Practice Nurse Networking Night

Tuesday 11 June 2024

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Acknowledgement to Country

Artist: NARELLE URQUHART, WIRADJURI WOMAN]

Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.

Housekeeping

- Please switch mobile phones to silent during presentations
- Rest Rooms
- Evacuation procedure

GCPHN Update

Kellie Trigger

Director Health Intelligence Planning and Engagement

Opportunities

- **Disaster response and mental health training subsidy**
- **EOI extended: practice nurses wanted for advisory groups**

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Disaster response and mental health training subsidy

GCPHN is offering financial support to primary care providers working in disaster disaster-impacted communities.

This subsidy funds training and education programs to enhance professional capacity and resilience. Two individuals per organisation can apply for funding, with each eligible for up to $800. Training must be completed by 31 August 2024.

Applications close Friday 21 June. Apply now:

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EOI extended: practice nurses wanted for advisory groups

GCPHN has extended the EOI for nurses in general practice to apply for three available positions on the Primary Sense Clinical Advisory Group, Strengthening Medicare Advisory Group and Suicide Implementation Group.

These groups provide clinical direction and advice on using Primary Sense and achieving the vision of the Strengthening Medicare Taskforce Report. **Submit your EOI by COB Friday 14 June:**

APNA – Transition to Practice Program and Nurse Immunisation Scholarships

APNA – Transition to Practice Program

- 10-month program fully funded, commencing July 2024
- GCPHN are funding 13 places
- Mentorship-based program
  - Designed for new nurses entering primary health care and looking for extra support (RN or EN)

  AND
  - Registered Nurses or Nurse Practitioners with 4 or more-years experience in primary health care who are interested in mentoring nurses and developing their leadership skills
- To express interest, contact APNA transitiontopractice@apna.asn.au or 1300 303 184

Nurse Immunisation Scholarships

- Scholarship opportunity for nurses to complete fully funded nurse immunisation training
- EOI released through GCPHN news platforms mid May 2024 (1 place still remains available)

New Resources

New resources are being released this week for MyMedicare VPR Quality Improvement around identifying and supporting registration of MyMedicare for your GPs' most vulnerable patients, including a:

- Clinical audit for GPs
- Primary Sense VPR report
- MyMedicare QI toolkit

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Opportunity to attend Essential Health Summit

GCPHN is offering a fantastic professional development opportunity for one general practice nurse to attend the Essential Health Summit in Adelaide on 25-27 July.

What's included?

- 3-day paid ticket to the Summit
- Return flights from Gold Coast to Adelaide
- 4 nights accommodation

Expressions of interest close on **Friday 14 June.**

The awarded recipient will be announced on Monday 17 June.

GP Partnerships and Engagement

A team dedicated to supporting GP practices to optimise the care of our mutual patients.

GP Partnerships and Engagement Team

Dr Kate Johnston
Medical Director
GP Partnerships
& Engagement

Karen Whitting
GP Liaison Unit
Program Manager

Rose Menta
GP Liaison Unit
Nurse Navigator

Rhian Campbell
GP Liaison Unit
Senior GP Engagement
Support Officer

Peter Northcott
GP Liaison Unit
Senior GP Engagement
Support Officer

Saberina Buksh
A/HealthPathways
Coordinator

Dr Stephanie Eid
HealthPathways
Clinical Editor

Dr Siobhan Jeffs
HealthPathways
Clinical Editor

Dr Scott Preston
HealthPathways
Clinical Editor

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GP Liaison Unit

- Improving communication between the hospital and general practice
- Support your interactions with the health service
- Develop new approaches to optimise the care of our mutual patients.
- Represents the interests of General Practice at Gold Coast Health

Components of GP practice support

- HealthPathways
- Smart Referrals
- Secure Transfer Service (STS) / STS Address Book
- Health Provider Portal (The Viewer)
- Electronic Discharge Summaries: Clinical Document Architecture (CDA) format
- GP News
- GP Telephone Support Lines

Gold Coast HealthPathways

Community HealthPathways

Gold Coast Health always care

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Proudly supported by Queensland Health's Clinical Excellence Queensland

Queensland Government

Gold Coast HealthPathways

Queensland Government

Gold Coast HealthPathways

- Online (secure) web platform to support General Practice in their daily management of patient care
- All clinical pathways are written by GPs – for General Practice
- Designed for use at the point-of-care
- Provides local guidance for the management and referral of hundreds of clinical conditions
- Local service directory – includes public and private options for patient care

