

Vision:

To be a leader in the promotion of our community's health by providing innovative and valued services for general practice.

Mission:

To be a leader in improving health care in our culturally diverse community.

The *TeamLink* Project at Central Sydney GP Network

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Intervention Project Officer

Intervention Activities

- *TeamLink* Project Workshop for participating practices
 - Professors Mark Harris and Nick Zwar
 - Dietitians, Exercise Physiologists, Podiatrists
- 3 Structured Practice Visits
 - Establish and maintain Plan-Do-Study-Act cycles
- Tailored support for each practice
 - Individual practice requests and resources
- Small Group Learning series
 - Communication with Allied Health Professionals

Practice Goals for PDSA Improvement Cycles

- Create registers of patients with chronic diseases
e.g. diabetics, heart disease patients, asthmatics
- Use clinical software for GP Management Plans, Team Care Arrangements, Recall for Reviews
- Develop a practice-based information kit for patients newly diagnosed with Diabetes or Heart Disease
- Share a database of Allied Health Providers with whom there has been prior collaborative success
- Refer patients to Allied Health Group Services for patients with Type 2 Diabetes

Resources requested by GPs in the *TeamLink* Project

- Referral directory of Allied Health Professionals
- Outline of MBS Item Numbers for EPC Items
- Electronic templates of recall letters, EPC Care Plans and Health Checks for clinical software
- *LifeScripts* patient assessment and prescription kits
- Patient educational material from *Diabetes Australia* and *National Heart Foundation*

Small Group Learning series

- **Getting the most out of *Medical Director* and *Best Practice* for chronic diseases**
 - IM/IT Project Officer
- **Using Team Care Arrangements and GP Management Plans**
 - EPC/Aged Care Project Officer & Exercise Physiologist
- **Conducting the 45 Year Old Health Check, & managing lifestyle factors using *Lifescrpts* and Motivational Interviewing**
 - Intervention Practice Support Officer & Physiotherapist
- **The Diabetes Cycle of Care and referral services for diabetic patients**
 - Immunisation, Diabetes and Macrovascular Project Officer & Diabetes Educator
- **Depression & Diabetes comorbidity and referral pathways to mental health services**
 - Mental Health & Drug and Alcohol Project Officer & Psychologists

Outcomes for *TeamLink* Project Participants

GP Interactions with Allied Health Providers

“My understanding of AHPs and their role in Diabetes and Cardiovascular Disease was [initially] poor”

“Contact with AHPs has meant I have been able to improve my GP Management Plans/Team Care Arrangements/Allied Health Referrals”

“A very valuable activity ... most benefit was the opportunity to interact with AHPs and find out what they need from us and what they can do for us and our patients to improve patient health”

Outcomes for *TeamLink* Project Participants

Skills acquired through the training and intervention support
- Initiating Lifestyle Changes

“I have always felt lifestyle changes to be important but difficult to achieve. I can now combine medication and lifestyle changes relatively easily.”

“I had a very basic understanding of LifeScripts but can now see their potential to help many of my patients.”

Outcomes for *TeamLink* Project Participants

Skills acquired through the training and intervention support
- Clinical Software skills

“I now feel competent to search my database for patients with chronic diseases and I am now using Recall and Reminder functions for all patients and making up comprehensive Action Lists”

Changes to the Practice Team

“If there’s one thing TeamLink has shown me, it’s how desperately my practice needs a nurse if we want to improve our management of chronic disease patients across the whole practice”

The *TeamLink* Project

- Lessons learnt at the Division level

- Time

Precious to GPs, practice staff, allied health providers, GP Network staff

- Effort

Importance of participation

- Improvement

Applying the *Stages of Change* model