RACGP

Royal Australian College *of* General Practitioners

Standards

5th edition

Resource guide

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Healthy Profession.
Healthy Australia.

Standards, 5th edition: Resource guide

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We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.

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RACGP

Royal Australian College *of* General Practitioners

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Resource guide

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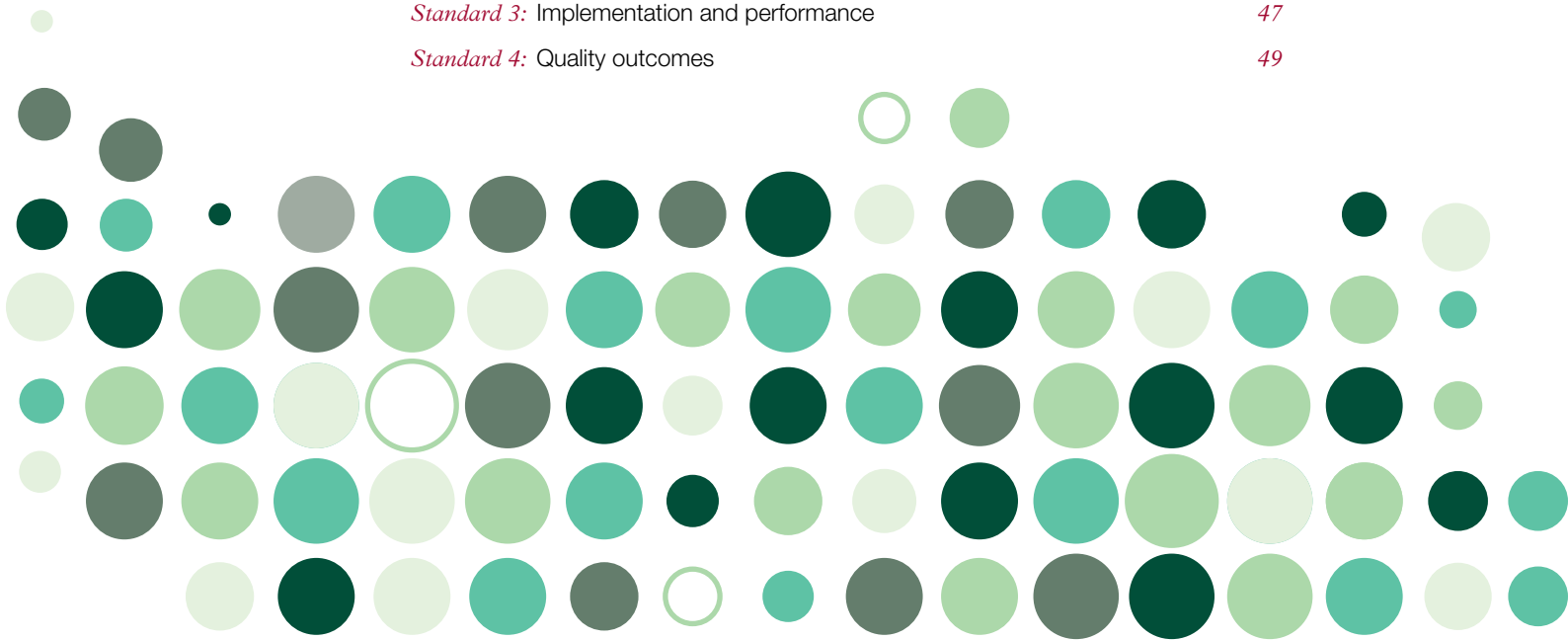

Introduction to the Resource guide

Purpose of the *Standards for general practices* (5th edition)

The Royal Australian College of General Practitioners (RACGP) has developed the fifth edition of the *Standards for general practices* (the Standards) with the purpose of protecting patients from harm by improving the quality and safety of general practices. The Standards also aid general practices in identifying and addressing any gaps in their systems and processes.

The modular format of the Standards allows for the development of additional modules specific to other healthcare settings.

Purpose of the *Resource guide*

This *Resource guide* is intended to be read in conjunction with the Standards. It contains useful supplementary information to the Standards to help practices meet the Indicators specified in each module of the 5th edition.

Resources and links listed in the *Resource guide* are a mixture of RACGP and non-RACGP resources. Some resources are freely available while others are only available to members or can be purchased; this has been indicated alongside the resource.

The information listed in the *Resource guide* is not an exhaustive list. The RACGP will make updates and changes to the information contained in the *Resource guide* as required.

Development of this edition

The *Resource guide* has been created to capture the information that is useful for practices but is not specifically related to the Indicators.

These changes were made as a direct result of stakeholder feedback.

The ◐ symbol indicates the resource is specific to helping services meet the Indicators in the *Standards for after-hours and medical deputising services.*

Core module

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Communication and patient participation 4

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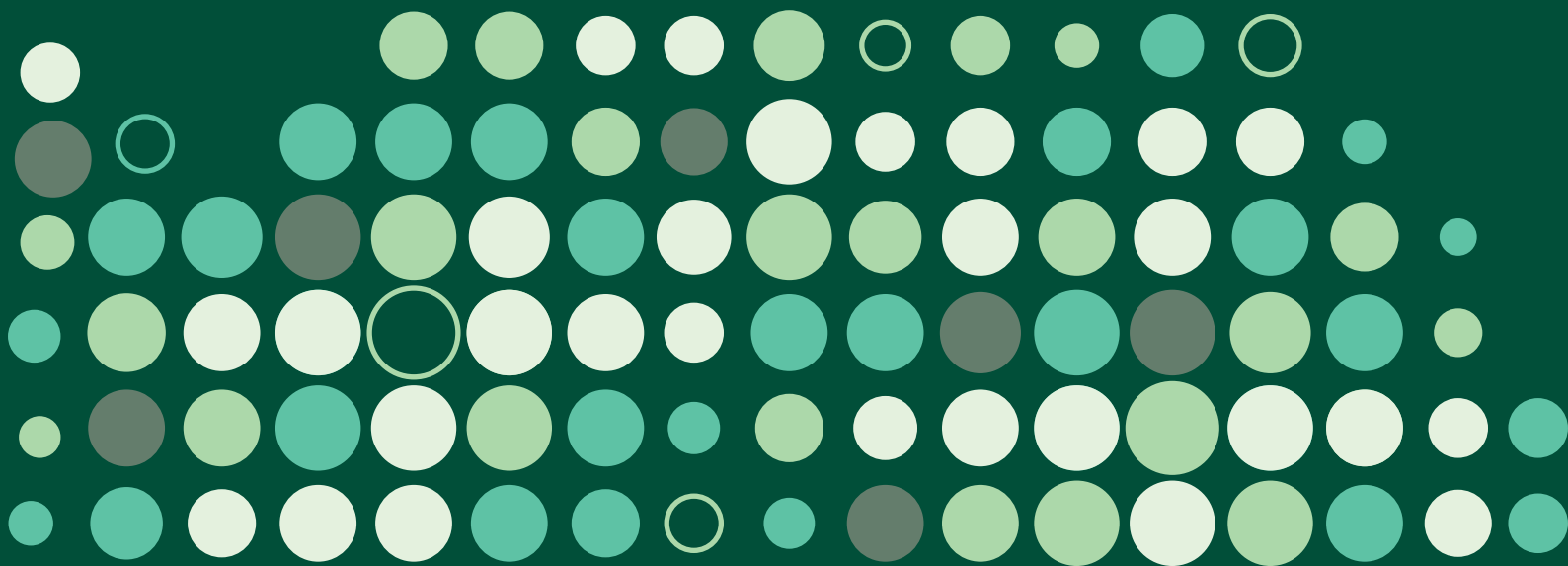

Standard 1

Communication and patient participation

Indicators in this section of the Standards relate to communication with patients.

CRITERION C1.1

Practice information

Practices may find the following resources and links useful when meeting this Criterion:

- Font style and size can be an issue for people with vision limitations. Vision Australia has produced print and web accessibility guidelines, available at www.visionaustralia.org/services/digital-access/services/accessibility-toolkit
- All advertising needs to comply with the Medical Board of Australia's *Good medical practice: A code of conduct for doctors in Australia*, available at www.medicalboard.gov.au/Codes-Guidelines-Policies/ Code-of-conduct.aspx
- The RACGP has produced a leaflet providing information to consumers, promoting the importance of having your own GP, the ways in which GPs can help, how to find a GP, and more. It is available at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/patient-information-leaflet

CRITERION C1.2

Telephone and electronic communications

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Privacy and managing health information in general practice*, available at www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy-of-health-information/key-concepts
- The RACGP's *Using email in general practice – Guiding principles*, available at www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-%E2%80%93-guiding-principles.pdf
- The RACGP's *Using email in general practice – Privacy and security matrix*, available at www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-privacy-and-security-matrix.pdf
- The RACGP's *Secure communications in general practice – Product list*, available at www.racgp.org.au/download/Documents/e-health/secure-communications-in-general-practice-product-list.pdf
- The RACGP's *Guide for the use of social media in general practice*, available at www.racgp.org.au/download/Documents/e-health/Social-media-guide-v5.pdf

- The National Relay Service provides a phone solution for people who are deaf or have a speech or hearing impairment. Further information is available at http://relayservice.gov.au
- The Translating and Interpreting Service (TIS National) provides access to phone and onsite interpreting services in over 160 languages and dialects. Further information is available at www.tisnational.gov.au
- The Australian Health Practitioner Regulation Agency (AHPRA) provides information for practices on the guidelines for advertising regulated health services. This information is available at www.ahpra.gov.au/publications/advertising-hub/advertising-guidelines-and-other-guidance/advertising-guidelines.aspx
- The World Health Organization (WHO) has published a safer primary care monograph on electronic tools, available at http://apps.who.int/iris/bitstream/10665/252374/1/9789241511667-eng.pdf?ua=1

