

# TRANSFORMING AUSTRALIAN PRIMARY HEALTHCARE

A COLLABORATIVE APPROACH TO CHANGE MANAGEMENT, CO-DESIGN, AND SUSTAINABILITY

National Improvement Network Collaborative (NINCo)

86

% of people consulted GPs in 2022-23, highlighting the critical role of primary care.

Primary Health Networks (PHNs) ensure the local delivery of national programs and lead health innovation.

209

PHN staff from across Australia are NINCo members.

## IMPLEMENTATION STRATEGY

Building sustainable CQI through data-driven approaches, aligning with PIP for continuous improvement, and empowering PHN staff to lead long-term CQI with consistent care and innovation.

**National QI Approach & Evidence Base Development:** Standardisation and consistency to improve efficiency and effectiveness, leveraging data-driven decision making and streamlined workflows for enhanced patient-centered care.

**Capability Enhancement:** Develop skills in CQI methodologies to foster a culture of continuous improvement, support primary healthcare integration, promote shared models of care, and strengthen leadership to champion quality improvement and drive change.

**Strengthening MyMedicare:** Comprehensive integration of MyMedicare within primary care, identifying gaps, advocating policy changes, enhancing provider education, boosting patient engagement, and promoting value-based care.

## THEORY OF CHANGE AND EVALUATION

Evaluation framework assesses inputs, activities, outputs, and outcomes, with a feedback loop from PHN and general practice staff to continuously refine strategies and align with health system needs.

### Benefits



## ACHIEVEMENTS SO FAR

### Stream 1

- Standard templates for QI toolkits - Essentials, Topic Specific, Data Cleaning
- Environmental scan
- QI resource catalogue

### Stream 2

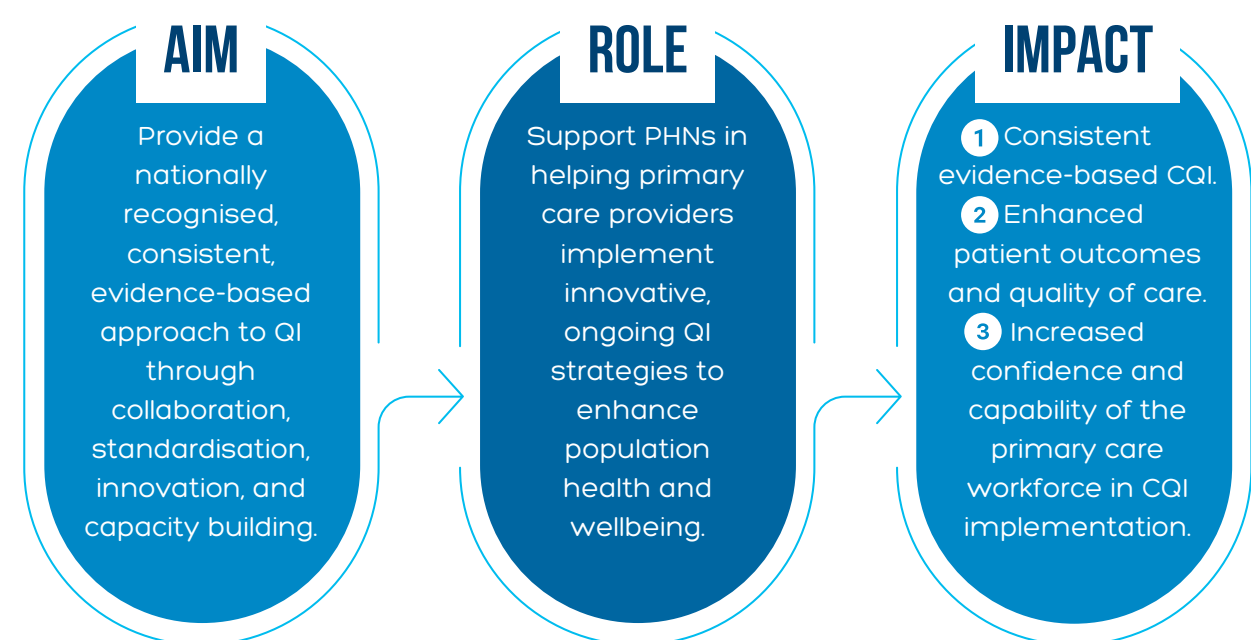
- Core Competency framework
- QI01 - Peak Practice
- Improvement Science in Action
- Learning Management System

### Stream 3

- MyMedicare - VPR QI toolkit
- MyMedicare - VPR QI Action Plan exemplar
- Practice Decision Tree - patient registration
- Associated Patient Empanelment Resource

## QUALITY IMPROVEMENT CHALLENGES

PHN Collaborative established in 2018 to provide a nationally recognised, consistent evidence-based approach to continuous improvement by encouraging collaboration, standardisation and innovation as well as enhancing capacity building across Australia's 31 PHNs.



**Quality Improvement Methodology adopted - Model for Improvement:** Combines "thinking" (Aim, Measures, Ideas) with "doing" (Plan-Do-Study-Act cycles).

## CHANGE MANAGEMENT AND SUSTAINABILITY

- **Key Objectives:** Improve efficiency, quality, and sustainability of QI initiatives across primary healthcare in Australia.
- **Collaboration:** Engages PHN members in shaping project direction and building workforce resilience.
- **Long-term Impact:** Standardisation, enhanced capability, and Strengthening Medicare drive better care.

## ABILITY TO CREATE POSITIVE CHANGE

IMPROVEMENT SCIENCE IN ACTION IN PRIMARY CARE TRAINING PARTICIPANTS