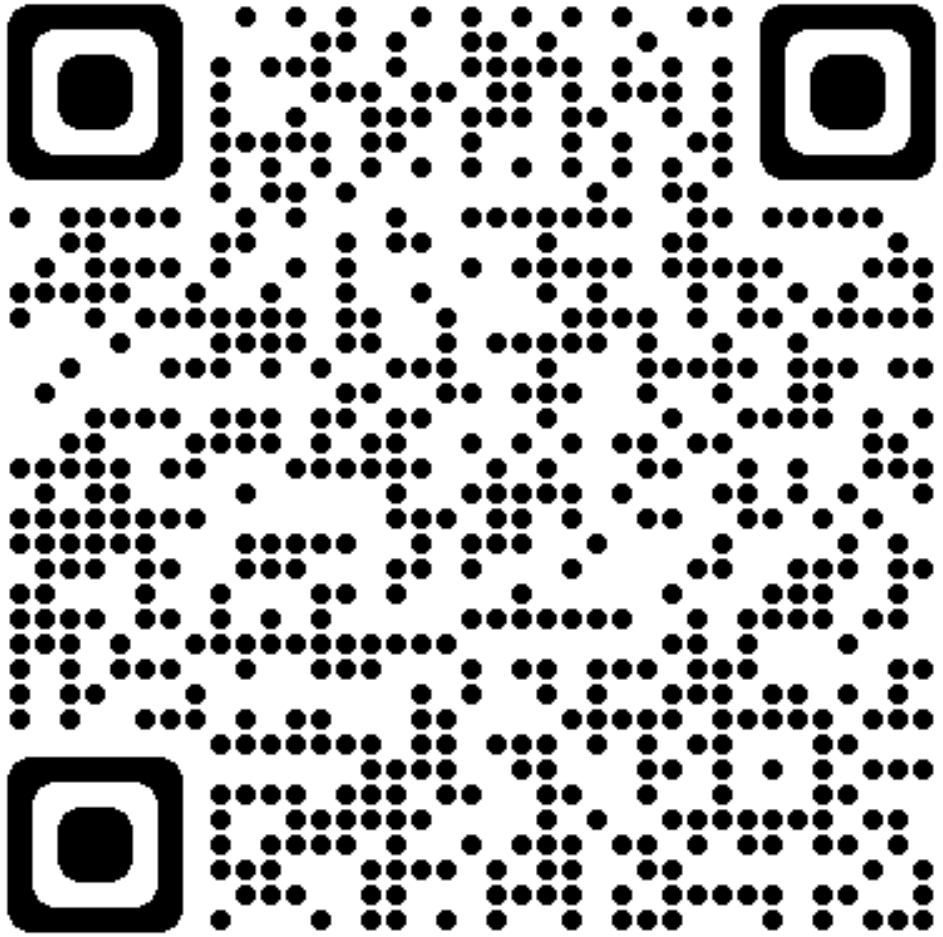
[HealthPathways Gold Coast]

Username:

Gold

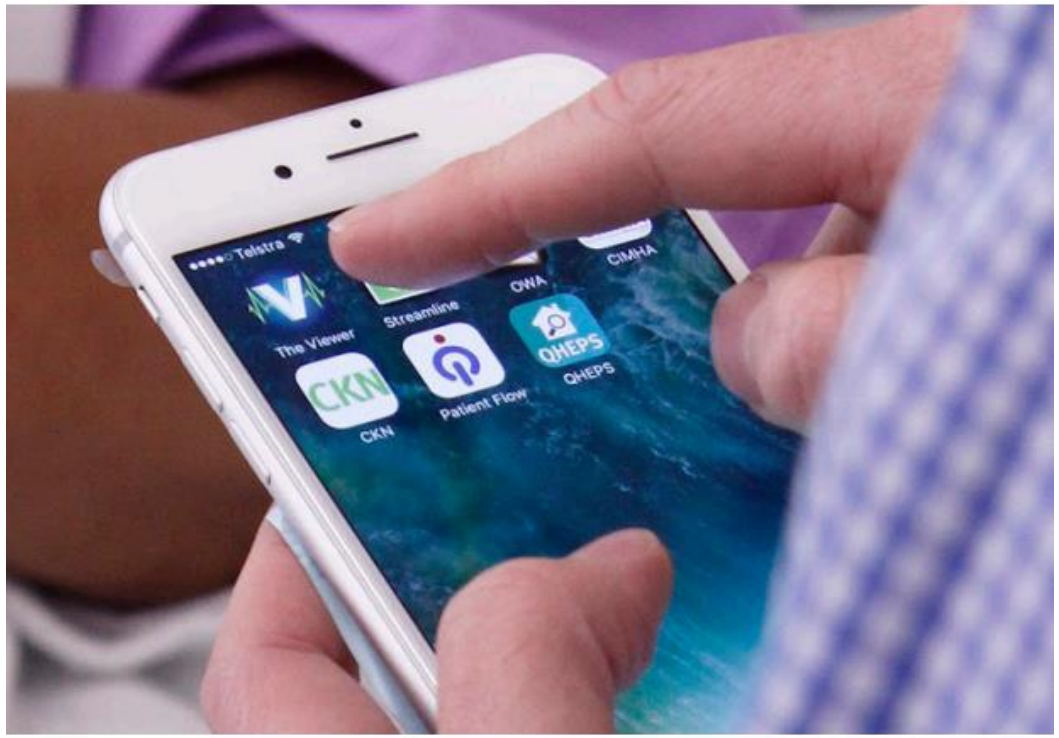
Password:

Coast

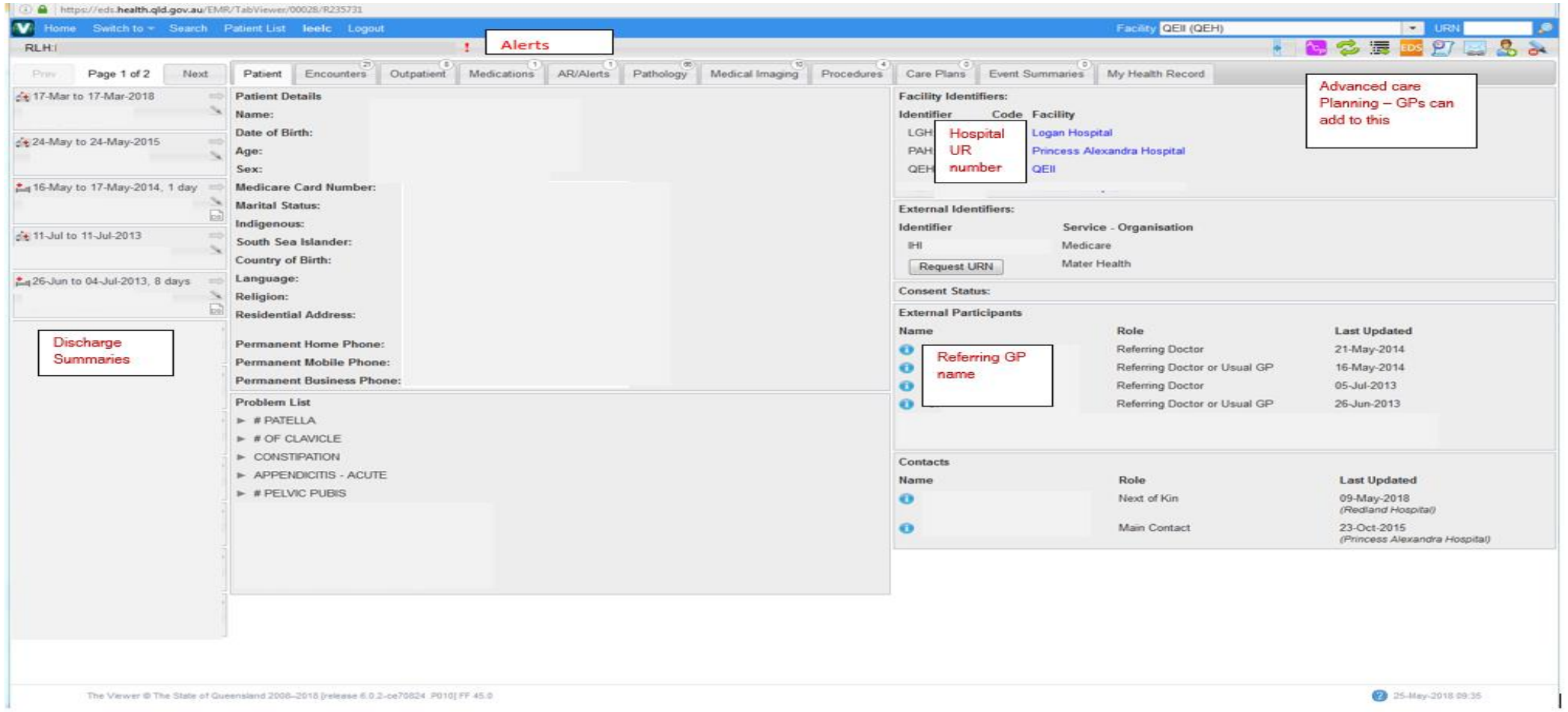


The Viewer (Via the Health Provider Portal)

- A web-based application available on desktop computers and mobile devices
- Available for Doctors, nurses and midwives
- Provides visibility to QLD Health appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.



Health Provider Portal (The Viewer)



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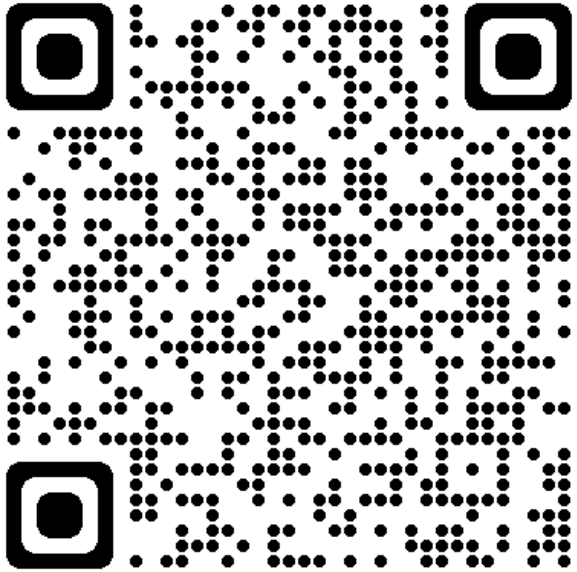
How to Register



- Head to the Health Provider Portal to create or log into your QGov account
- Ensure you have 100 points of ID
  Medicare Card + Drivers Licence
- Have your professional identification:
  APHRA Registration + HPI-I number
- Register your details ☺

GP News Bulletin

A state first Endometriosis and Pelvic Pain clinic

Gold Coast Health's new outpatient service commenced in February 2024. The service is staffed by a broad multidisciplinary team including allied health, nursing and medical consultants. Patients attend an initial education session which is then followed up with a call from a Nurse Specialist. Appointments are then scheduled with a gynaecologist or other Interdisciplinary team members as appropriate.

As a holistic service it is an expectation that all patients will attend the education/information session prior to all other appointments. Your support to advise patients of this is greatly appreciated. Feedback from patients who have been seen in this model has been extremely positive.

Click here to learn more about this service.

- Regular news bulletin emailed directly to General Practice
- Update on recent changes, news items
- To register head to the 'General Practice Support' tab on HealthPathways

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GP Phone Support Lines

GP only switch line

5687 0003

- Calls to switchboard - a GP priority line

GP Advice line

1300 00 4242 (3)

- General enquiries
- Specialist outpatient advice (non-urgent)
- Monday to Friday, 8am to 4pm
- General practice (and or GP) must be listed on patient's chart.

Questions?

GP Liaison Unit

GCGPLU@health.qld.gov.au

1300 004 242 (3)

IMMUNISATION QUALITY IMPROVEMENT (QI) ACTIVITY

The aim of this project was to identify and implement a robust and sustainable business as usual approach to childhood vaccination systems and processes, to increase the number of infants and children fully immunised, in five participating general practices.

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1 WE DISCOVERED

⬇ trend in fully vaccinated coverage among children on the Gold Coast since the onset of the COVID-19 pandemic.

30% Gold Coast children due/overdue for vaccinations live in Ormeau-Oxenford.

2022 rates of fully vaccinated:

1 year olds – 91.3%
2 year olds – 90.1%
5 year olds – 93.2%

Need to increase ⬆ vaccination rates in Ormeau-Oxenford due to national vaccination target of 95%.

Need for improved practice systems/processes and ⬆ in community awareness.

2 SOMETHING HAD TO BE DONE

- Implement a QI activity to improve the uptake of childhood vaccination.
- Support improved systems and processes for identifying children due/overdue for vaccinations.
- Upskill the primary care workforce.