CRITERION C1.3

Informed patient decisions

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has an information sheet on informed consent, available at www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/RACGP-Information-sheet-Informed-patient-decisions.pdf
- The National Prescribing Service (NPS) MedicineWise website provides an online version of leaflets produced by pharmaceutical companies, available to the general public at www.nps.org.au/medical-info/medicine-finder
- Reliable health information from the Department of Health, available at www.healthdirect.gov.au
- The National Health and Medical Research Council (NHMRC) has several resources that deal with consumers engaging in health research and dialogue with health professionals, including information about shared decision making between clinicians and patients, available at www.nhmrc.gov.au/guidelinesforguidelines/plan/consumer-involvement
- *Statement on consumer and community involvement in health and medical research (2016)*, available at www.nhmrc.gov.au/about-us/publications/statement-consumer-and-community-involvement-health-and-medical-research
- *Cultural competency in health: A guide for policy, partnerships and participation*, available at www.nhmrc.gov.au/about-us/publications/cultural-competency-health
- *Making decisions about tests and treatments: Principles for better communication between healthcare consumers and healthcare professionals*, available at www.nhmrc.gov.au/about-us/publications/making-decisions-about-tests-and-treatments
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) encourages patients to actively discuss with their healthcare provider the purpose, importance, benefits and risks associated with their care. Further information is available at www.safetyandquality.gov.au/publications-and-resources/resource-library/10-tips-safer-health-care
- The RACGP 'Position statement: Too much medicine' discusses the risks related to unnecessary tests and treatments, available at www.racgp.org.au/download/Documents/Policies/Clinical/Too-much-medicine.pdf

- The Medical Board of Australia *Good medical practice: A code of conduct for doctors in Australia*, section 3.5.2 advises that all procedures carried out by GPs must have informed patient consent, verbal or otherwise. The code of conduct is available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx

CRITERION C1.4

Interpreter and other communication services

Practices may find the following resources and links useful when meeting this Criterion:

- The Department of Social Services provides free interpreting services for general practitioners (GPs) (delivered by TIS National) when providing Medicare-rebateable consults in private practice to non–English speaking patients. These include the Doctors Priority Line (a free telephone interpreting service, available 24 hours a day, seven days a week) and onsite interpreting services (available subject to interpreter availability).

  Information on these services is available at www.tisnational.gov.au/en/Agencies/Charges-and-free-services/About-the-Free-Interpreting-Service or by calling 1300 575 847.

- A list of websites providing online translation services is available at www.word2word.com/free.html
- A free AUSLAN interpreting service for patients who are deaf is available at www.nabs.org.au
- Information about communicating with a person with impaired communication is available at www.betterhealth.vic.gov.au
- The Centre for Developmental Disability Health provides information about communicating with a person with an intellectual disability, available at www.cddh.monashhealth.org
- Multicultural NSW has some useful information about interpreting and translation, available at https://multicultural.nsw.gov.au/services/document-translation-services
- NPS MedicineWise works with other organisations to create resources that provide information for culturally and linguistically diverse communities on the quality use of medicines. Further information is available at www.nps.org.au/translated-info
- The Victorian Government has a translations directory, available at at www.healthtranslations.vic.gov.au
- Translated health information for culturally and linguistically diverse communities are available at www.materonline.org.au/services/refugee-services
- Aboriginal and Torres Strait Islander interpreter services in the Northern Territory are available at https://nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service/ about-the-aboriginal-interpreting-service
- Interpreter services for Western Australia are available at http://aiwaac.org.au/index.html
- A guide setting out good communication tips for talking to people with dementia is available at www.fightdementia.org.au/research-and-publications/papers-and-evaluations/talk-to-me
- The Victorian Department of Human Services provides information about communicating with people with disabilities at https://providers.dhhs.vic.gov.au/communicate-and-consult-people-disability

- The NSW Government has an appointment reminder tool that can be used to translate the appointment into your patient's language, available at www.swslhd.health.nsw.gov.au/refugee/appointment
- Cancer Council Victoria has a multilingual resource, available at www.cancervic.org.au/languages
- The RACGP's *Telephone consultations with patients requiring an interpreter: Information and support for GPs* provides guidance and support for telehealth consultations with patients who require an interpreter. It is available at www.racgp.org.au/clinical-resources/covid-19-resources/telehealth/telehealth-consultations-using-an-interpreter

CRITERION C1.5

Costs associated with care initiated by the practice

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Medicare Benefits Schedule online tool* assists GPs and practice staff to easily search for relevant item numbers, and create their own custom lists which can be downloaded and printed. It is available at www.racgp.org.au/running-a-practice/practice-management/business-operations/medicare-benefits-schedule-online-tool/
- The RACGP provides further detail on Medicare and billing, including information that can be used to education patients on costs associated with the care they receive. It is available at www.racgp.org.au/running-a-practice/practice-resources/medicare/medicare-and-billing
- Further information on the MBS is available at www.mbsonline.gov.au
- The Australian Medical Association (AMA) publishes fees lists and an indexation calculator, available to AMA members at www.ama.com.au/resources/fees-list

MBS Online provides guidance about the new and revised MBS items for urgent after-hours attendances that were introduced on 1 March 2018, available at www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2018-03-01-new-urgent-afterhours-items

Standard 2

Rights and needs of patients

Indicators in this section of the Standards address delivery of respectful and culturally appropriate care, the presence of a third party during a consultation, and access to services.

CRITERION C2.1

Respectful and culturally appropriate care

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *General practice patient charter*, available at www.racgp.org.au/running-a-practice/practice-standards/general-practice-patient-charter
- RACGP Aboriginal and Torres Strait Islander Health has developed
  - *An introduction to Aboriginal and Torres Strait Islander cultural protocols and perspectives*. This document provides background information on Aboriginal and Torres Strait Islander perspectives, along with an understanding of important protocols and other relevant cultural issues. It is available at www.racgp.org.au/the-racgp/faculties/aboriginal-and-torres-strait-islander-health/guides/an-introduction-to-cultural-protocols
  - *Cultural awareness education and cultural safety training*, available at www.racgp.org.au/download/Documents/AHU/cabooklet.pdf
- The federal *Disability Discrimination Act 1992*, as well as various state and territory disability services acts and equal opportunity acts, prohibit the discriminatory treatment of people based on their personal characteristics. Further information, and guides to the relevant legislation and links to state and territory agencies, is provided by the Australian Human Rights Commission at www.humanrights.gov.au
- The Australian Indigenous Doctors' Association has a position paper on cultural safety for Aboriginal and Torres Strait Islander doctors, medical students and patients, available at www.aida.org.au/wp-content/uploads/2017/06/Cultural_Safety.pdf
- The Medical Board of Australia has a useful document outlining the code of conduct for doctors in Australia, available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx
- The Australian Government prepared the *Aboriginal and Torres Strait Islander health performance framework 2014 report*, available at www.aihw.gov.au/reports/the-health-welfare-of-australia-s-aboriginal-torres-strait-islander-peoples/health-performance-framework-2014-detailed/contents/table-of-contents
- The World Health Organization (WHO) has published a safer primary care monograph on patient engagement, available at http://apps.who.int/iris/bitstream/10665/252269/1/9789241511629-eng.pdf?ua=1

- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has developed the *Australian charter of healthcare rights*, available at www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights
- Centre for Cultural Diversity in Ageing, available at www.culturaldiversity.com.au

CRITERION C2.2

Presence of a third party during a consultation

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a position statement on the use of chaperones, available at www.racgp.org.au/advocacy/position-statements/clinical-and-practice-management
- More information on guardianship is available at www.humanrights.gov.au/our-work/rights-people-disabilities-areas-need-increased-protection-index

CRITERION C2.3

Accessibility of services

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Rebirth of a clinic: A design workbook for architecture in general practice and primary care* is available for purchase at www.racgp.org.au/publications/ordering/tools
- The *Disability Discrimination Act 1992* provides protection against discrimination based on disability. It covers areas such as education, earning a living and access. A brief guide to the Act is available at www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act
- The *Disability (Access to premises – Buildings) standards 2010* apply to new buildings and renovations. A fact sheet on the Premises standards is available at www.humanrights.gov.au/guidelines-application-premises-standards
- When a new practice building is planned or renovations are to be undertaken, practices need to be aware of changed requirements, including
  - improvements in signage in relation to accessible facilities
  - increases in the number of accessible entrances and doorways to buildings
  - increases in circulation space requirements in most areas such as in lifts, accessible toilets and at doorways
  - the introduction of a requirement for passing and turning spaces on passage ways in some contexts.
- The Australian Medical Association (AMA) published the *Code of ethics* (revised in 2016), available at https://ama.com.au/position-statement/code-ethics-2004-editorially-revised-2006- revised-2016

Standard 3

Practice governance and management

Indicators in this section of the Standards address the overall structures, systems and processes that help practices provide high-quality, safe care.

CRITERION C3.1

Business operation systems

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *General practice business toolkit*, available for members to download at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-business-toolkit

  The toolkit consists of six modules:

  – Module 1: Becoming an owner of a general practice

  – Module 2: Your practice premises

  – Module 3: Marketing your practice

  – Module 4: Your practice finances

  – Module 5: Your practice team

  – Module 6: Closing, relocating, merging and selling your practice
- Business Victoria has a resource to assist practices to prepare and create a meaningful business plan, available at www.business.vic.gov.au/setting-up-a-business/how-to-start-a-business/write-a-business-plan
- business.gov.au is an online government resource providing information on planning, starting and growing a business. Information on risk management is available at www.business.gov.au/Risk-management
- Business Queensland has developed a suite of resources to help businesses identify, analyse, evaluate and treat risks, available at www.business.qld.gov.au/running-business/protecting-business/risk-management
- Business Victoria has developed resources to assist businesses in developing a risk management plan, available at https://business.vic.gov.au/business-information/protect-your-business/risk-management/prepare-a-risk-management-plan
- CPA Australia has published a *Risk management guide for small to medium businesses*, available at www.cpaaustralia.com.au/search#q=risk%20management&first=1&sort=relevancy&numberOfResults=20

CRITERION C3.2

Accountability and responsibility

Practices may find the following resources and links useful when meeting this Criterion:

- Module 5: Your practice team in the RACGP's *General practice business toolkit* provides advice regarding managing employee's performance, your obligations as an employer and staff safety, wellbeing and development. It is available at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-business-toolkit/general-practice-tool-kit/module-5/your-practice-s-team
- The RACGP's *A guide to performance management and support for general practitioners* is available at www.racgp.org.au/education/gps
- The RACGP's *A guide to management performance concerns in general practice registrars* is available at www.racgp.org.au/education/gps
- The RACGP's *A guide to understanding and managing performance concerns in international medical graduates* is available at www.racgp.org.au/education/gps
- The Fair Work Commission is Australia's national workplace relations tribunal. It has information for employees and employers (including small business employers), available at www.fwc.gov.au
- To assist employers to interpret and understand the *Fair Work Act 2009*, free employer advice is available on 1300 683 538 or at www.fairworkhelp.com.au
- The Australian Practice Nurses Association has developed a suite of resources related to the employment of practice nurses in general practices, available at http://healthypractices.apna.asn.au
- The Commonwealth Ombudsman has developed the *Better practice guide to complaint handling*, available at www.ombudsman.gov.au/publications/better-practice-guides
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has developed the *Complaints management handbook for healthcare services*, available at www.safetyandquality.gov.au/wp-content/uploads/2012/01/complntmgmthbk.pdf

