

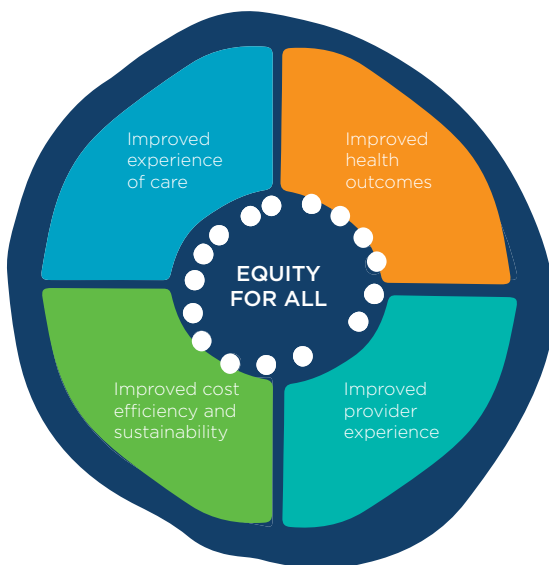
Innovation in health care

Proactive Chronic Conditions Management program

Northern Queensland Primary Health Network (NQPHN) invite general practices and Aboriginal Community Controlled Health Organisations (ACCHOs) to participate in a fully funded chronic conditions management program.

The Proactive Chronic Conditions Management (ProCCM) program is a Quality Improvement (QI) program focusing on system level changes and health reform impacting general practices and their patients.

The ProCCM program aims to provide information and support to general practice and ACCHO teams in developing an integrated multidisciplinary model of care. Using a QI approach, teams will undertake activities to develop processes that enhance the delivery of care for people with chronic and/or complex conditions. Using the quintuple aim, the program aligns with these five important goals of primary care.



Benefit to the patient

- » Improved integration and co-ordination of care for people with chronic and/or complex conditions.
- » Enhanced effectiveness and efficiency of care for people with chronic and/or complex conditions.
- » People with chronic and/or complex conditions and carers are empowered to manage their own health conditions.

Benefit to the practice

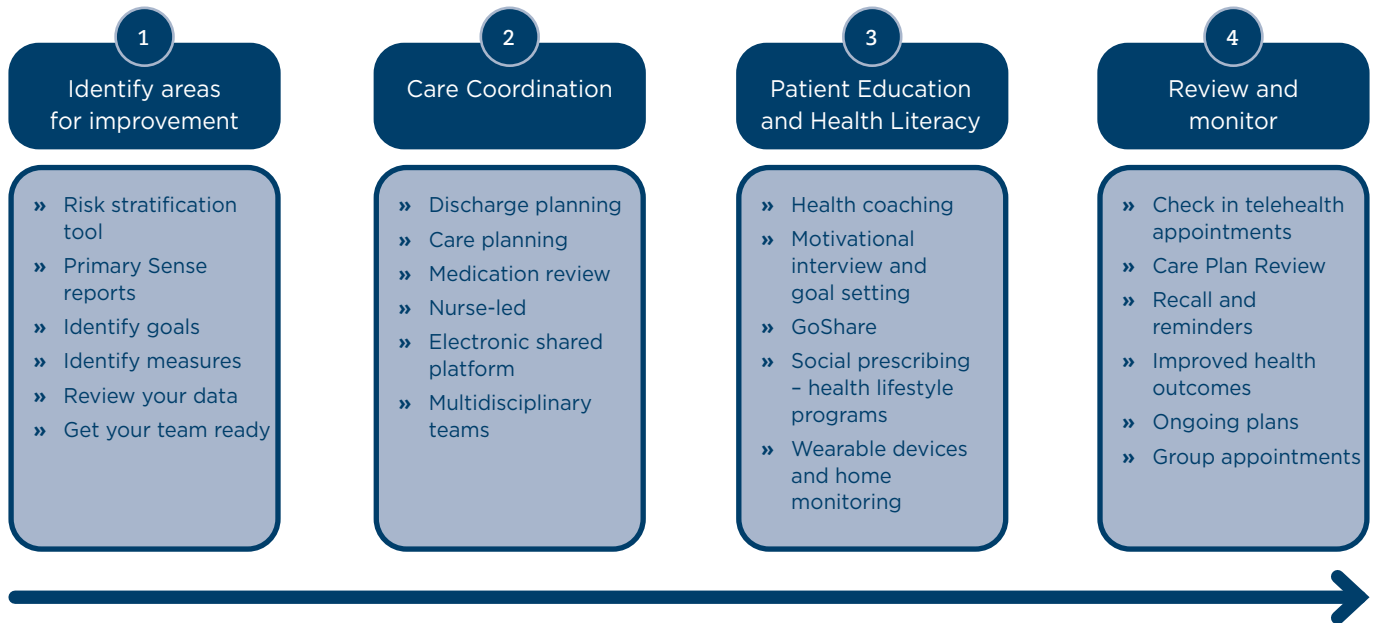
- » Reduced duplication of services and diagnostic tests.
- » Increase registration to MyMedicare.
- » Continuous professional development (CPD) points included.
- » Reduced urgent acute episodic care.
- » Improved relationships and communication between multidisciplinary team members.
- » MBS item numbers utilised with better effectiveness.
- » Strengthen staff capabilities and improve practice processes.
- » Fulfilling the requirements for Quality Improvement Practice Incentive.
- » Empowering staff through upskilling initiatives and optimising practice resources.
- » Improved outcomes for patients with chronic and/or complex conditions.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



Patient-centred Proactive Chronic Conditions Management program



Participating practices will receive:

- » A \$1,000 grant per practice to enable dedicated protected staff time to facilitate program participation.
- » Australian Primary Healthcare Nurses Association (APNA):
 - o Chronic Conditions Management and Healthy Ageing training
 - o face-to-face workshops
 - o community of practice
 - o ongoing follow up support.
- » INCA Integrated Shared Care Planning Platform:
 - o face-to-face training
 - o support to implement into practice processes.
- » [GoShare Voice](#) (artificial intelligence) packages:
 - o training
 - o support to implement into practice processes.
- » Digital Health 101 Course to enhance the digital health knowledge and capabilities of your staff.

Eligibility Criteria

Practice has in place or will establish:

- » a designated team consisting of:
 - o a general practitioner, to champion for practice quality improvement
 - o a team member with the primary responsibility for leading quality improvement systems and processes
 - o a practice nurse able to participate in the APNA Chronic Conditions Management Program.
- » adoption and implementation of:
 - o an electronic shared care platform - fully funded and provided by NQPHN
 - o the Primary Sense clinical data tool (dependent on compatibility) - fully funded and provided by NQPHN.



Further information

For more information, please contact the NQPHN Primary Care Engagement Team at pce@nqphn.com.au or complete the online expression of interest form by visiting <https://forms.office.com/r/4LctGhE6CA> or scanning the QR code.

