

## **Feedback on the second draft of the Resource Guide for the RACGP *Standards for general practices* (5<sup>th</sup> edition)**

A consultation phase was conducted from 15 February 2016 to 1 April 2016 where the RACGP sought stakeholder views on the first draft of the RACGP *Standards for general practices* (5<sup>th</sup> edition) (the Standards) and the Resource Guide for the RACGP *Standards for general practices* (5<sup>th</sup> edition) (the Resource Guide).

The feedback received from this consultation phase was extensive and has been carefully considered. The feedback has resulted in the second draft of the Resource Guide. The RACGP is now seeking feedback on the second draft of the Resource Guide. This consultation phase will run from 6 June to 30 September 2016.

The Resource Guide is now available in two versions for stakeholders to use:

1. A criterion-based version - this version aligns with the Criterion and Indicators in the draft 5<sup>th</sup> edition Standards.
2. A theme-based version - this version has the resources re-grouped into like categories.

The resources listed in each version of the Resource Guide are the same. The RACGP recommends reviewing the second draft of the 5<sup>th</sup> edition Standards before reviewing the Resource Guide.

In reviewing the second draft of the Resource Guide, you are free to make comments and provide feedback on any elements in the Resource Guide. The following suggested questions may help prompt your thoughts:

- Is the Resource Guide a useful document for general practices?
- Is there any content included in the Resource Guide for each Criterion that does not make sense to you?
- Do you have any other feedback on the second draft of the Resource Guide?

All of the feedback received will be considered to inform the next draft of the Resource Guide. All feedback received will be published. Any stakeholders not wishing to have their feedback published should advise the RACGP.

Please email your feedback to [standards@racgp.org.au](mailto:standards@racgp.org.au) by 30 September 2016.

Further information on the development of the Resource Guide is available at [www.racgp.org.au/standardsdevelopment](http://www.racgp.org.au/standardsdevelopment)

**RESOURCE GUIDE**  
**for the**  
**RACGP *STANDARDS FOR GENERAL PRACTICES***  
**5th EDITION**  
**THEMED VERSION**

**SECOND DRAFT**  
**June 2016**

The content of this draft edition may change  
after the RACGP collects and considers feedback from stakeholders.

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## Preface to this draft

### Reading this draft Resource Guide

The Resource Guide is intended to be read in conjunction with the RACGP *Standards for general practices* (5<sup>th</sup> edition) (the Standards).

It contains useful supplementary information to the Standards to help practices meet the Indicators specified in the 5<sup>th</sup> edition.

These shaded areas (including this preface) will be removed before we issue the final version of the 5<sup>th</sup> edition Standards and the Resource Guide.

### Preparation of this draft Resource Guide

The development of the Resource Guide occurred in conjunction with the development of the first draft of the 5<sup>th</sup> edition Standards. The development of the draft 5<sup>th</sup> edition Standards began in February 2015 and was comprised of two phases:

- **Initial Consultation Phase**  
During this phase, the RACGP sought feedback on the 4<sup>th</sup> edition Standards and a number of ideas were proposed for the 5<sup>th</sup> edition Standards. The feedback was then consolidated and presented to the RACGP Expert Committee – Standards for General Practices (the Standards Committee) for consideration.
- **Development Phase**  
During this phase, the Standards Committee developed the first draft, having:
  - reviewed all feedback
  - completed a comparative analysis of primary care standards for other countries
  - reviewed available evidence and recommended guidance from the International Society for Quality in Healthcare (ISQua)<sup>1</sup>.
- **Second Consultation Phase**  
During this phase, the RACGP sought feedback on the first draft of the 5<sup>th</sup> edition Standards and the Resource Guide for the 5<sup>th</sup> edition Standards. The feedback was then consolidated and presented to the Standards Committee for consideration.
- **Development Phase of the second draft Resource Guide**  
During this phase, the Standards Committee developed the second draft edition, having:
  - reviewed all feedback
  - considered how feedback could be used to inform the development of the second draft.
  - This second draft edition has now been distributed for a third round of stakeholder consultation.