3 WHAT WE DID

Communication strategy implemented (community/Health Care Professionals)

= ⬆ awareness of childhood vaccinations

Supported practices to:

- Conduct an end-to-end data informed QI activity including:
  - QI training including using Primary Sense.
  - Access to QI toolkit and action plan resources.
  - Onboarding, touchpoint and evaluation meetings.
  - Confidently use the Australian Immunisation Register (AIR) and reports.
- Upskill PHC nurses via Immunisation training scholarships and educational workshops.
- Facilitate nurse attendance at a Gold Coast Public Health Unit (GCPHU) vaccination clinic.
- Meet PIP QI and accreditation requirements.

4 WHO WE REACHED

42 **(36 RNs & 6 ENs) primary health care nurses acquired immunisation qualifications.**

5 general practices participated in a facilitated QI activity.

20 general practices in total implemented a Childhood Immunisation QI activity.

Gold Coast community via targeted campaigns, e.g. cinema advertising and Spotify adverts.

5 KEY BENEFITS

Ongoing and sustainable 'business as usual' processes to identify children overdue/missing immunisations.

- More children identified for a vaccination catch up schedule decreasing the risk of acquiring a vaccine preventable disease.

⬆ in knowledge and skills of practice staff to implement data-informed QI activities and use associated resources.

⬆ increased knowledge and skills utilising Australian Immunisation Register to request, extract and analyse AIR010A report to identify children due/overdue for vaccination.

4.9% **decline in children due for vaccinations in Ormeau - Oxenford (compared to 2.6% decline across total Gold Coast).**

Changes implemented as a result of this activity:

"Using the AIR010A report to follow up children without contact and overdue/due immunisations."

"Offering flexibility to offer late appointments for vaccination one day per week."

"Actively looking more often through the appointments book for opportunistic immunisations."

Source: Gold Coast Primary Health Network (April 2024). Continuous Immunisation Quality Improvement: QI Activity. Closure and Evaluation report.

Immunisation Quality Improvement (QI) Activity Contact

Krystal Lyons

Project Officer (Change Management and Quality Improvement)

krystall@gcphn.com.au

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Primary Sense

What is Primary Sense?

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- Primary Sense extracts de-identified general practice data and uses evidence-based algorithms to provide practice staff with:
  - real time medication alerts
  - patient care prompts
  - reports
  - risk stratification of patients
- It also provides PHNs with data to help with population health planning (incl Needs Assessments and CQI activities)

Primary Sense – Background

2017 and 2020

Original version of Primary Sense was developed by Gold Coast PHN between 2017 and 2020

2021

Western Australia Primary Health Alliance (WAPHA) scaled Primary for boarder use in 2021 (Primary Sense 2)

now

12 PHNs using Primary Sense (soon to be 13)

- 1,576 practices

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Primary Sense is used by 38% of PHNs across Australia

Primary Sense – Gold Coast

- 78% Gold Coast general practices have Primary Sense installed (n=164 of 210)
- Over 1,200 Primary Sense desktop applications installed
- On average, 7 desktops at each practice