CRITERION C3.3

Emergency response plan

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Managing pandemic influenza in general practice* (2nd edition) is designed to educate the practice team when responding to an influenza pandemic. It is available at www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics
- The RACGP's *Infection prevention and control standards for general practices and other office-based and community-based practices* (5th edition) is a guide to assist health professionals and other staff implementing procedures involving infection prevention and control. Topics include: how micro-organisms are acquired and grown; the use of standard and additional precautions; the correct use of personal protective equipment; the correct use of high filtration and surgical masks (eg N95/P2 masks); cleaning the practice environment and equipment; triage and disease surveillance systems in the general practice. It is available at www.racgp.org.au/your-practice/standards/infectioncontrol

- The RACGP's online Emergency Response Planning Tool (ERPT) was developed to assist general practices to better prepare for, respond to and recover from the impacts of emergencies and pandemics. The ERPT is subject to a subscription fee. Further information is available at www.racgp.org.au/your-practice/business/tools/disaster/erpt
- The RACGP provides a range of resources for providing care and support during disasters, including:
  - mental health in emergencies and disasters
  - bushfires in Australia
  - floods in Australia

These resources are available at www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/naturaldisasters

CRITERION C3.4

Practice communication and teamwork

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Guidelines for preventive activities in general practice* (9th edition) (Red Book) has a section on patient education and health literacy. Further information is available at www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/guidelines-for-preventive-activities-in-general-pr/preamble/introduction
- The Medical Board of Australia has developed *Good medical practice: A code of conduct for doctors in Australia*, available at www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has developed some resources on health literacy, available at www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/health-literacy

CRITERION C3.5

Work health and safety

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has published a useful tool to assist practices to deal with distressing situations and to keep staff safe. *General practice – A safe place: A guide for the prevention and management of patient-initiated violence* is available at www.racgp.org.au/running-a-practice/practice-management/business-operations/general-practice-a-safe-place
- The RACGP provides counselling for GPs facing crises in their professional or personal lives. Appointments for face-to-face or telephone counselling can be made by calling 1300 366 789 during business hours (pre-booking is essential). For traumatic incidents or crisis counselling call 1800 451 138 (24 hours a day, seven days a week).
- The RACGP acknowledges the pressures of working in general practice and has developed a special self-care guide for GPs. *Keeping the doctor alive: A self-care guidebook for medical practitioners* provides strategies to deal with stress and is available for members to download at www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Keeping-the-doctor-alive.pdf and can also be purchased at www.racgp.org.au/running-a-practice/practice-resources/ordering-publications

- Practices are advised to check the section of the *Australian immunisation handbook* (10th edition) on recommended vaccinations for healthcare workers, available at www.health.gov.au/resources/publications/the-australian-immunisation-handbook
- The Doctors' Health Advisory Service provides assistance for colleagues who may be in difficulty. Contact details for advisory services in each state and territory are available at www.dhas.org.au
- The Australian Association of Practice Management offers resources for its members at www.aapm.org.au
- The Australian Medical Association (AMA) supports safe working environments and provides the position statement 'Personal safety and privacy for doctors' at https://ama.com.au/position-statement/personal-safety-and-privacy-doctors-2005
- The AMA also has the following useful pages as reference material
  - https://ama.com.au/position-statement/sexual-harassment-medical-workplace
  - https://ama.com.au/position-statement/workplace-bullying-and-harassment
- Safe Work Australia coordinates and develops national policy and strategies. It is also a good resource if practices need to find the regulator in their state or territory. Further information is available at www.safeworkaustralia.gov.au
- A useful resource from the NSW Department of Health on a zero tolerance towards violence is available at www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_001.pdf
- Safe Work Australia coordinates and develops national policy and strategies. It is also a good resource if practices need to find the regulator in their state or territory. Further information is available at www.safeworkaustralia.gov.au

CRITERION C3.6

Research

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Research FAQ* provides answers to frequently asked questions about Criterion C3.6 – Research in the *Standards for general practices* (5th edition). It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/factsheets
- Further information about research in general practice, including the requirements for ethics approval, can be found in the National Health and Medical Research Council's (NHMRC) 'National statement on ethical conduct in human research', available at www.nhmrc.gov.au/about-us/publications/national-statement-ethical-conduct-human-research-2007-updated-2018
- The NHMRC also provides human research ethics information at www.nhmrc.gov.au/about-us/resources/activity-human-research-ethics-committees-and-certified-institutions
- Information on ethical research in Australian Indigenous studies is available at http://aiatsis.gov. au/research/ethical-research/guidelines-ethical-research-australian-indigenous-studies

Standard 4

Health promotion and preventive activities

The Indicator in this section of the Standards focuses on practices providing information to their patients on health promotion, illness prevention and preventive care.

CRITERION C4.1

Health promotion and preventive care

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Guidelines for preventive activities in general practice* (Red Book), available at www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/guidelines-for-preventive-activities-in-general-pr/preamble/introduction
- The RACGP's *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book), available at www.racgp.org.au/greenbook
- The RACGP's *Smoking, nutrition, alcohol and physical activity (SNAP): A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors, available at www.racgp.org.au/your-practice/guidelines/snap
- The RACGP's *General practice management of type 2 diabetes: 2016–18*, available at www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/management-of-type-2-diabetes
- The RACGP's *Handbook of non-drug interventions* (HANDI), available at www.racgp.org.au/clinical-resources/clinical-guidelines/handi
- The RACGP *Clinical guidelines for musculoskeletal diseases, clinical guidelines for general practitioners and other primary care health professionals for osteoarthritis, rheumatoid arthritis, juvenile idiopathic arthritis and osteoporosis*, available at www.racgp.org.au/guidelines/musculoskeletaldiseases
- *gplearning* is the RACGP's online portal that provides general practice education. The learning modules are available at www.racgp.org.au/education/professional-development/online-learning/gplearning
- The National Vascular Disease Prevention Alliance provides an Australian absolute cardiovascular disease risk calculator at www.cvdcheck.org.au
- Information on cancer screening is available at www.cancerscreening.gov.au
- The Australian type 2 diabetes risk assessment tool (AUSDRISK) is an evidence-based diabetes risk assessment tool that can directly link into the provision of a lifestyle modification program for patients who are found to be at risk of diabetes. The tool is available at www.health.gov. au/internet/main/publishing.nsf/Content/chronic-diab-prev-aus
- Dietary guidelines providing evidence-based recommendations on how to eat a healthy diet to maintain good health are available at www.eatforhealth.gov.au

- Exercise and Sports Science Australia (ESSA) is the peak professional body representing exercise and sports science professionals. ESSA provides a range of resources to support physical activity participation, including
  - 'Exercise is medicine', available at http://exerciseismedicine.com.au
  - 'Healthy eating activity and lifestyle', available at www.essa.org.au/Public/HEAL_Program/The_HEAL_Program.aspx
  - 'Adult pre-exercise screening system', available at www.essa.org.au/Public/ABOUT_ESSA/Pre-Exercise_Screening_Systems.aspx
  - a search function to locate accredited exercise physiologists at www.essa.org.au
- The World Health Organization (WHO) has published a series of educative monographs on safer primary care. These monographs explore the magnitude and nature of harm in the primary care setting from a number of different angles. They aim to raise awareness about issues that could be targeted for improving the safety of primary care and are available at www.who.int/patientsafety/topics/primary-care/technical_series/en

Standard 5

Clinical management of health issues

Indicators in this section of the Standards focus on accessing the relevant clinical information to facilitate the diagnosis and management of health issues.

CRITERION C5.1

Diagnosis and management of health issues

Guidelines on clinical care are available from the following sources:

- The RACGP's *Guidelines for preventive activities in general practice* (Red Book) is available at www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/guidelines-for-preventive-activities-in-general-pr/preamble/introduction
- The RACGP's *Medical care of older persons in residential aged care facilities* (Silver Book) is available at www.racgp.org.au/guidelines/silverbook
- The RACGP's *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book) is available at www.racgp.org.au/greenbook
- The RACGP's *Smoking, nutrition, alcohol and physical activity (SNAP): A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors. It is available at www.racgp.org.au/guidelines/snap
- Cancer Council Australia's Clinical Guidelines Network has developed high standards of preparation and evaluation for health professionals. Further information is available at www.cancer.org.au/healthprofessionals/clinicalguidelines.htm
- *Australian medicines handbook*, https://shop.amh.net.au
- Australian Prescriber, www.nps.org.au/australian-prescriber
- The Central Australian Rural Practitioners Association provides the *CARPA standard treatment manual* at https://docs.remotephcmanuals.com.au/review/a/20318?group=manuals2017-manuals
- Cochrane Australia's library, http://australia.cochrane.org/cochrane-library
- Diabetes Australia, www.diabetesaustralia.com.au
- National Aboriginal Community Controlled Health Organisation, www.naccho.org.au
- National Asthma Council, www.nationalasthma.org.au
- The National Health and Medical Research Council's (NHMRC's) published guidelines and publications at www.nhmrc.gov.au/about-us/publications
- National Heart Foundation, www.heartfoundation.org.au
- National Prescribing Service (NPS), www.nps.org.au
- Rational Assessment of Drugs and Research, www.nps.org.au/radar
- The Royal Children's Hospital Melbourne provides clinical guidelines, available at www.rch.org.au/clinicalguide

- Therapeutic Guidelines are available for purchase at www.tg.org.au
- The Australian Institute of Health and Welfare's (AIHW's) report *Australia's health 2020: Data insights* profiles current health issues, and is available at www.aihw.gov.au/reports/australias-health/australias-health-2020-data-insights/contents/summary
- The Department of Veterans' Affairs has released a therapeutic brief as part of the Veterans' MATES project, *Getting your patients on board: The annual diabetes cycle of care*. This focuses on veteran patients recently diagnosed with diabetes and supports the early implementation of the diabetes cycle of care. Copies of the therapeutic brief and veteran brochure have been mailed to all GPs who treat veterans identified in the Repatriation Pharmaceutical Benefits Scheme (RPBS) dispensing data, as well as to veteran patients who have been initiated on a diabetes medicine in the last four years, or who have received a service indicative of a patient with recently diagnosed diabetes. For further information visit www.veteransmates.net.au/topic-43
- The Australasian Society for Infectious Diseases' *Recommendations for comprehensive post-arrival health assessment for people from refugee-like backgrounds* is available at www.asid.net.au/documents/item/1225
- The *Australian refugee health practice guide* is available at http://refugeehealthnetwork.org.au/learn/guides
- The Australian Commission on Safety and Quality in Health Care's (ACSQHC's) *Ensuring correct patient, correct site, correct procedure protocol* is available at www.safetyandquality.gov.au/our-work/patient-identification/patient-procedure-matching-protocols/ensuring-correct-patient-correct-site-correct-procedure-protocol
- The World Health Organization (WHO) has published a safer primary care monograph on diagnostic errors which can be found here http://apps.who.int/iris/bitstream/10665/252410/1/9789241511636-eng.pdf?ua=1

CRITERION C5.2

Clinical autonomy for practitioners

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a number of resources relating to appropriate diagnostic testing, including
  - a position statement, 'Responding to patient requests for tests not considered clinically appropriate'
  - a patient information sheet on appropriate diagnostic testing
  - a template letter to complementary and alternative medicine practitioners regarding appropriate diagnostic testing.

