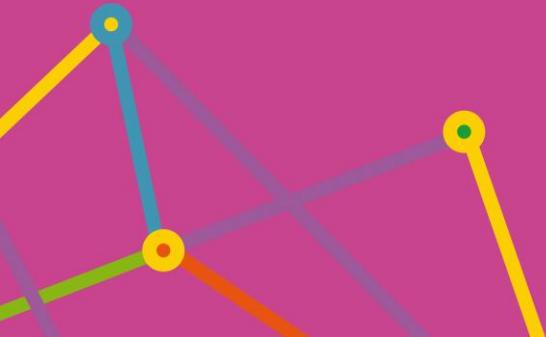
I recognise the significant importance of their cultural heritage, values, beliefs and self-determination in contributing to the positive health and wellbeing of the whole community.

I also recognise the diversity of nations across Western Australia and extend my respect to the Aboriginal and Torres Strait Islander people present today.



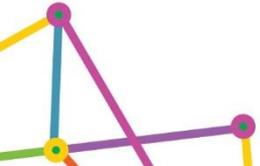
Koorn Koort Danjoo (*Coming Together*)
John Walley 2018

What is Practice Assist?



Practice Assist is a joint initiative of Rural Health West and WA Primary Health Alliance (WAPHA) to provide a seamless, integrated support service to all general practices across WA.

Practice Assist provides general practices with information, tools and resources to enable the continuous quality improvement of their operations.



Website - <https://www.practiceassist.com.au/>

- Resources
- News
- Events



Enquiry Services

- Call 1800 2 ASSIST (1800 2 277 478)
- Email practiceassist@wapha.org.au.
- Available between 8am and 5pm, Monday to Friday.

Practice Connect Newsletter

- Information for practice owners, practice principals and practice managers.
- Find out the latest industry news, upcoming events, new resources and education opportunities.
- You can subscribe on the News page of the Practice Assist Website



News and Events

PIPs

Primary Sense

Nursing In GP

Aboriginal Health

HealthPathways

Accreditation

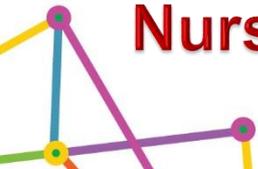
MBS

Programs & National Schemes

Digital Health

Quality Improvement

Business Management

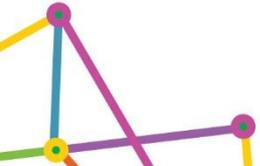


We would like to hear from you!

What topics would you like us to add to our library?

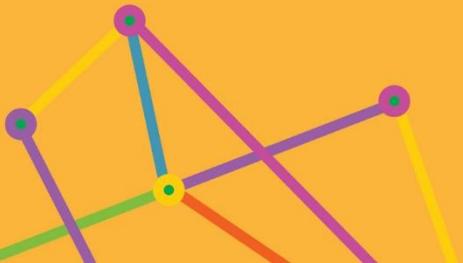
What do you want access to?

How can we help you?





WA Primary Health Alliance



Our Vision

Better Health, Together

Our Mission

To shape, strengthen and sustain primary health care through partnerships and strategies that improve people's access and health outcomes.

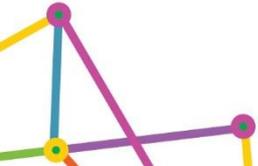
Our Values

Courage ● Humility ● Respect ● Wisdom ● Integrity



And by partnering with GPs, allied health professionals,
service providers, government and community,
we can deliver...

Better Health, Together



Our Strategic Priorities

Empower people
and communities



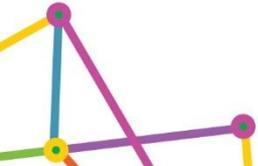
Promote and
prioritise an integrated
health system