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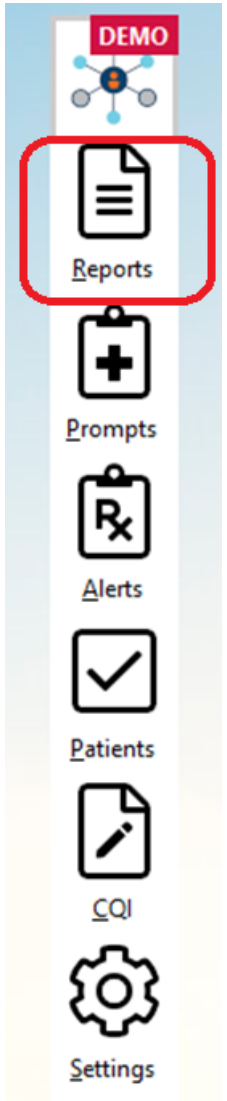
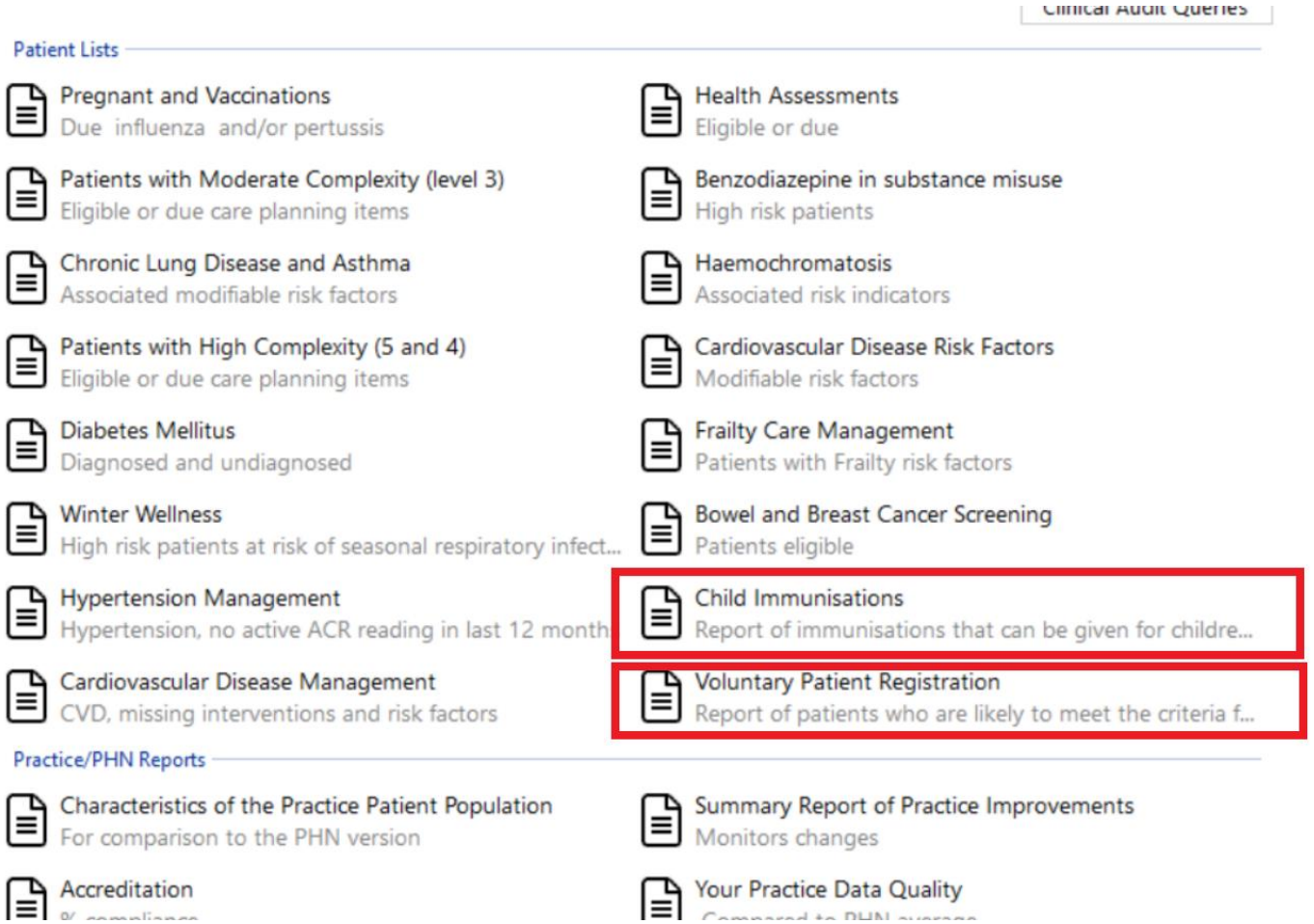
Use of Primary Sense – Gold Coast

- In the month of May: 1,164 Primary Sense reports were downloaded on the Gold Coast.
  - Most reports downloaded in one month on the Gold Coast!