These resources are all available at www.racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management

- Further information on health practitioner codes of conduct is available at www.ahpra.gov.au/search.aspx?q=codes%20of%20conduct
- Additional information is available in the Australian Medical Association's (AMA's) *Code of ethics* at https://ama.com.au/position-statement/code-ethics-2004-editorially-revised-2006-revised-2016
- The Medical Board of Australia has information on codes of conduct, available at www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx

CRITERION C5.3

Clinical handover

Practices may find the following resources and links useful when meeting this Criterion:

- The *Medical Journal of Australia* has published a supplement issue titled 'Clinical handover: Critical communications'. It is available at www.mja.com.au/journal/2009/190/11/clinical-handover-critical-communications
- The Australian Medical Association (AMA) provides information on transfer of patients from general care to hospitals. This information is located at https://ama.com.au/gp-network-news/updated-general-practicehospitals-transfer-care-arrangements-position-statement
- Standard 6 in the Australian Commission on Safety and Quality in Health Care's (ACSQHC's) *National safety and quality health service standards* relates to clinical handover, available at www.nationalstandards.safetyandquality.gov.au/6.-communicating-safety
- The ACSQHC also has a resource relating to clinical handover improvement, available at www.safetyandquality.gov.au/our-work/clinical-communications/clinical-handover/ossie-guide

Standard 6

Information management

Indicators in this section of the Standards address the structures, systems and processes to support how practices manage patient information.

CRITERION C6.1

Patient identification

Practices may find the following resources and links useful when meeting this Criterion:

- Information on healthcare identifiers and the *Healthcare Identifiers Act 2010* is available from the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au/privacy/other-legislation/healthcare-identifiers
- Rand Corporation, a nonprofit research organisation, provides further information about the importance of correctly identifying patients at www.rand.org/pubs/monographs/MG753.html
- The National Health Service (NHS) England has published some information on 'vouching' for patients in *Good practice guidance on identity verification*, available at www.england.nhs.uk/wp-content/uploads/2015/03/identity-verification.pdf

CRITERION C6.2

Patient health record systems

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP's *A guide for hardware and software requirements in general practice* is designed to assist general practices when determining IT requirements. It is available at www.racgp.org.au/running-a-practice/technology/workplace-technologies/using-technology/hardware-and-software-requirements

CRITERION C6.3

Confidentiality and privacy of health and other information

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Privacy and managing health information in general practice* provides further information about safeguards and procedures required by general practices in order to meet appropriate legal and ethical standards concerning the privacy and security of patient records. It is available at http://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy-of-health-information/key-concepts

- The RACGP has developed a privacy policy template to assist general practices in complying with the requirements of the Australian Privacy Principles. This is available at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-policy-and-procedure-templates
- The RACGP's *Managing external requests for patient information* provides guidance for general practices about which data elements are to be extracted from a patient's electronic medical record when responding to an external request for their record. This document is to be used after the decision has been made by the practice to provide a third party with a copy of (or part of) a patient's medical record. This resource is available at www.racgp.org.au/running-a-practice/technology/workplace-technologies/improvements-through-technology/managing-external-requests-for-patient-information
- The RACGP's *Social media in general practice* provides information on social media's advantages and disadvantages, tips for using social media in the general practice context and a policy template that can be adapted to your practice. It is available at www.racgp.org.au/running-a-practice/technology/business-technology/social-media/social-media-in-general-practice/about-this-guide
- The RACGP's *Responding to online reviews* provides information for GPs about how to deal with online consumer reviews. It is available at www.racgp.org.au/running-a-practice/technology/business-technology/social-media/responding-to-online-reviews-factsheet
- The RACGP's Practice Incentive Program eHealth Incentive (ePIP) provides reference material relating to the eHealth Incentive, My Health Record, secure messaging, clinical coding and electronic transfer of prescriptions requirements. It is available at www.racgp.org.au/download/Documents/e-health/Practice-Incentive-Program-eHealth-Incentive-ePIP-General-Information.pdf
- The Australian Health Practitioner Regulation Agency (AHPRA) has developed a social media policy for registered health practitioners. It is available at www.ahpra.gov.au/search.aspx?q=social%20media%20policy
- The Australian Medical Association (AMA) has useful information about online professionalism for medical practitioners and medical students. It is available at https://ama.com.au/article/social-media-and-medical-profession
- Information on the Australian Privacy Principles is available at www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles
- The Australian Privacy Principles form part of the *Privacy Act 1988*, available at www.legislation.gov.au/Details/C2016C00838
- The OAIC lists each state and territory's privacy legislation, available at www.oaic.gov.au/privacy-law/other-privacy-jurisdictions

Other relevant legislation may also apply and practices are encouraged to check their own state or territory's legislative requirements relating to health records and information privacy, to ensure compliance.

CRITERION C6.4

Information security

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Information security in general practice* provides practices with information and recommendations that will raise awareness of contemporary security issues and help protect against exposure to loss of sensitive data. This resource is available at www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice
- The RACGP's *Reducing the environmental impact of a general practice* and accompanying e-waste policy template provide information on the use of resources, how to reduce use and how to safely, thoughtfully and correctly recycle and dispose of e-waste from your practice. It is available at www.racgp.org.au/running-a-practice/security/managing-practice-information/e-waste
- The RACGP has developed some guidance for practices on the use of email in general practice. This information is available at www.racgp.org.au/running-a-practice/technology/business-technology/using-email-in-general-practice
- Information about the Australian Privacy Principles is available at www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles
- The Australian Government's Digital Health Agency provides standards, tools and guides to build and implement secure systems, available at www.digitalhealth.gov.au
- The Office of the Australian Information Commissioner (OAIC) has information on handling personal information security breaches, available at www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme
- The OAIC has a useful publication about the Australian Privacy Principles, in which Chapter 11 covers information security, available at www.oaic.gov.au/agencies-and-organisations/app-guidelines/chapter-11-app-11-security-of-personal-information
- The OAIC's *Consultation draft: Guide to information security – 'Reasonable steps' to protect personal information*, available at www.oaic.gov.au/privacy/guidance-and-advice/guide-to-securing-personal-information/
- The Department of Health has published *Administrative record keeping guidelines for health professionals*, available at www.health.gov.au/internet/main/publishing.nsf/Content/admin-record-keeping-guide

Standard 7

Content of patient health records

Indicators in this section of the Standards describe the various elements required for a practice to meet to ensure patient health records are accurate and comprehensive.

CRITERION C7.1

Content of patient health records

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Smoking, nutrition, alcohol and physical activity* (SNAP): *A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors. It is available at www.racgp.org.au/your-practice/guidelines/snap
- The Australian Institute of Health and Welfare's (AIHW's) *National best practice guidelines for collecting Indigenous status in health data sets* provides useful background information and practical advice and is available at www.aihw.gov.au/reports/indigenous-australians/national-guidelines-collecting-health-data-sets/contents/table-of-contents
- The Australian Medical Association (AMA) (Victoria) has released an online learning resource, 'Advance care planning: Have the conversation'. It is a free online training resource relevant for practitioners working with their patients. This site will require you to log in and can be accessed at https://amavic.mygo1.com
- Advance Care Planning Australia has a useful website with information for health professionals, available at http://advancecareplanning.org.au

The following links are to each state and territory's legislation and requirements for the retention of health records (please note, this information is subject to change):

Australian Capital Territory

- *Health Records (Privacy and Access) Act 1997*
  www.legislation.act.gov.au/a/1997-125/current/pdf/1997-125.pdf

New South Wales

- *Health Records and Information Privacy Act 2002*
  www.legislation.nsw.gov.au/#/view/act/2002/71
- *Health Practitioner Regulation (New South Wales) 2010*
  www.legislation.nsw.gov.au/regulations/2010-333.pdf
- *State Records Act 1998*
  www.legislation.nsw.gov.au/view/html/inforce/current/act-1998-017

Northern Territory

- *Information Act 2017*
  https://infocomm.nt.gov.au/about-us/the-information-act

Queensland

- *Public Records Act 2002*
  www.legislation.qld.gov.au/view/html/inforce/current/act-2002-011

South Australia

- *State Records Act 1997*
  www.legislation.sa.gov.au/LZ/C/A/STATE%20RECORDS%20ACT%201997.aspx

Tasmania

- *Archives Act 1983*
  www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_924_homepage.html

Victoria

- *Health Records Act 2001*
  www.legislation.vic.gov.au/in-force/acts/health-records-act-2001/046

Western Australia

- *State Records Act 2000*
  www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_924_homepage.html

Standard 8

Education and training of the practice team

Indicators in this section of the Standards focus on the systems that the practice uses to verify employees' qualifications, and ensure that each employee receives continuing education and training that is appropriate for their role.