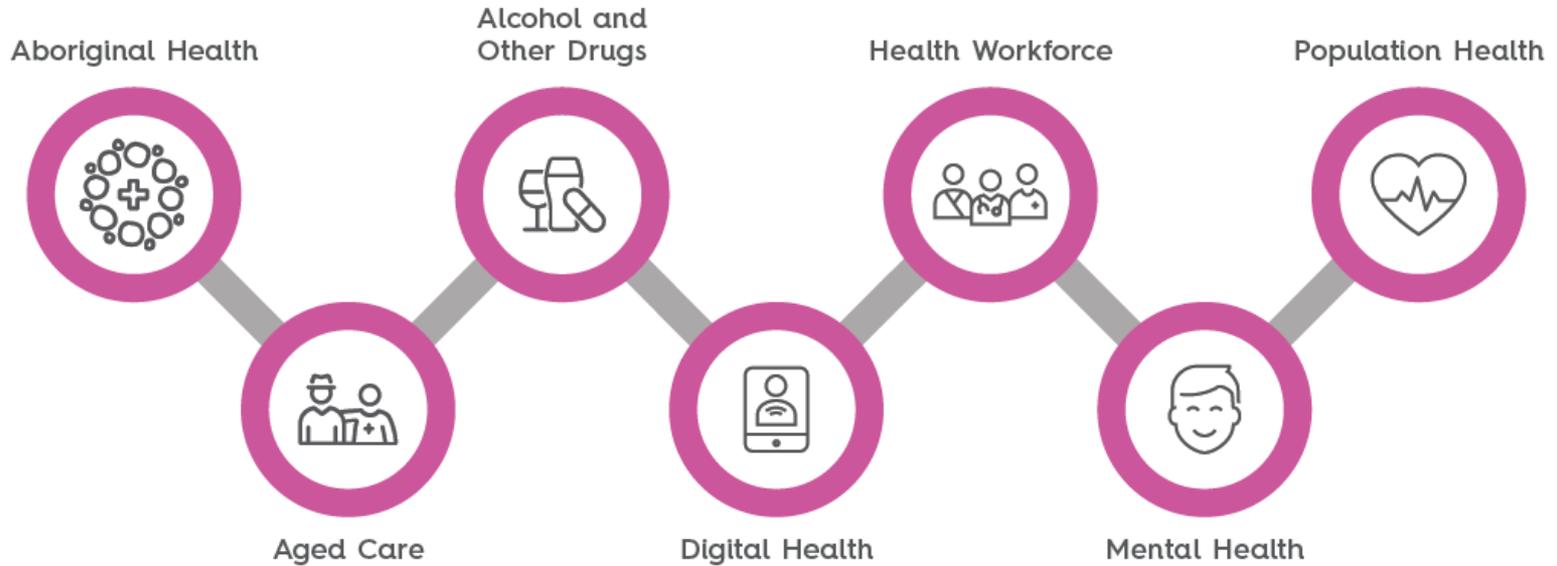
Commission services
in a planned and
targeted way



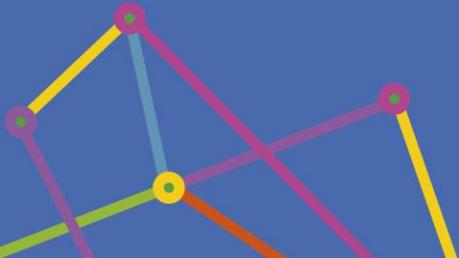
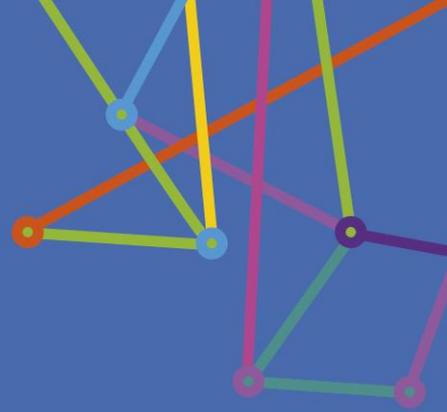
Continuously improve
primary health
care practice



