

RACGP *Standards for general practices* (4th edition)

What's different?



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Practitioners

Healthy Profession.
Healthy Australia.

*Standards (4th edition):
A template for quality care
and risk management in
contemporary Australian
general practices*



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Development Process

- Overseen by National Expert Committee
- Feedback on Standards 3rd edition
- Development of draft Standards 4th edition
- Feedback on draft Standards 4th edition
- Over 700 individuals and organisations involved
- Approved by RACGP Council Sept 2010
- Launched GP10



Standards for
general practices

4th edition



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Quality Practice
Healthy Australia

Standards for
general practices

4th edition

A template for quality and risk management
in contemporary general practice.



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Key drivers



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New-look practice teams

- Multidisciplinary
- Practice Managers
- Broader accountability for safety and quality



Quality improvement

- Use practice data for practice QI
- Whole team involved
- Mirror change in QI & CPD triennium



e-health initiatives

- Patient identifiers
- Clinical audit tools
- e-Guidelines
- e-Medicines Handbook
- e-red book



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ACSQHC National Safety and Quality Health Service Standards

- Governance
- Healthcare associated infection
- Medication safety
- Patient identification
- Clinical handover
- Consumer engagement



Indigenous status

- AIHW Guidelines for Indigenous status
- Standard Indigenous status question
- Address known health risk factors
- Close the gap in health outcomes



Patient centred care

- Aligns with RACGP concept of general practice
- Feedback on patient experience as a basis for quality improvement



Principles for change

- Remove references to legislation
- Primary focus on safety & quality
- Standards workable in the field
- Remove assessment methods
- Streamline
- Improve explanations



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Key changes



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Structure

- Same 5 sections of Standards
- No new Standards
- 3 less criteria
- 38 less indicators



New criterion

1.5.2 Clinical handover

Our practice has an effective clinical handover system that ensures safe and continuing health care delivery for patients.

1 flagged indicator



New criterion

3.1.3 Clinical governance

Our practice has clear lines of accountability and responsibility for encouraging improvement in safety and quality of clinical care.

2 flagged indicators



New criterion

3.1.4 Patient identification

Our patients are correctly identified at each encounter with our practice team.

1 flagged indicator



New criterion

5.3.1 Safe & quality use of medicines

Our clinical team prescribes, dispenses and administers appropriate medicines safely to informed patients.

4 flagged indicators



New flagged indicator

1.2.2C Informed patient decisions

Provide information about possible costs of investigations, treatment, referrals



New flagged indicators
1.7.1D, E Patient health records

Record contact person for
emergencies

Collect and record Indigenous
status



New flagged indicator

1.7.2B Health summaries

> 75% active patient health records to contain a current health summary



New flagged indicator
1.7.3C Consultation notes

Work toward recording preventive
care status



New flagged indicator

2.1.2C Patient feedback

Seek feedback on patient experience at least once every 3 years to drive QI

Feedback tools - validated questionnaire/practice-specific methods approved by RACGP



New flagged indicators

3.2.1D, 3.2.2C, 3.2.3B

GPs, other clinicians, admin staff

CPR training at least once every 3
years

Annual training suggested



New flagged indicator

4.1.1A HR system

Practice staff need position descriptions



New flagged indicator
5.1.1G Practice facilities

At least one height adjustable bed
per practice



*New **unflagged** indicator*
1.7.1F Patient health records

Work toward recording other
cultural backgrounds



*New **unflagged** indicator*
2.1.2E Patient feedback

Provide information to patients about practice improvements based on their feedback



*New **unflagged** indicator*
5.2.1E Practice equipment

Pulse oximeter in the practice



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New resources



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New resources

- RACGP *Patient feedback guide*
- RACGP *Computer security guidelines (3rd edition)*
- RACGP website



Transition year

Phase 1

- 10 October 2010 to 30 June 2011
- Register for accreditation or commence reaccreditation
- 3rd edition Standards



Transition year

Phase 2

- 1 July 2011 to 31 October 2011
- Register for accreditation or commence reaccreditation
- 3rd or 4th edition Standards



Transition year

Phase 3

- 1 November 2011
- Register for accreditation or commence reaccreditation
- 4th edition Standards



More information

www.racgp.org.au/standards



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