CRITERION C8.1

Education and training of non-clinical staff

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Frequently asked questions for cardiopulmonary resuscitation (CPR) requirements in general practices* provides further detail on CPR requirements in general practice. It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/factsheets
- The Australian Resuscitation Council guidelines on instructor competencies for cardiopulmonary resuscitation (CPR) training are available at http://resus.org.au/guidelines

Quality improvement module

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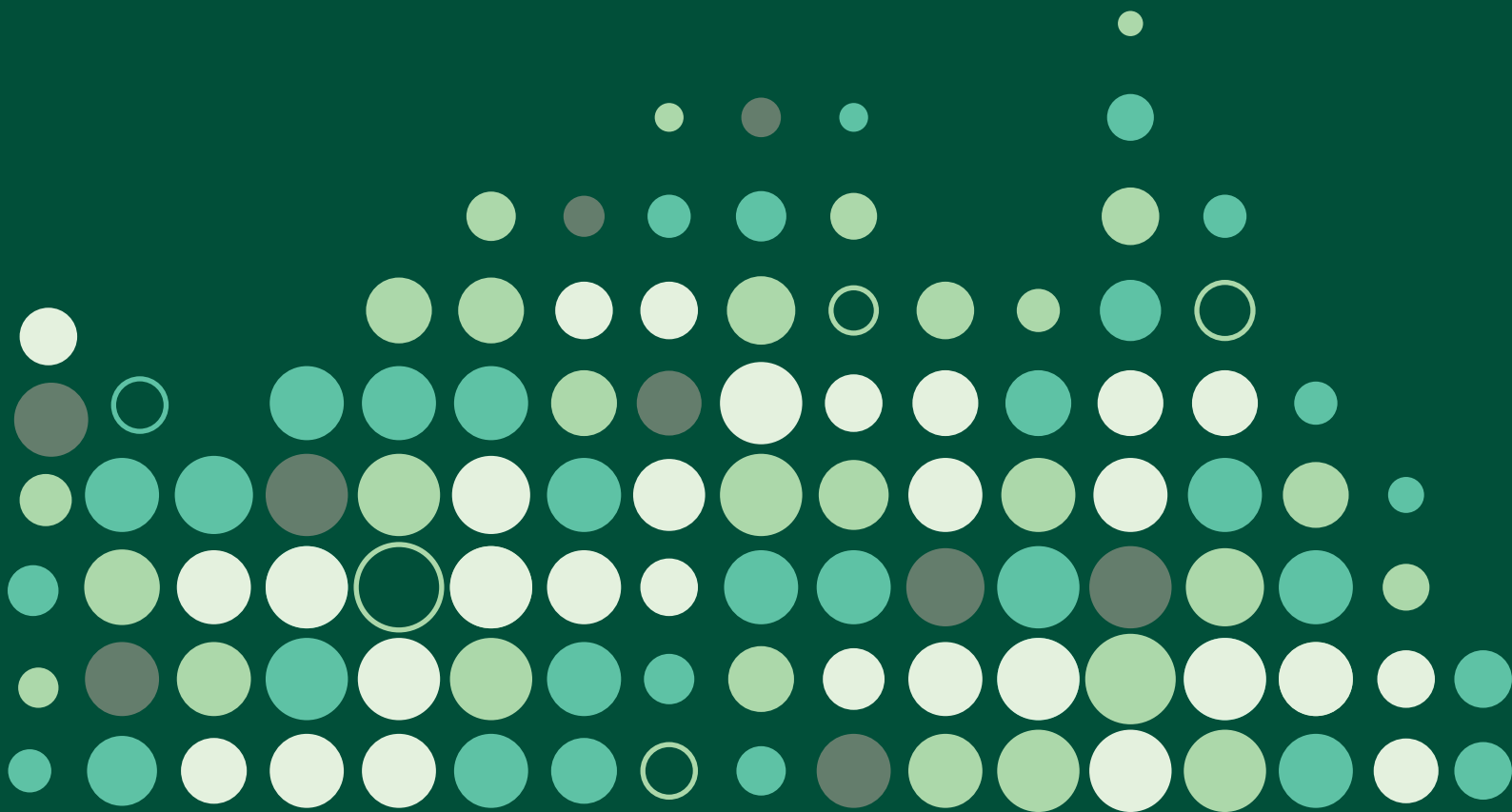

Standard 1

Quality improvement

Indicators in this section of the Standards are directly related to the implementation of quality improvement activities within the practice, including ensuring that the practice team is engaged with this process.

CRITERION QI1.1

Quality improvement activities

Practices may find the following resources and links useful when meeting this Criterion:

- The January–February 2007 issue of the RACGP's *Australian Family Physician* (*AFP*) discussed the theory of quality improvement in general practice and included an examination of the RACGP's quality framework, and is available at www.racgp.org.au/afp/200701
- The RACGP's Continuing Professional Development (CPD) Program offers a wealth of quality improvement tools and guides including clinical audit mechanisms. Further information is available at www.racgp.org.au/education/qicpd-program
- The RACGP has produced and endorsed a wide range of guidelines to assist GPs and practice teams in their work. These resources are available at www.racgp.org.au/your-practice/guidelines
- The National Prescribing Service (NPS) offers free quality improvement activities that help GPs review their prescribing habits, available at www.nps.org.au/cpd
- Australian Primary Care Collaboratives offer learning workshops on a model for improvement at www.apcc.org.au
- The *Measurement for improvement toolkit* is produced by the Australian Commission on Safety and Quality in Health Care (ACSQHC) and is available at www.safetyandquality.gov.au/wp-content/uploads/2012/01/measurement-for-Improvement-toolkit-a.pdf

CRITERION QI1.2

Patient feedback

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's fact sheet *Patient feedback – required demographics and themes for collection* provides rationale for why collecting patient demographics and answers across various themes is important within the patient feedback process. It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/factsheets
- Practices should try to resolve patient complaints themselves. If the matter cannot be resolved, the relevant health complaints commissioner can be contacted by the practice or by the patient for advice and possible mediation. Section 3 of the Medical Board of Australia's *Good medical practice: A code of conduct for doctors in Australia* contains advice about managing complaints at the practice level. This is available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx

- The Australian Commission on Safety and Quality in Health Care's (ACSQHC's) *Better practice guidelines on complaints management for health care services* provides guidance on effective complaints management in the Australian healthcare setting and is available at www.safetyandquality.gov.au/publications-and-resources/resource-library/better-practice-guidelines-complaints-management-health-care-services

CRITERION QI1.3

Improving clinical care

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP's *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book) has a section on the plan, do, study, act (PDSA) cycle – a useful way of undertaking quality improvement. It is available at www.racgp.org.au/download/Documents/Guidelines/Greenbook/RACGP-Green-book-3rd-edition.pdf#page=82

Standard 2

Clinical indicators

Indicators in this section of the Standards relate to areas that help practitioners to provide high-quality clinical care to their patients.

CRITERION QI2.1

Health summaries

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's electronic records resource page provides key resources and general guidance to promote the adoption and meaningful use of technologies in general practice. Further information is available at www.racgp.org.au/running-a-practice/technology/workplace-technologies/electronic-records
- The RACGP's resource *Improving health record quality in general practice*, provides guidance on what constitutes a high-quality health record and tips on how to maintain accurate records and health summaries. Further information is available at www.racgp.org.au/running-a-practice/practice-resources/general-practice-guides/improving-health-record-quality

CRITERION QI2.2

Safe and quality use of medicines

Practices may find the following resources and links useful when meeting this Criterion:

- The Department of Health's National Medicines Policy aims to improve positive health outcomes for Australians through their access to and use of medicines. Further information is available at www.health.gov.au/nationalmedicinespolicy
- Consumer Medicines Information can assist patients in understanding their medicines. Where patients cannot understand written language or where information is not available in the patient's language, the use of pictorial media or translators may be appropriate. It is particularly important that patients understand the difference between generic drugs and trade named drugs so dosage problems are avoided. Further information is available at www.tga.gov.au/consumer-medicines-information-cmi
- The Australian Pharmaceutical Advisory Council's *Guiding principles for medicines management in the community* is available at www1.health.gov.au/internet/main/publishing.nsf/650f3eec0dfb990fca25692100069854/3b48796d9e2ddd8aca257bf00021ddb8/$FILE/Guiding-principles-for-medication-management-in-the-community-quick-reference.pdf
- The National Prescribing Service (NPS), www.nps.org.au or 1300 888 763
- The Department of Health and Human Services (Victoria) Better Health Channel website, www.betterhealth.vic.gov.au (type 'medicines guide' in the search function)

- The Department of Health's list of publications, www.health.gov.au/internet/main/publishing.nsf/content/health-publicat.htm
- Medicines Australia, https://medicinesaustralia.com.au
- Community pharmacists can assist in providing a comprehensive review of a patient's medicines and feedback to the GP, either through an in-pharmacy Medicines Use Review or an in-depth Home Medicines Review.
- For information on jurisdictional requirements relating to Schedule 4 and 8 medicines, refer to the drugs and poisons branch of the relevant jurisdiction:

Australian Capital Territory	South Australia
Pharmaceutical services, ACT Health **02 6205 0998** http://health.act.gov.au/public-information/businesses/pharmaceutical-services	**Medicines and technology programs, SA Health** **08 8204 1942** www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/legislation/controlled+substances+legislation?contentIDR=e3181f804dda00c2a253fe6d722e1562&useDefaultText=1&useDefaultDesc=1
New South Wales	**Tasmania**
Pharmaceutical services, NSW Health **02 9391 9944** www.health.nsw.gov.au/pharmaceutical/Pages/Legislation.aspx	**Pharmaceutical services, Department of Health and Human Services** **03 6166 0400** www.dhhs.tas.gov.au/psbtas
Northern Territory	**Victoria**
Medicines and poisons control, Department of Health **08 8922 7341** https://nt.gov.au/industry/licences/medicines-and-poisons-retailers-wholesalers-and-manufacturers/storage	**Drugs and poisons regulation group, Department of Health and Human Services** **1300 364 545** www2.health.vic.gov.au/public-health/drugs-and-poisons/scheduled%20medicines
Queensland	**Western Australia**
Medicines and poisons, Queensland Health **07 3328 9310** www.health.qld.gov.au/system-governance/licences/medicines-poisons/legislation-standards/medicines	**Medicines and poisons regulation branch, Department of Health** **08 9222 6883** ww2.health.wa.gov.au/Articles/N_R/Pharmaceutical-Services-Branch