### Developing the final edition

1. The information from stakeholders will be used to finalise the 5<sup>th</sup> edition Standards and the Resource Guide.
2. In 2017, the 5<sup>th</sup> edition Standards and Resource Guide will be published online on the RACGP's website.

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<sup>1</sup> ISQua promotes and support continuous improvement in the quality and safety of healthcare through their international accreditation programs. ISQua is responsible for assessing standards of organisations such as the RACGP and accrediting accreditation programs. The RACGP's *Standards for general practices* (4<sup>th</sup> edition) is ISQua-accredited, which means the Standards have been rigorously assessed and are recognised as meeting international standards of quality and safety.

### **Send us your feedback**

The RACGP Standards Committee welcomes feedback on the draft Resource Guide.  
Forward your comments to:

Chair  
RACGP Expert Committee - Standards for General Practices  
RACGP  
100 Wellington Parade  
East Melbourne, Victoria 3002

Telephone 03 9998 8630

Facsimile 03 8699 0400

Email [standards@racgp.org.au](mailto:standards@racgp.org.au)

Website [www.racgp.org.au/standardsdevelopment](http://www.racgp.org.au/standardsdevelopment)

If you would like to discuss your comments, contact the RACGP Standards Unit on 03 9998 8630.

## **Introduction to the Resource Guide**

### **Purpose of the 5<sup>th</sup> edition Standards**

The purpose of the RACGP *Standards for general practices* (5<sup>th</sup> edition) (the Standards) is to protect patients from harm and to improve the quality and safety of health services. They also provide practices with a way of identifying and addressing any gaps they have in their systems and processes.

### **Purpose of the Resource Guide**

The 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 the 5<sup>th</sup> edition.

Resources and links listed in the Resource Guide are a mixture of RACGP and non-RACGP resources. Some resources are freely available and some resources are for members only or can only 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 collected in the Initial Consultation Phase.

The RACGP will periodically review the content in the Resource Guide to ensure the resources and links are up to date.

## **Module 1: Core module**

1. Communication with Patients
2. Rights and responsibilities of patients
3. Practice governance and management
4. Health promotion
5. Clinical management of health issues
6. Continuity of care
7. Information management
8. Patient health records
9. Education and training of practice staff
10. Practice facilities

## STANDARD 1: COMMUNICATION WITH PATIENTS

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

### CRITERION 1.1 - 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 that practices may find useful. The guidelines are available at [www.visionaustralia.org/business-and-professionals](http://www.visionaustralia.org/business-and-professionals)
- All advertising needs to comply with the Medical Board of Australia Code of Conduct available at [www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx](http://www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx)

### CRITERION 1.2 - Telephone and electronic communications

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

- RACGP's *Handbook for the management of health information in general practice* (3<sup>rd</sup> edition) is available for members to download at [www.racgp.org.au/your-practice/ehealth/protecting-information/privacy/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/privacy/) and can also be purchased at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)
- RACGP's *Using email in general practice – guiding principles* is available at [www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-%E2%80%93-guiding-principles.pdf](http://www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-%E2%80%93-guiding-principles.pdf)
- RACGP's *Using email in general practice – privacy and security matrix* is available at [www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-privacy-and-security-matrix.pdf](http://www.racgp.org.au/download/Documents/e-health/using-email-in-general-practice-privacy-and-security-matrix.pdf)
- RACGP's *Secure communications in General Practice – Product List* is available at [www.racgp.org.au/download/Documents/e-health/secure-communications-in-general-practice-product-list.pdf](http://www.racgp.org.au/download/Documents/e-health/secure-communications-in-general-practice-product-list.pdf)
- RACGP's *Guide for the use of social media in general practice* is available at [www.racgp.org.au/your-practice/ehealth/social-media](http://www.racgp.org.au/your-practice/ehealth/social-media)
- The National Relay Service (NRS) 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 Translation and Interpreter Service (TIS National) provides access to phone and on-site interpreting services in over 160 languages and dialects. Further information is available at [www.tisnational.gov.au/](http://www.tisnational.gov.au/)