Our Seven Pillars



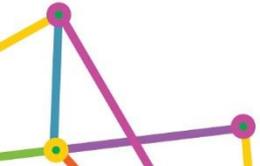
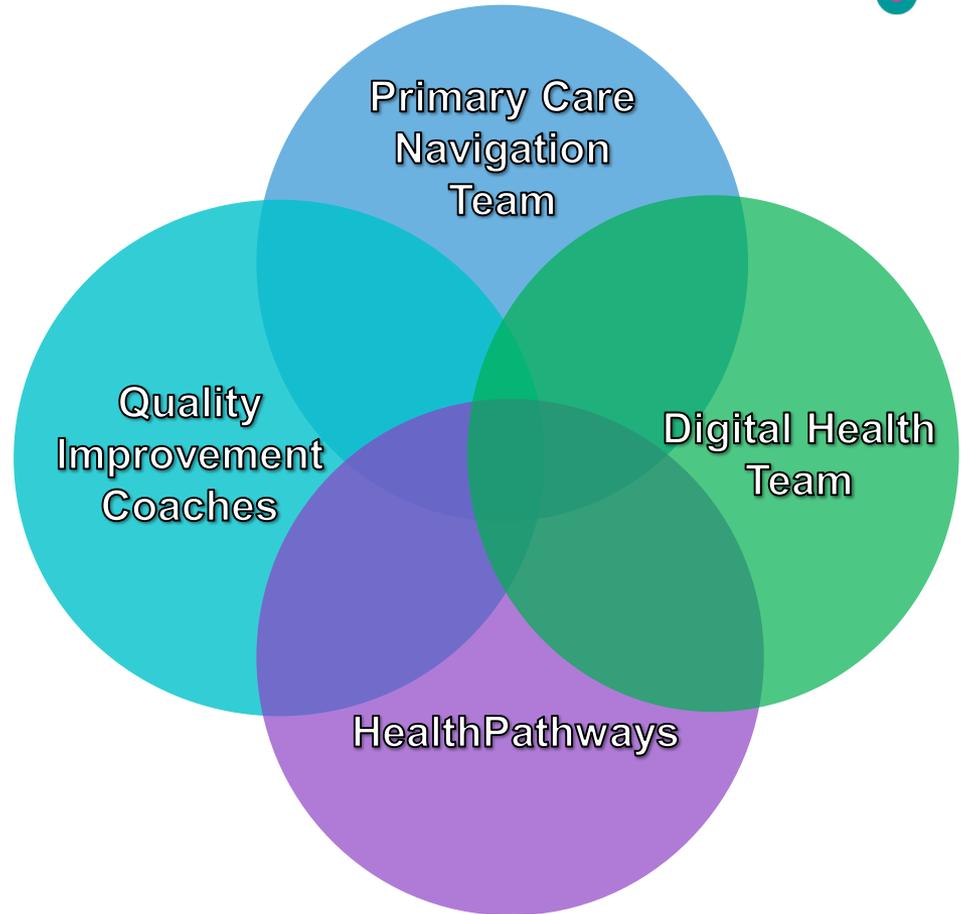
**How do we support
general practice?**



WAPHA General Practice support

Practice Assist - connecting you with all our practice support teams

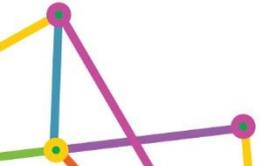
Our focus is to provide support for practice to improve health outcomes for Western Australians



Primary Care Navigators



- Navigating practice staff to information and resources
- Contact point and gateway to WAPHA
- Working in your area
- Virtual and face to face support
- Up to date knowledge on the business of general practice

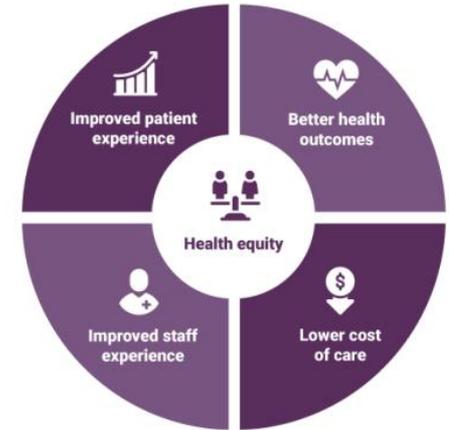


Quality Improvement

Practice Assist provides general practices with information, tools and resources to enable the continuous quality improvement within general practice. You can access the [QI Toolkit](#) on the Practice Assist website.



QI is a process of regularly reviewing and refining your practice's systems, structures and clinical care to improve patient outcomes and practice efficiency, underpinned by the *Quintuple Aim* of Healthcare.



Our QI Coaches can work with your practice on your Quality Improvement journey.