- The NPS Medicines Line (1300 633 424) is a telephone service providing consumers with information on prescription, over-the-counter and complementary (herbal, 'natural', vitamin and mineral) medicines. Patients can be referred from anywhere in Australia for the cost of a local phone call (calls from mobiles may cost more).
- *Guiding principles to achieve continuity in medication management*, www1.health.gov.au/internet/main/publishing.nsf/650f3eec0dfb990fca25692100069854/3b48796d9e2ddd8aca257bf00021ddb8/$FILE/Guiding-principles-to-achieve-continuity-in-medication-management.pdf
- *Guiding principles for medication management in the community*, www1.health.gov.au/internet/publications/publishing.nsf/Content/nmp-guide-medmgt-jul06-contents
- *Guiding principles for medication management in residential aged care facilities*, www.health.gov.au/internet/main/publishing.nsf/Content/nmp-pdf-resguide-cnt.htm

- The Department of Health's Therapeutic Goods Administration safeguards and enhances the health of the Australian community through the regulation of therapeutic goods. Further information is available at www.tga.gov.au
- Further information on medicine-wise approaches is available at www.nps.org.au/topics/how-to-be-medicinewise/managing-your-medicines/medicines-list
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) published the *Antimicrobial stewardship clinical care standard*, available at www.safetyandquality.gov.au/our-work/clinical-care-standards/antimicrobial-stewardship-clinical-care-standard
- The World Health Organization (WHO) has published a safer primary care monograph on medication errors, available at http://apps.who.int/iris/bitstream/10665/252274/1/9789241511643-eng.pdf?ua=1
- *Medication management and supply: A guide for general practice*, available for members to download at www.racgp.org.au/running-a-practice/practice-resources/general-practice-guides/medical-management-and-supply

Standard 3

Clinical risk management

Indicators in this section of the Standards support a practice's implementation of an appropriate clinical risk management system, in order to ensure that quality care is provided.

CRITERION QI3.1

Managing clinical risks

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Clinical risk management in general practice*. This quality and safety improvement guide and education resource for individual and group-based learning is available for members to download at www.racgp.org.au/your-practice/business/tools/safetyprivacy/clinical-risk-management-in-general-practice
- The Medical Board of Australia's *Good medical practice: A code of conduct for doctors in Australia*, section 3.10, (available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx) provides useful information on dealing with adverse events.

CRITERION QI3.2

Open disclosure

Practices may find the following resource and link useful when meeting this Criterion:

- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has valuable information on open disclosure, available at www.safetyandquality.gov.au/our-work/clinical-governance/open-disclosure
- The ACSQHC's guide titled *Implementing the Australian Open Disclosure Framework in small practices*, available at www.safetyandquality.gov.au/publications-and-resources/resource-library/implementing-australian-open-disclosure-framework-small-practices

General practice module

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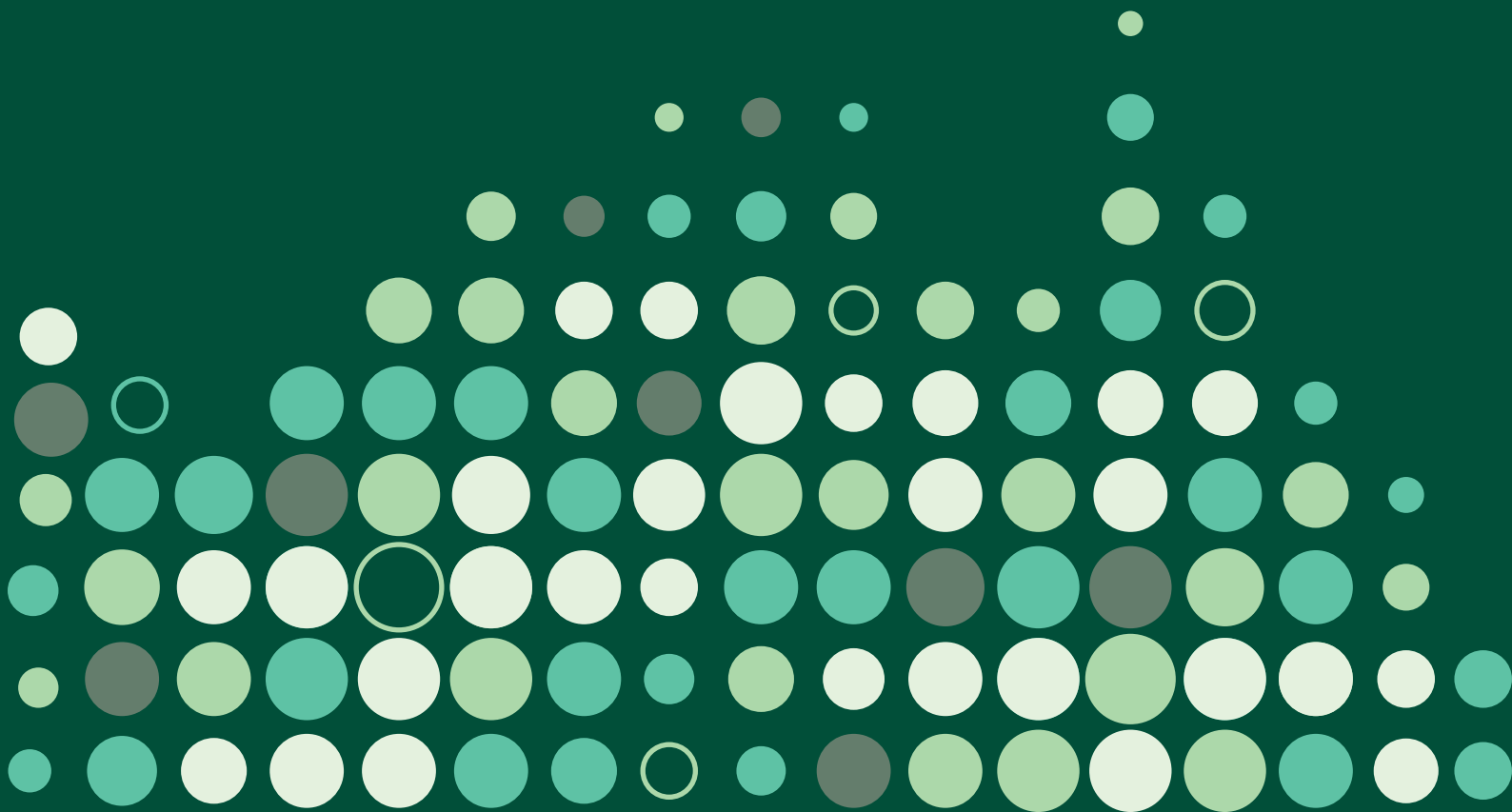

Standard 1

Access to care

Indicators in this section of the Standards specify the care that general practices and clinicians need to directly provide to their patients, as well as the systems that support patient care.

CRITERION GP1.1

Responsive system for patient care

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Guide to providing telephone and video consultations in general practice* outlines the clinical, administrative and technical considerations for practices introducing telehealth for the first time. It is available at www.racgp.org.au/clinical-resources/covid-19-resources/telehealth/guide-to-provide-phone-and-video-consultation
- The RACGP's *Telephone and video consultations in general practice: Flowcharts* provide practical steps to take in setting up your practice for telephone and video consultations. It is available at www.racgp.org.au/clinical-resources/covid-19-resources/telehealth/phone-and-video-consultations-in-general-practice
- The RACGP's *Video consultations with patients suspected of having COVID-19* outlines the steps for conducting a video consultation with a patient who may have COVID-19. It is available at www.racgp.org.au/clinical-resources/covid-19-resources/telehealth/video-consultation-with-patients-suspected-covid19
- Further information on conducting technology-based consultations is in the Medical Board of Australia's *Guidelines for technology-based patient consultations*, available at www.medicalboard.gov.au/Codes-Guidelines-Policies
- The flowchart 'Triage: A guide to urgency for non-clinical staff in general practice for telephone and walk-in presentations' is available at www.practiceassist.com.au/PracticeAssist/media/ResourceLibrary/General%20Practice%20Accreditation/ACCREDITATION_POSTER_Front_Desk_Triage_V1.pdf

CRITERION GP1.2

Home and other visits

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP's *General practice – A safe place: A guide for the prevention and management of patient-initiated violence* outlines a range of practical strategies to assist general practices to appropriately minimise risks of violence. It is available at www.racgp.org.au/running-a-practice/practice-management/business-operations/general-practice-a-safe-place
- The RACGP's *Supporting continuity and access: A guide to establishing an agreement between your general practice and an after-hours service provider* is a resource designed to assist general

practices when entering into formal agreement with an after-hours service provider. It includes:

- a checklist that can assist in guiding a conversation between a practice and an after-hours service provider when developing an agreement
- an example agreement that could be adapted by a practice when appointing an after-hours service as its provider of after-hours medical services.

It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-for-other-health-care-settings/view-all-health-care-standards/after-hours-and-medical-deputising-services

CRITERION GP1.3

Care outside normal opening hours

Practices may find the following resource and link useful when meeting this Criterion:

- The Department of Health describes the arrangements for after-hours primary healthcare at www.health.gov.au/internet/main/publishing.nsf/Content/primary-ahphc

The RACGP's *Supporting continuity and access: A guide to establishing an agreement between your general practice and an after-hours service provider* is a resource designed to assist general practices when entering into formal agreement with an after-hours service provider. It includes:

- a checklist that can assist in guiding a conversation between a practice and an after-hours service provider when developing an agreement
- an example agreement that could be adapted by a practice when appointing an after-hours service as its provider of after-hours medical services.

It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-for-other-health-care-settings/view-all-health-care-standards/after-hours-and-medical-deputising-services

Standard 2

Comprehensive care

Indicators in this section of the Standards relate to the requirements for practices to provide comprehensive care to patients, the systems in place and the coordination of care outside the practice.

