

GP leadership and transformation program

Expression of Interest

Australia's health system is facing unprecedented challenges attempting to meet the demands of an expanding, ageing and more complex population alongside fiscal and workforce constraints.

General practice is having to manage the multi-faceted needs of today's patients in a model of care that has not been designed to meet these needs. A fundamental shift in care delivery is required to sustainably deliver better health outcomes, and to shift the system from volume to value.

For a lot of practices, transformation is required to help move towards high functioning, highly efficient, patient centred practice where quality improvement is truly embedded in their business strategy. This is not without its challenges but has rewards for patients, staff, and the cost effectiveness of health care delivery.

Current literature suggests it is now widely accepted that "...traditionally organized primary care practices must redesign their infrastructure and the way they organize and deliver care if they hope to achieve more effective, less costly care."¹

The University of Wollongong Consultation for the Patient Centred Medical Home (PCMH) Innovation project identified leadership as a key driver for practice transformational change. Bodenheimer et al 2012 describes high-performing practices as having leaders fully engaged in the process of change; and of having leadership at all levels of the organisation.

COORDINARE regards ongoing support for general practice to enhance engaged leadership as a key ingredient to building capacity and capability.

COORDINARE is committed to working with general practice to embed the skills that underpin practice transformation. To support this work, COORDINARE is partnering with Dr Walid Jammal of the Hills Family General Practice to deliver a 12 month practice leadership and transformation program.

This 12 month program will use a mixed and tailored delivery methodology, including self-assessment, workshops, practice site visits with feedback, coaching and mentoring, and 12 months of sustained contact with ten chosen and committed practices. The program has been designed to provide tailored, individualised support, with the site visits a key element to ensure personalised and place based feedback relevant to your specific practice.

Pre-requisites

Applicants must be practice staff currently working in a General Practice in the COORDINARE catchment of SE NSW ([see link to map of region](#)). As this program is developed to support practice wide leadership, a range of staff from all levels within general practice is welcome and highly encouraged. 1 application per practice for up to 3 staff.

Duration

The program will commence in July 2019 and conclude within 12 months.

Funding

Aligned with our current work to support engaged leadership COORDINARE is funding the program at no cost to practices. Practices will however be required to make an investment of their own time to attend workshops, facilitate the site visit and participate in coaching sessions.

¹ Wagner et al. The Changes Involved in Patient-Centred Medical home Transformation. 2012

Course Commitments

This 12 month program will use a mixed and tailored delivery methodology detailed below. The location of the workshops is to be advised by the end of June 2019.

Month/Date	Activity and Plan
July 2019	<ul style="list-style-type: none"> - COORDINARE works with the practice to administer self-assessment tool (PCMH-A) and collate responses - Dr Jammal works with COORDINARE to examine and assess the collated responses in order to plan future workshops and site visits
3 August 2019	<ul style="list-style-type: none"> - First workshop with Dr Jammal, and Dr Kirsten Meisinger (Cambridge Health Alliance-Boston, USA)
August-early October 2019	<ul style="list-style-type: none"> - Site visits to each of 10 practices (3-4 hours per visit) - Practice reports developed and provided back to practices
November-2019	<ul style="list-style-type: none"> - One-hour webinar with the ten practices engaged in the program complete with action learning sets
March 2020	<ul style="list-style-type: none"> - One-hour webinar with the ten practices engaged in the program complete with action learning sets
October 2019-May 2020	<ul style="list-style-type: none"> - Rolling coaching/mentoring telephone/skype calls with practice leadership and key staff – approximately 5 call for each practice (number per practice tailored for each practice)
May -June 2020	<ul style="list-style-type: none"> - One day workshop as final part of the program and to consolidate learnings

A word from Wally

As GPs, we know that the care and service that we provide to our patients is highly valuable to them and to the health system. But we face many challenges, including the need to help our patients achieve better health outcomes, both as individuals as well as a patient population. We also struggle with the everyday pressures of maintaining our own joy in work and our practice sustainability.

As someone who faces the same challenges as you do, I know how hard it is to change. I know that all change is not necessarily good, and that the road to practice transformation is not an easy one. Nevertheless, I also know that with a well-defined QI strategy, leadership, finding a shared purpose, a visionary framework, and a willingness to do things differently, a paradigm shift is indeed possible.

Over the next 12 months I look forward to working with you to build on your previous leadership work. I look forward to helping you develop a learning community which espouses to enhance its service delivery model. We will look at the various ways of achieving this, learning about change and transformation, and find ways to use and adapt the Building Blocks and various other change concepts within the patient centred medical homework framework. Most of all, I look forward to learning from you and developing our leadership skills together.

Express Interest

Expressions of interest (EOI) for this program will remain open until **5:00pm on Friday 21 June 2019**. Simply tell us in 500 words or less why practice transformation is important to your practice and how your practice team intend to work as a collective to benefit from the GP leadership and transformation program. Please email your responses to info@coordinare.org.au If you have any questions about this program please contact your Health Coordination Consultant or call 133 069 002