Digital Health

Digital health is an umbrella term referring to a range of technologies that can be used to safely treat patients and securely collect and share a person's health information, including mobile health and applications, electronic health records, telehealth and telemedicine.

Our Digital Health Team have put together the [Digital Health Toolkit](#) to assist general practices with the set up and use of Digital Health Tools.



Telehealth



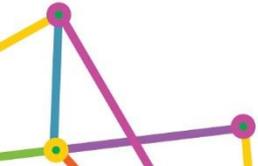
My Health Record



ePrescribe

Secure
Messaging

eOrdering Pathology



A digitally connected patient journey

James attends the
Emergency
Department

GP reviews ED
notes on My
Health Record

Pathology provider
returns test result via
secure message to GP
and uploads to My Health
Record

GP sends an
electronic
prescription and
referral via secure
messaging

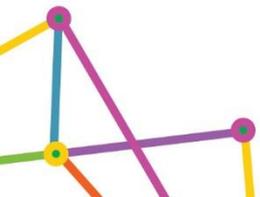
Pharmacist scans the
eScript and dispenses
James medication

James has a
follow up
appointment with
his GP

GP sends an
electronic
pathology request

James has a
follow up virtual
appointment with
his GP

James takes his
eScript to the
pharmacy



What is HealthPathways?

A password-protected online clinical support tool developed by GPs that summarises locally relevant and evidence-informed assessment, management, and referral advice on key patient issues.

What are some of the benefits?

- Patients access the right treatment, in the right place, at the right time.
- The needs of rural and remote patients are always considered in the development and review of clinical pathways and referral pages.
- Each pathway is developed in collaboration with local subject matter experts.
- Promotes clinical autonomy and patient choice.
- New pathway developments and existing pathway reviews are planned annually, considering the needs of general practice.

660 pathways available covering a range of conditions, symptoms, procedures and services:

- [Transgender and Gender Diverse Health](#)
- [Abnormal Liver Function Tests](#)
- [COVID-19 Assessment and Management](#)
- [Visiting Specialists](#)
- [Gout](#)

How do I gain access?

Scan the QR code and submit a login request form

OR email

health.pathways@wapha.org.au



Primary Sense

Deliver the right care to patients at the right time.

Primary Sense is an easy to use clinical decision support, population health management and data extraction tool that helps GPs deliver the right care to patients at the right time.

- includes the Johns Hopkins ACG[®] System
- easy to use
- provides real-time medication safety alerts, patient-care prompts and near real-time data extractions
- provides on-demand reports
- is compatible with major practice clinical software systems
- is hosted in [Primary Health Insights \(PHI\)](#) with all extracted, de-identified data privacy protected, securely stored and managed in Australia.



Regional Integration Team

Equitable Resource
Allocations

Empowering
communities

Common Vision &
collaboration

Shared Planning &
Information

Population Health
Approach

Strong & Trusted
Relationships

Localised
Knowledge

Place Based PHC
Focus

10 Regional Integration Managers 7 country, 3 metro
3 Suicide Prevention Lead Positions 2 country, 1 metro

- Facilitate diverse place-based partnerships with a focus on WAPHA commissioned services.
- Primary health care workforce planning, disaster preparedness and response.
- Work with other WAPHA teams to align and coordinate activities.
- Coordination and integration of early intervention and suicide prevention activities
- Support commissioning of one-to-one services or population level supports to improve mental health outcomes



The background is a solid pink color. In the top right and bottom left corners, there are abstract network diagrams. These diagrams consist of several nodes (small circles) connected by lines of various colors including yellow, light blue, orange, light green, and purple. The lines and nodes are arranged in a way that suggests a complex, interconnected network structure.

How to Connect with Practice Assist and Practice Support Teams

Contacting Practice Assist

Call

1800 2 ASSIST
(1800 2 277 478)

Email

practiceassist@wapha.org.au



Website

practiceassist.com.au

Available between 8am and 5pm,
Monday to Friday.

How to connect with WAPHA



wapha.org.au



[/waphaphns](https://www.facebook.com/waphaphns)



[@wapha_phns](https://twitter.com/wapha_phns)



[@wapha_phns](https://www.linkedin.com/company/wapha_phns)



phexchange.wapha.org.au



news.wapha.org.au/subscribe/

Thank you