CRITERION GP2.1

Continuous and comprehensive care

Practices may find the following resources and links useful when meeting this Criterion:

- The Australian Medical Association (AMA) (Victoria) has released an online learning resource, 'Advance care planning: Have the conversation'. It is a free online training resource relevant for practitioners working with their patients. This site will require you to log in and can be accessed at https://amavic.mygo1.com
- Advance Care Planning Australia, www.advancecareplanning.org.au
- The RACGP provides a list of advanced care planning resources for each state and territory at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/advance-care-planning
- The RACGP currently has a position statement on the benefits of advance care planning: 'Advance care planning should be incorporated into routine general practice', available at www.racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management/advance-care-planning
- The RACGP's position statement *On-demand telehealth services* provides advice on the principles for the use of on-demand telehealth services to maintain continuity of care. It is available at www.racgp.org.au/advocacy/position-statements/view-all-position-statements/health-systems-and-environmental/on-demand-telehealth-services

CRITERION GP2.2

Follow-up systems

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a number of resources to assist practices with using email in general practice. These resources are available at www.racgp.org.au/your-practice/ehealth/protecting-information/email
- The Office of the Australian Information Commissioner (OAIC) provides a *Guide to securing personal information* at www.oaic.gov.au/agencies-and-organisations/guides/guide-to-securing-personal-information

CRITERION GP2.3

Engaging with other services

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has developed *Referring to other medical specialists: A guide for ensuring good referral outcomes for your patients* to support practitioners when referring to other medical specialists, available at www.racgp.org.au/running-a-practice/practice-resources/general-practice-guides/referring-to-other-medical-specialists
- The RACGP provides a template for referring to medical consultants (including types of referrals and suggested wording), available at www.racgp.org.au/getmedia/609082d1-1732-4376-90a3-b6c75ba3dd83/Types-of-referrals-and-suggested-wording.docx.aspx
- The Department of Human Services' webpage 'Referring and requesting services under Medicare', available at www.humanservices.gov.au/health-professionals/subjects/referrals-under-medicare
- The Australian Medical Association (AMA) has information on its website about Medicare requirements for referrals to specialists and consultant physicians, available at https://ama.com.au/article/medicare-requirements-referrals-specialists-and-consultant-physicians
- The National Disability Insurance Scheme provides information on the support mechanisms available to people with disability, available at www.ndis.gov.au
- The RACGP's *Telehealth video consultations guide* includes information to support patients during telehealth consultations with another specialist. It is available at www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth/telehealth-video-consultations-guide/introduction
- The RACGP and the National Disability Insurance Agency (NDIA) have co-designed new resources to help GPs support their patients to access the National Disability Insurance Scheme (NDIS). These are available at www.ndis.gov.au/applying-access-ndis/how-apply/information-gps-and-health-professionals
- The RACGP's *A guide for GPs to support their patients accessing the NDIS* outlines the process for completing an NDIS Access Request form and information regarding how GPs can access further resources to support their patients in the application process. It is available at www.racgp.org.au/running-a-practice/practice-resources/general-practice-guides/ndis-information-for-general-practitioners

CRITERION GP2.4

Transfer of care and the practitioner–patient relationship

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Managing external requests for patient information* is available at www.racgp.org.au/download/Documents/e-health/managing-external-requests-for-patient-information.pdf
- A guide for practices in meeting the legal obligations of the Australian Privacy Principles is available at www.racgp.org.au/download/Documents/Standards/cis-appcompliance.pdf
- The World Health Organization (WHO) has published a safer primary care monograph on transitions of care which can be found at http://apps.who.int/iris/bitstream/10665/252272/1/9789241511599-eng.pdf?ua=1

Standard 3

Qualifications of our clinical team

Indicators in this section of the Standards focus on the systems the practice uses to verify qualifications and training of the clinical team.

CRITERION GP3.1

Qualifications, education and training of healthcare practitioners

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's fact sheet, *Definition of a clinical team for the purpose of accreditation*, provides criteria to determine whether a practitioner is a member of the clinical team for the purpose of accreditation. It is available at www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/factsheets
- The Australian Resuscitation Council guidelines on instructor competencies for cardiopulmonary resuscitation (CPR) training are available at http://resus.org.au/guidelines
- The Australian Health Practitioner Regulation Agency (AHPRA) sets out the registration and accreditation requirements for health practitioners. Further information is available at www.ahpra.gov.au
- The *National practice standards for nurses in general practice* are available at www.anmf.org.au/documents/National_Practice_Standards_for_Nurses_in_General_Practice.pdf
- The Medical Board of Australia's *Good medical practice: A code of conduct for doctors in Australia* is available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx
- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has a standard for credentialing and defining the scope of clinical practice. This resource is available at www.safetyandquality.gov.au/publications-and-resources/resource-library/credentialing-health-practitioners-and-defining-their-scope-clinical-practice-guide-managers-and-practitioners
- The World Health Organization (WHO) has published a safer primary care monograph on education and training, available at http://apps.who.int/iris/bitstream/10665/252271/1/9789241511605-eng.pdf?ua=1

Standard 4

Reducing the risk of infection

Indicators in this section of the Standards specify the requirements for practices regarding infection prevention and control, including sterilisation.

CRITERION GP4.1

Infection prevention and control, including sterilisation

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has useful resources, including
  - *Managing pandemic influenza in general practice* (2nd edition), designed to educate the practice team when responding to pandemic influenza. It is available at www.racgp.org.au/your-practice/business/tools/disaster/pandemics
  - *Infection prevention and control standards for general practices and other office-based and community-based practices* (5th edition), which provides information on infection control principles for general practices. It is available at www.racgp.org.au/your-practice/standards/infectioncontrol
  - The RACGP provides templates for infection prevention and control, including staff task competency and staff immunisations, available at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-policy-and-procedure-templates
  - The RACGP *Steriliser Record System* records cycle results and maintenance and identifies staff processing reusable equipment. It also includes a section on instrument tracking and patient tracing. The steriliser logbook and validation records can be purchased at www.racgp.org.au/running-a-practice/practice-resources/ordering-publications/record-keeping-in-general-practice
  - a range of fact sheets relating to disaster recovery management, available at www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/fact-sheets
- Hand Hygiene Australia has a webpage illustrating 'Five moments for hand hygiene', available at www.hha.org.au/home/5-moments-for-hand-hygiene.aspx and information on the National Hand Health Hygiene Initiative can be found at www.hha.org.au
- The *Australian immunisation handbook* (10th edition) is available at https://immunisationhandbook.health.gov.au/
- Standards Australia has published AS 1071-2015 *Placement and presentation of hand hygiene materials in healthcare settings*. The standard specifies requirements and provides guidance on the placement, presentation, design, maintenance and installation of hand hygiene products for use in healthcare settings. The standard can be purchased at https://infostore.saiglobal.com/en-au/Standards/AS-1071-2015-1826581

- The Waste Management Association of Australia has developed the *Industry code of practice for the management of biohazardous waste* (*including clinical and related wastes*). The current edition is available for order at www.wmrr.asn.au/Web/About_WMRR/WMRR_Structure/Biohazard_Waste_Industry.aspx
- A preview of the Australian/New Zealand standard *Office-based health care facilities – Reprocessing of reusable medical and surgical instruments and equipment, and maintenance of the associated environment* is available to view (the remainder of the document is available for purchase) at https://infostore.saiglobal.com/en-au/Standards/AS-NZS-4815-2006-386513/
- A preview of ISO Standard ISO/TS 20658:2017(en) Medical Laboratories - Requirements for collection, transport, receipt, and handling of samples, available at www.iso.org/obp/ui/#iso:std:iso:ts:20658:ed-1:v1:en
- The National Health and Medical Research Council (NHMRC) provides guidelines on prevention and control of infection in healthcare, which can be found at www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019
- The National Prescribing Service (NPS) MedicineWise Learning website contains online courses that deal with antimicrobial prescribing in hospital settings. They are available at http://learn.nps.org.au/course/index.php?categoryid=79
- NPS MedicineWise provides other valuable resources, including
  - information on antibiotic medicine and information for health professionals, www.nps.org.au/medical-info/consumer-info/antibiotics-explained
  - a fact sheet on antibiotic resistance, www.nps.org.au/medical-info/consumer-info/antibiotics-explained
  - an information and action plan document about respiratory infections, www.nps.org.au/medical-info/consumer-info/respiratory-tract-infections-rtis-nose-throat-and-lungs
- The Australian Commission on Quality and Safety in Health Care (ACSQHC) has information on antimicrobial stewardship available at www.safetyandquality.gov.au/our-work/healthcare-associated-infection/antimicrobial-stewardship
- The ACSQHC has also published the *Antimicrobial stewardship clinical care standard* which can be accessed at www.safetyandquality.gov.au/our-work/clinical-care-standards/antimicrobial-stewardship-clinical-care-standard
- The Royal College of General Practitioners in the United Kingdom has published an antibiotics toolkit that helps to influence prescribers' and patients' personal attitudes, social norms and perceived barriers to antibiotic prescribing. It is available at www.rcgp.org.uk/TARGETantibiotics
- The University of Queensland has created some sample resources about antibiotics, including
  - a poster to help patients understand more about antibiotic usage, available at https://gaps.uq.edu.au/filething/get/427/Final%20Poster%20no%20photos.pdf
  - an information sheet titled 'Do you really need antibiotics?', available at https://gaps.uq.edu.au/filething/get/322/Pamphlet%20Final%20Small.pdf

Standard 5

The medical practice

Indicators in this section of the Standards explain the equipment that practices are required to have to provide general practice services.

CRITERION GP5.1

Practice facilities

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP's *Rebirth of a clinic: A design workbook for architecture in general practice and primary care* assists practices with the design and layout of practice facilities which are fit for purpose and address security needs. It is available for purchase at www.racgp.org.au/publications/ordering/tools

CRITERION GP5.2

Practice equipment

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP has a fact sheet on height adjustable beds. It is available at www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Height-adjustable-beds.pdf

CRITERION GP5.3

Doctor's bag

Practices may find the following resources and links useful when meeting this Criterion:

- A list of the medications available for a doctor's bag is available at www.pbs.gov.au/browse/doctorsbag
- The Royal Children's Hospital Melbourne provides guidelines on paediatric drugs and dosages, available at www.rch.org.au/clinicalguide

Standard 6

Vaccine potency

Indicators in this section of the Standards specify the requirements for the management and storage of vaccines.

