





Building Better Bones



Lead Nurse:

- Team planning/Identify roles and responsibilities
- Engage with key internal/external stakeholders/focus group
- Reframe audit/data analysis to establish patient cohort
- Development Development

Reception: send invites, answer patient queries

Response received?



NO



GP: Referral provided for Bone Bus Measure Up Program) or local radiology

GP: Reviews results

Reception: patient recalled for results

YES

Registered Nurse: Appointment for comprehensive history, clinical assessment, education, and observations

RESULTS NORMAL

GP: Patient follows up to discuss bone density scan results. GP discusses and provides options for pharmacological

RESULTS

ABNORMAL



Lead Nurse:odate Reframe
audit

Reception: book patient for a chronic disease management plan

Reception: Reminder added for bone mineral density in 5 years



Registered Nurse: performs chronic disease management plan with patient and GP, and provides enhanced primary care vouchers for complimentary services to promote bone health

Process may change at short notice due to local factors

Patients with osteopenia and osteoporosis referred to exercise physiologist/dietitian and endocrinologist as required





Lead Nurse

- > Data analysis as part of Reframe Project to establish practice baseline data and identify the need
- Consult with Principal Doctor and Practice Manager about gap in care and program
- > Lead practice meeting to facilitate team planning, identify roles and responsibilities
- > Engage with key internal/external stakeholders/focus group
- > Meeting with focus group to gauge feedback and identify priorities
- > Establish patient cohort based on Reframe audit and refine
- > Session planning, workforce development and education
- > Develop clinic resources (educational handouts, surveys, invitations)
- > Budget planning
- > Finalise Reframe audit on completion
- > Evaluation of staff and patient feedback

Practice Manager

- Work alongside lead nurse to facilitate meeting with Principal Doctor and consider proposal
- Participate in focus group consultation and planning meetings
- Assist the lead nurse with budget planning
- Management of staff protected time for education and preparation for clinic
- Oversee scheduling and staff allocation
- > Provide feedback on clinic invitation and surveys

Receptionists

- Participate in focus group consultation
- Send clinic invitations and confirm appointments
- Answer patient queries about clinic
- Ensure patients have completed baseline and post > satisfactions survey
- > Recall patients for results
- > Add reminders as indicated by clinicians
-) Book chronic disease care plans as indicated
 - Manage reminder systems

Registered Nurses

- > Participate in focus group consultation
- Participate in practice meeting to facilitate team planning, identify roles and responsibilities
- Assist in the development of clinic resources (educational handouts, surveys, invitations)
- History taking, clinical assessment and education of patients
- Preparation of chronic disease management plans
- > Liaison with GP's
- Bone health awareness champions

General Practitioners

- Participate in focus group consultation
- > Participate in practice meeting to facilitate team planning, identify roles and responsibilities
- Assist in the development of clinic resources (educational handouts, surveys, invitations)
- > Referrals and prescriptions for patients as required
- > Finalisation of chronic disease management plans
- > Liaison with specialists and allied health