### CRITERION 1.3 - Informed patient decisions

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

- Consumer medicines information provides an online version of leaflets produced by pharmaceutical companies and is available to the general public at [www.nps.org.au/medicines](http://www.nps.org.au/medicines)
- Reliable health information is available at [www.healthdirect.gov.au/](http://www.healthdirect.gov.au/)
- 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/10-tips-for-safer-health-care/](http://www.safetyandquality.gov.au/publications/10-tips-for-safer-health-care/)

#### CRITERION 1.4 - 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 telephone interpreting services for GPs when providing Medicare-rebateable consults in private practice:
  - Doctors Priority Line (available 24 hours a day, seven days a week)
  - Delivered by the Translating and Interpreting Service (TIS National)
  - On site interpreting service (subject to interpreter availability).Information on these services is available at [www.dss.gov.au/free-interpreting](http://www.dss.gov.au/free-interpreting) or by calling 1300 575 847.
- The HealthInsite website at [www.healthinsite.gov.au](http://www.healthinsite.gov.au) provides helpful educational material for patients on a range of clinical conditions in a variety of languages.
- A list of websites providing translation services is available at [www.word2word.com/free.html](http://www.word2word.com/free.html)
- A free AUSLAN service for patients who are deaf is available at [www.nabs.org.au](http://www.nabs.org.au)
- Information about communicating with a person with impaired communication is available at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au), [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au) and [www.caus.com.au/www/home/](http://www.caus.com.au/www/home/)
- Information about communicating with a person with an intellectual disability is available at [www.cddh.monash.org/assets/documents/working-with-people-with-intellectual-disabilities-in-health-care.pdf](http://www.cddh.monash.org/assets/documents/working-with-people-with-intellectual-disabilities-in-health-care.pdf)
- Multicultural NSW has some useful fact sheets on requesting and working with interpreters. This information is available at [www.crc.nsw.gov.au/services/language\\_services/fact\\_sheets](http://www.crc.nsw.gov.au/services/language_services/fact_sheets)
- NPS Medicine Wise 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-health-information-about-medicines](http://www.nps.org.au/translated-health-information-about-medicines)
- The Victorian government has a translations facility at <http://www.healthtranslations.vic.gov.au/>
- Multimedia resources are available at [www.communityhealthhub.com.au](http://www.communityhealthhub.com.au)
- An additional resource for refugee assistance can be found at <http://www.materonline.org.au/services/refugee-services/refugee-health-resources/resources-for-patients/translated-health-information>
- Aboriginal and Torres Strait Islander interpreter services are available at [www.ais.nt.au](http://www.ais.nt.au)
- Interpreter services for the Kimberley can be found at <http://www.kimberleyinterpreting.org.au/>

#### CRITERION 1.5 – Costs associated with care initiated by the practice

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

- The RACGP *Medicare Benefits Schedule fee summary* provides members with a quick and easy reference to item numbers and billing costs relevant to general practice. It is available [www.racgp.org.au/your-practice/business/billing/mbs/](http://www.racgp.org.au/your-practice/business/billing/mbs/)
- Further information on the Medicare Benefits Schedule is available at <http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Downloads-2016-01>
- The AMA published their fees index calculator, which can be found at [www.ama.com.au/resources/fees-list](http://www.ama.com.au/resources/fees-list)

## STANDARD 2: RIGHTS AND RESPONSIBILITIES 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 2.1 - 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* is available for members at [www.racgp.org.au/gppatientcharter](http://www.racgp.org.au/gppatientcharter)
- The RACGP's National Faculty of Aboriginal and Torres Strait Islander Health has developed *An introduction to Aboriginal and Torres Strait Islander health 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/yourracgp/faculties/aboriginal/guides/cultural-protocols/](http://www.racgp.org.au/yourracgp/faculties/aboriginal/guides/cultural-protocols/)
- 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 is provided by the Australian Human Rights Commission at [www.hreoc.gov.au](http://www.hreoc.gov.au). This website has guides to the relevant legislation and links to state and territory agencies with similar responsibilities.
- The Australian Commission on Safety and Quality in Health Care has developed a Charter of Healthcare Rights. It is available at [www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/](http://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/)
- The Australian Indigenous Doctors Association has a position paper on cultural safety for Aboriginal and Torres Strait Islander doctors, medical students and patients, located at [http://www.heti.nsw.gov.au/Global/Prevocational/AIDA\\_Cultural\\_Safety%20Position%20Paper\\_2013.pdf](http://www.heti.nsw.gov.au/Global/Prevocational/AIDA_Cultural_Safety%20Position%20Paper_2013.pdf)