- Popular reports in May – number of downloads
  - Health Assessments: 182
  - Accreditation: 169
  - PIP QI report – 10 measures: 129
  - Winter wellness: 102

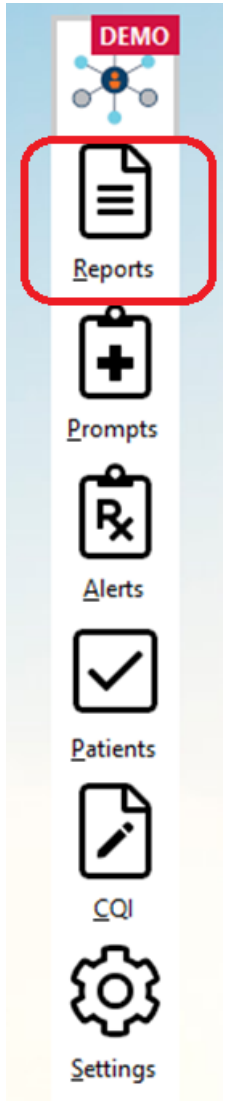


New Primary Sense Reports



I want to have Primary Sense installed on my computer?

- Staff member at practice to ask the Practice IT provider to install PS desktop on required workstations
  - No cost
  - Can have PS desktops installed on as many computers as you wish
- GCPHN Primary Sense team can assist the practice and/or IT provider if required.



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GCPHN Primary Sense Team

- Primary Sense support and helpdesk is available 8am to 4pm Monday to Friday
- Email: primarysense@gcphn.com.au
- Phone: 07 5612 5476

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Where can I learn more about Primary Sense?

- GCPHN Website – Primary Sense
- *'Making the Most of Primary Sense'* YouTube series

Referral Templates

Referral Templates
Referral Templates FAQ

Digital Health

Digital Health
Getting Started
My Health Record
Provider Connect Australia™ (PCA™)
Secure Messaging
Electronic Prescribing
eRequesting
eHealth Incentive (ePIP)
QLD Government Initiatives
Telehealth
MyMedicare

Primary Sense

Primary Sense
Using Primary Sense
Installation
Support and Resources
FAQs

Support For General Practice

Accreditation in General Practice
Cultural Safety Training
Disaster Management
GCPHN AGPAL eLearning Platform
General Practice Funding
General Practice Liaison Officer
Nursing in General Practice
Patient Travel Subsidy Scheme (PTSS)
Quality Improvement

COVID-19

Gold Coast COVID-19 Information
Personal Protective Equipment (PPE)
Gold Coast Primary Care Covid-19 Guidelines for GPs wit
COVID-19 positive patients
Mental Health Support during COVID-19

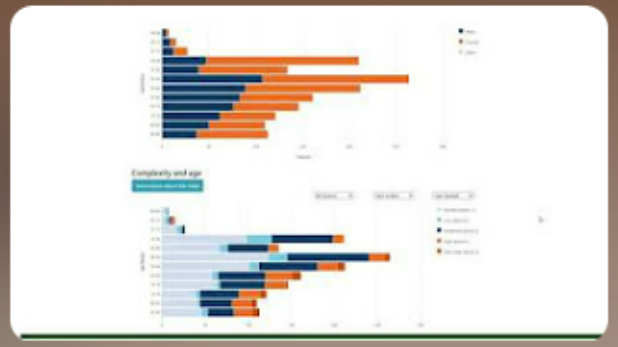
Education and Training

Education & Training
GCPHN AGPAL eLearning Platform

Clinical Placements

About the GCPHN Clinical Placements Program
Medical Student Clinical Placements
Nursing Student Clinical Placements

Search



Making the most of Primary Sense™

Gold Coast Primary Health Network

19 videos 601 views Last updated on 16 May 2024

Play all Shuffle

10

Gold Coast Primary Health Network • 223 views • 1 year ago

11

Identify patients without evidence of bowel and or breast cancer screening using Primary Sense

Gold Coast Primary Health Network • 134 views • 1 year ago

12

Identify patients due or missing the influenza vaccination using Primary Sense

Gold Coast Primary Health Network • 111 views • 1 year ago

13

Introduction to General Practitioner Prompts in Primary Sense

Gold Coast Primary Health Network • 171 views • 1 year ago

14

Frailty Care Management using Primary Sense

Gold Coast Primary Health Network • 95 views • 1 year ago

15

Pregnancy and vaccinations using Primary Sense

Gold Coast Primary Health Network • 46 views • 1 year ago

16

Winter Wellness using Primary Sense

Gold Coast Primary Health Network • 127 views • 1 year ago

Workshop – 10 minutes each table

- 3 tables
  - Childhood immunisations report: Krystal
  - PIP QI report: Tash
  - Health Assessments report: Harry

- Demonstrate how to open report in Primary Sense
- Discuss the report
- Questions and answers

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'Building one world class health service for the Gold Coast

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