CRITERION GP6.1

Maintaining vaccine potency

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a fact sheet on cold chain management. It is available at www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Cold-chain-management.pdf
- The Department of Health's *National vaccine storage guidelines – Strive for 5* (3rd edition) contains a number of self-audit and other templates to assist with the recording of vaccine storage, available at www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5
- The *Australian immunisation handbook* (10th edition), available at https://immunisationhandbook.health.gov.au/

Point-of-care testing module

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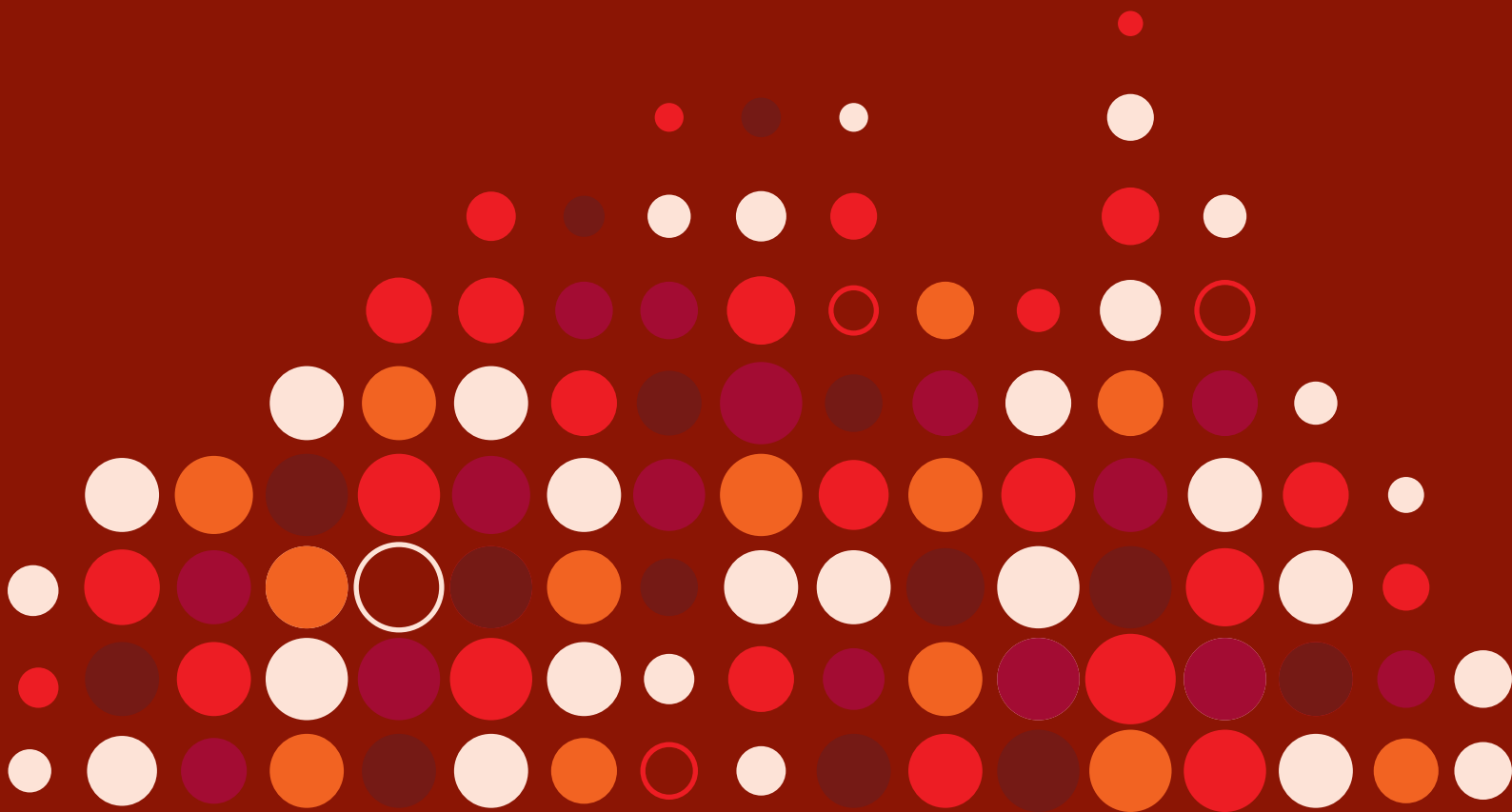

Standard 1

Clinical governance

Indicators in this section of the Standards relate to effective clinical governance.

CRITERION PoCT1.1

Clinical purpose

Practices may find the following resources and links useful when meeting this Criterion:

- Lab Tests Online AU has developed a resource on reference ranges and what they mean, available at www.labtestsonline.org.au/understanding/test-accuracy-and-reliability/reference-ranges-and-what-they-mean
- The Australian Society of HIV, Viral Hepatitis and Sexual Health Medicine (ASHM) has published analytical goals for point-of-care testing (PoCT) used for diabetes management, available at https://hivmanagement.ashm.org.au/endocrine-disorders-in-hiv-infection-and-their-treatment/1-diabetes-mellitus/
- Scandinavian evaluation of laboratory equipment for primary health care (SKUP) evaluates PoCT instruments and publishes the reports, available at www.skup.org
- The Australian Point of Care Practitioner's Network (APPN) evaluates instruments and publishes the reports, available via login at www.appn.net.au/instrument-evaluations.aspx
- The APPN has also produced a template evaluation protocol that has been endorsed by the Australasian Association of Clinical Biochemists (AACB) and IVD Australia, available via login at www.appn.net.au/instrument-evaluations.aspx
- specimencare.com, sponsored and maintained by Becton, Dickinson and Company provides best practice resources for the pre-analytical phase of testing, available at www.specimencare.com

CRITERION PoCT1.2

Patient needs

Practices may find the following resources and links useful when meeting this Criterion:

- Lab Tests Online AU has developed a resource on some of the benefits of PoCT, available at www.labtestsonline.org.au/learning/point-of-care-testing-(poct)/point-of-care-testing-(poct)/advantages-(benefits)-and-disadvantages-(risks)-of
- Journal article by Julie LV Shaw exploring the practical challenges related to PoCT, available at www.sciencedirect.com/science/article/pii/S2352551715300056
- acutecaretesting.org, sponsored and maintained by Radiometer Medical Aps, is a content hub for topics such as PoCT, quality assurance and data management; PoCT articles and journal scans available at https://acutecaretesting.org/en/articles/point-of-care-testing
- Australasian Association of Clinical Biochemists (AACB) has published the *Point of care testing implementation guide,* available at https://www.aacb.asn.au/documents/item/155

CRITERION PoCT1.3

Clinical autonomy

Practices may find the following resources and links useful when meeting this Criterion:

- The Royal Australian College of General Practitioners (RACGP) has a number of resources relating to appropriate diagnostic testing, including
  - a position statement, 'Responding to patient requests for tests not considered clinically appropriate'
  - a patient information sheet on appropriate diagnostic testing
  - a template letter to complementary and alternative medicine practitioners regarding appropriate diagnostic testing

These resources are all available at www.racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management

- The Australian Health Practitioner Regulation Agency (AHPRA) has further information on health practitioner codes of conduct, available at www.ahpra.gov.au/search.aspx?q=codes%20of%20conduct
- Additional information is available in the Australian Medical Association's (AMA's) *Code of ethics* at https://ama.com.au/position-statement/code-ethics-2004-editorially-revised-2006-revised-2016
- The Medical Board of Australia has information on codes of conduct, available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx

CRITERION POCT1.4

Clinical responsibility

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP's *General practice business toolkit* has a clinical governance module, available at www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-business-toolkit

Standard 2

Education and training of PoCT practitioners

Indicators in this section of the Standards relate to the training and competency of PoCT practitioners.

CRITERION PoCT2.1

Qualifications, education and training of PoCT practitioners

Practices may find the following resources and links useful when meeting this Criterion:

- The Australian Point of Care Practitioner's Network (APPN) is an online platform providing training, certification, quality assurance and professional development programs for PoCT practitioners, and can be accessed at www.appn.net.au
- RMIT University offers a short course in point-of-care testing, details available at www1.rmit.edu.au/courses/044931
- Flinders University offers a Graduate Certificate in Global Point-of-Care Testing, details available at www.flinders.edu.au/medicine/sites/point-of-care/study-with-us/study-with-us_home.cfm

Standard 3

Implementation and performance

Indicators in this section of the Standards relate to the implementation and performance of a PoCT program

CRITERION PoCT3.1

Facilities for testing

Practices may find the following resource and link useful when meeting this Criterion:

- The Australasian Association of Clinical Biochemists (AACB) has developed a *Point of care testing implementation guide*, available at www.aacb.asn.au/documents/item/155

CRITERION PoCT3.2

Routine testing

Practices may find the following resources and links useful when meeting this Criterion:

- specimencare.com, sponsored and maintained by Becton, Dickinson and Company, provides best practice resources for the pre-analytical phase of testing, available at www.specimencare.com
- The Clinical Excellence Commission has published a checklist for conducting root cause analysis, available at www.cec.health.nsw.gov.au/incident-management/root-cause-analysis
- A preview of ISO Standard ISO/TS 20658:2017(en) Medical Laboratories – Requirements for collection, transport, receipt, and handling of samples, available at www.iso.org/obp/ui/#iso:std:iso:ts:20658:ed-1:v1:en

CRITERION PoCT3.3

Data management

Practices may find the following resource and link useful when meeting this Criterion:

- The Australian Point of Care Practitioner's Network has developed a 'Data management' document for PoCT, available at www.appn.net.au/Data/Sites/1/appn/01scoping/datamanagement/datamanagement.pdf

Standard 4

Quality outcomes

Indicators in this section of the Standards relate to quality systems supporting the safety and quality of patient care.

CRITERION PoCT4.1

Quality manual

Practices may find the following resource and link useful when meeting this Criterion:

- The World Health Organization has published a quality manual template for a laboratory quality management system. This template could be adapted for PoCT, and is available at www.who.int/ihr/training/laboratory_quality/quality_manual/en

CRITERION PoCT4.2

Quality control procedures

Practices may find the following resource and link useful when meeting this Criterion:

- The Australasian Association of Clinical Biochemists (AACB) publishes 'Guidelines for conducting quality control and external quality assurance for PoCT', available at www.aacb.asn.au/documents/item/243

CRITERION PoCT4.2

External quality assurance program

Practices may find the following resources and links useful when meeting this Criterion:

- The AACB publishes 'Guidelines for conducting quality control and external quality assurance for PoCT', available at www.aacb.asn.au/documents/item/243
- The National Association of Testing Authorities, Australia (NATA) publishes a directory of proficiency testing programs, available at www.nata.com.au/accreditation-information/pt-guidance-and-information
- NATA has also published 'The benefits of proficiency testing', available at www.nata.com.au/about-nata/the-benefits and www.nata.com.au/phocadownload/gen-accreditation-criteria/Proficiency-Testing.pdf

Notes

RACGP

Royal Australian College *of* General Practitioners

Healthy Profession.
Healthy Australia.