### CRITERION 2.2 - 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. It is available at [www.racgp.org.au/support/policies/clinical-and-practice-management](http://www.racgp.org.au/support/policies/clinical-and-practice-management)
- More information on guardianship can be found at [www.humanrights.gov.au/publications/rights-people-disabilities-areas-need-increased-protection#app1](http://www.humanrights.gov.au/publications/rights-people-disabilities-areas-need-increased-protection#app1)

### CRITERION 2.3 - Access to services

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

- The RACGP's *Rebirth of a Clinic – a design guide for architecture in general practice and primary care* is a guide from the initial concept to details of each room, to capture the thoughts of the user at each step of the design. It is available for purchase at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)

- The Disability Discrimination Act provides protection against discrimination based on disability. It covers areas such as education, earning a living and access. The following webpage provides a guide to the Disability Discrimination Act: [www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act](http://www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act)
- Disability (Access to Premises – Buildings) Standards for new buildings and renovations
  - A fact sheet on the Premises Standards can be obtained from [www.humanrights.gov.au/guidelines-application-premises-standards](http://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 cognisant of changed requirements, for example
    1. Improvements in signage in relation to accessible facilities.
    2. Increases in the number of accessible entrances and doorways to buildings.
    3. Increases in circulation space requirements in most areas such as in lifts, accessible toilets and at doorways.
    4. The introduction of a requirement for passing and turning spaces on passage ways in some contexts.

## STANDARD 3: PRACTICE GOVERNANCE AND MANAGEMENT

The Indicators in this section of the RACGP *Standards for general practices* (5<sup>th</sup> edition) (the Standards) address the overall structures, systems and processes that help practices provide high quality, safe care.

### CRITERION 3.1 - Business risk management systems

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

- RACGP's *General Practice Management Toolkit*. This resource is available for members to download at [www.racgp.org.au/your-practice/business/managementtoolkit](http://www.racgp.org.au/your-practice/business/managementtoolkit). There are 13 modules that make up the *General Practice Management Toolkit*. Modules can also be purchased individually at [www.racgp.org.au/publications/ordering/tools](http://www.racgp.org.au/publications/ordering/tools). The modules are:
  - Module 1: *Professional career management*
  - Module 2: *Practice assessment*
  - Module 3: *Business structures*
  - Module 4: *Starting a medical practice*
  - Module 5: *Business plans*
  - Module 6: *Practice teams and leadership*
  - Module 7: *Managing financial resources*
  - Module 8: *Managing people*
  - Module 9: *Managing information*
  - Module 10: *Managing quality*
  - Module 11: *Managing the wellbeing of staff and self*
  - Module 12: *Clinical governance*
  - Module 13: *Closing a medical practice*
- The following resource will assist practices prepare and create a meaningful business plan <http://www.business.vic.gov.au/setting-up-a-business/how-to-start-a-business/write-a-business-plan>

### CRITERION 3.2 - Accountability and responsibility

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

- RACGP's *Employer guide* (3<sup>rd</sup> edition) has been developed for GP employers and other members of the practice leadership team, to assist in adopting effective human resource processes. It is available for members to download at [www.racgp.org.au/your-practice/business/employment/employer-guide/](http://www.racgp.org.au/your-practice/business/employment/employer-guide/) and can also be purchased at [www.racgp.org.au/publications/ordering/tools](http://www.racgp.org.au/publications/ordering/tools)
- RACGP's *Employee guide* (3<sup>rd</sup> edition) has been developed for GP employees and independent contractors working in general practice. It presents ideas and issues to consider when seeking employment in general practice. It is available for members to download at [www.racgp.org.au/your-practice/business/employment/employee-guide/](http://www.racgp.org.au/your-practice/business/employment/employee-guide/) and can also be purchased at [www.racgp.org.au/publications/ordering/tools](http://www.racgp.org.au/publications/ordering/tools)
- The Fair Work Commission is Australia's national workplace relations tribunal. It has information for employees and employers (including small business employers). Further information is available at [www.fwc.gov.au](http://www.fwc.gov.au)
- To assist employers to interpret and understand the Fair Work Act, free employer advice is available on 1300 683 538 or [www.fairworkhelp.com.au](http://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. These resources are available at <http://healthypractices.apna.asn.au/>
- The Australian Commission on Safety and Quality in Healthcare (ACSQHC) have developed a Complaints Management Handbook for Health Care Services. It is available at [www.safetyandquality.gov.au/wp-content/uploads/2012/01/complntmgmthbk.pdf](http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/complntmgmthbk.pdf)

### CRITERION 3.3 - Clinical communication

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

- The RACGP *Guidelines for preventive activities in general practice* (the 'red book') has a section on patient education and health literacy. Further information is available at [www.racgp.org.au/your-practice/guidelines/redbook/introduction/patient-education-and-health-literacy/](http://www.racgp.org.au/your-practice/guidelines/redbook/introduction/patient-education-and-health-literacy/)
- The Medical Board of Australia has developed a code of conduct for doctors. It is available at [www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx](http://www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx)
- The Australian Commission on Safety and Quality in Health Care has developed some resources on health literacy. This information is available at [www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/health-literacy/](http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/health-literacy/)

### CRITERION 3.4 - 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. Entitled *General practice - a safe place*, it is available at [www.racgp.org.au/your-practice/business/tools/safetyprivacy/gpsafeplace/](http://www.racgp.org.au/your-practice/business/tools/safetyprivacy/gpsafeplace/)
- 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/7 days).
- 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. It is available for members to download at [www.racgp.org.au/your-practice/business/tools/support/keeping-the-doctor-alive/](http://www.racgp.org.au/your-practice/business/tools/support/keeping-the-doctor-alive/) and can also be purchased at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)
- Practices are advised to check the section of the *Australian Immunisation Handbook* on recommended vaccinations for healthcare workers. This publication is available at [www.immunise.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home](http://www.immunise.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home)
- The Doctors' Health Advisory Service provides assistance for colleagues who may be in difficulty. Contact details for advisory services in each state and territory is available at [www.dhas.org.au/](http://www.dhas.org.au/)
- Other organisations providing resources include:
  - Australian Association of Practice Managers offers resources for AAPM members at [www.aapm.org.au](http://www.aapm.org.au)
  - AMA Position statement *Personal Safety and Privacy for Doctors* at <https://ama.com.au/position-statement/personal-safety-and-privacy-doctors-2005>
- 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](http://www.safeworkaustralia.gov.au)
- The Australian Medical Association supports safe working environments and has the following useful sites as reference material. <https://ama.com.au/position-statement/sexual-harassment-medical-workplace> and <https://ama.com.au/position-statement/workplace-bullying-and-harassment>.

### CRITERION 3.5 – Research

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

- 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*. This is available at [www.nhmrc.gov.au/files\\_nhmrc/file/publications/synopses/e72-jul09.pdf](http://www.nhmrc.gov.au/files_nhmrc/file/publications/synopses/e72-jul09.pdf)
- The NHMRC also provides human research ethics information at [https://www.nhmrc.gov.au/files\\_nhmrc/file/health\\_ethics/hrecs/att\\_2\\_-\\_list\\_of\\_human\\_research\\_ethics\\_committees\\_registered\\_with\\_nhmrc\\_february\\_2016.pdf](https://www.nhmrc.gov.au/files_nhmrc/file/health_ethics/hrecs/att_2_-_list_of_human_research_ethics_committees_registered_with_nhmrc_february_2016.pdf)
- Information on ethical research in Australian Indigenous studies can be found at <http://aiatsis.gov.au/research/ethical-research/guidelines-ethical-research-australian-indigenous-studies>

### CRITERION 3.6 - Access to services

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

- The RACGP's *Rebirth of a Clinic – a design guide for architecture in general practice and primary care* is a guide from the initial concept to details of each room, to capture the thoughts of the user at each step of the design. It is available for purchase at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)
- The Disability Discrimination Act provides protection against discrimination based on disability. It covers areas such as education, earning a living and access. The following webpage provides a guide to the Disability Discrimination Act: [www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act](http://www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act)
- Disability (Access to Premises – Buildings) Standards for new buildings and renovations
  - A fact sheet on the Premises Standards can be obtained from [www.humanrights.gov.au/guidelines-application-premises-standards](http://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 cognisant of changed requirements, for example
    1. Improvements in signage in relation to accessible facilities
    2. Increases in the number of accessible entrances and doorways to buildings
    3. Increases in circulation space requirements in most areas such as in lifts, accessible toilets and at doorways
    4. The introduction of a requirement for passing and turning spaces on passage ways in some contexts.
- The Australian Medical Association (AMA) publishes their code of ethics which can be found at <https://ama.com.au/position-statement/ama-code-ethics-2004-editorially-revised-2006>

## 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 4.1 - Health promotion and preventive care

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

- RACGP's *Guidelines for preventive activities in general practice* (the 'red book') are available at [www.racgp.org.au/guidelines/redbook](http://www.racgp.org.au/guidelines/redbook)
- RACGP's *Putting prevention into practice Guidelines for the implementation of prevention in the general practice setting* (the 'green book') is available at [www.racgp.org.au/greenbook](http://www.racgp.org.au/greenbook)
- RACGP's *SNAP Guide* provides a framework for general practitioners to work with patients on the lifestyle risk factors of smoking, nutrition, alcohol and physical activity. It is available at [www.racgp.org.au/guidelines/snap](http://www.racgp.org.au/guidelines/snap)
- *Gplearning* is the RACGP's online portal that provides general practice education. The learning modules are available at [www.racgp.org.au/education/courses/gplearning/](http://www.racgp.org.au/education/courses/gplearning/)
- Australian absolute cardiovascular disease risk calculator is available at [www.cvdcheck.org.au](http://www.cvdcheck.org.au)
- Information on cancer screening is available at [www.cancerscreening.gov.au](http://www.cancerscreening.gov.au)
- The National Preventative Health Strategy launched in 2009 includes technical papers on obesity, tobacco control and the prevention of alcohol related harm and can be found at [www.preventativehealth.org.au/internet/preventativehealth/publishing.nsf/Content/national-preventative-health-strategy-1lp](http://www.preventativehealth.org.au/internet/preventativehealth/publishing.nsf/Content/national-preventative-health-strategy-1lp)
- 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](http://www.health.gov.au/internet/main/publishing.nsf/Content/chronic-diab-prev-aus)
- The Department of Health and Ageing Lifescripts initiative provides general practice with evidence based tools and skills to help patients address the main lifestyle risk factors for chronic disease smoking, poor nutrition, alcohol misuse, physical inactivity and unhealthy weight. The initiative assists with the provision of tailored advice to patients on modifying their lifestyle. Resources are available at [www.health.gov.au/lifescrpts](http://www.health.gov.au/lifescrpts)
- 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. ESSA support and have resources available including Exercise is Medicine (EIM) available at <http://exerciseismedicine.com.au/> Healthy Eating Activity and Lifestyle (HEAL) found at <https://www.essa.org.au/for-gps/heal-program/> Adult Pre-exercise Screening System found at <https://www.essa.org.au/for-gps/adult-pre-exercise-screening-system/>. ESSA also have a search function to locate Accredited Exercise Physiologists at ESSA home site [www.essa.org.au](http://www.essa.org.au). <https://www.essa.org.au/for-gps/adult-pre-exercise-screening-system/>

## STANDARD 5: CLINICAL MANAGEMENT OF HEALTH ISSUES

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

### CRITERION 5.1 - Diagnosis and management of health issues

Guidelines on clinical care are available from sources such as:

- RACGP's *Guidelines for preventive activities in general practice* (the 'red book') at [www.racgp.org.au/guidelines/redbook](http://www.racgp.org.au/guidelines/redbook)
- RACGP's *Medical care of older persons in residential aged care facilities* (the 'silver book') at [www.racgp.org.au/guidelines/silverbook](http://www.racgp.org.au/guidelines/silverbook)
- RACGP's *Putting prevention into practice guidelines for the implementation of prevention in the general practice setting* (the 'green book') at [www.racgp.org.au/greenbook](http://www.racgp.org.au/greenbook)
- RACGP's *SNAP Guide* provides a framework for general practitioners to work with patients on the lifestyle risk factors of smoking, nutrition, alcohol and physical activity. It is available at [www.racgp.org.au/guidelines/snap](http://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](http://www.cancer.org.au/healthprofessionals/clinicalguidelines.htm)
- Australian Medicines Handbook is available at <https://shop.amh.net.au>
- Australian Prescriber at [www.australianprescriber.com](http://www.australianprescriber.com)
- Central Australian Rural Practitioners Association (CARPA) treatment and reference manuals at [www.crh.org.au/manuals/carpa-standard-treatment-manual-6th-edition](http://www.crh.org.au/manuals/carpa-standard-treatment-manual-6th-edition)
- Cochrane database at [aus.cochrane.org/cochrane-library](http://aus.cochrane.org/cochrane-library)
- Diabetes Australia at [www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au)
- National Aboriginal Community Controlled Health Organisation (NACCHO) at [www.naccho.org.au](http://www.naccho.org.au)
- National Asthma Council at [www.nationalasthma.org.au](http://www.nationalasthma.org.au)
- National Health and Medical Research Council at [www.nhmrc.gov.au/guidelines/index.htm](http://www.nhmrc.gov.au/guidelines/index.htm)
- National Heart Foundation at [www.heartfoundation.com.au](http://www.heartfoundation.com.au)
- National Prescribing Service at [www.nps.org.au](http://www.nps.org.au)
- Rational Assessment of Drugs and Research (RADAR) at [www.nps.org.au/health\\_professionals/publications/nps\\_radar](http://www.nps.org.au/health_professionals/publications/nps_radar)
- Royal Children's Hospital Melbourne clinical guidelines at [www.rch.org.au/clinicalguide](http://www.rch.org.au/clinicalguide)
- Therapeutic Guidelines are available for purchase at [www.tg.com.au/home/index.html](http://www.tg.com.au/home/index.html)
- The Australian Institute of Health and Welfare (AIHW) report *Australia's Health 2014* (available at [www.aihw.gov.au/publication-detail/?id=60129547205](http://www.aihw.gov.au/publication-detail/?id=60129547205)) outlines some significant differences in key indicators of general health and wellbeing.
- The Department of Veterans' Affairs has released the next edition of the *Veterans' MATES* project. *Getting your patients on board the annual diabetes cycle of care* 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](http://www.veteransmates.net.au)
- Australian Commission on Safety and Quality in Health Care *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/](http://www.safetyandquality.gov.au/our-work/patient-identification/patient-procedure-matching-protocols/ensuring-correct-patient-correct-site-correct-procedure-protocol/)

**CRITERION 5.2 – 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. These resources are all available at [www.racgp.org.au/support/policies/clinical-and-practice-management/appropriate-diagnostic-testing/](http://www.racgp.org.au/support/policies/clinical-and-practice-management/appropriate-diagnostic-testing/)
  - RACGP 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.
- Further information on health practitioner codes of conduct is available at [www.ahpra.gov.au/](http://www.ahpra.gov.au/)
- Additional information is available through the 'code of ethics' published by the AMA, found at <https://ama.com.au/position-statement/ama-code-ethics-2004-editorially-revised-2006>
- The medical Board of Australia has information on codes of conduct available at <http://www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx>

## STANDARD 6: CONTINUITY OF CARE

The Indicators in this section of the Standards focus on what is required of a practice to ensure the patient experiences connected and consistent healthcare.

### CRITERION 6.1 – Requesting a preferred practitioner

There are currently no relevant resources and links to include under this Criterion.

Further investigation is required to determine if there are any resources to include for this Criterion.

### CRITERION 6.2 – 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 Communication. It is available at [www.mja.com.au](http://www.mja.com.au)
- Standards 6 of the Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Service Standards relates to Clinical Handover. It is available at [www.safetyandquality.gov.au/wp-content/uploads/2012/10/Standard6\\_Oct\\_2012\\_WEB.pdf](http://www.safetyandquality.gov.au/wp-content/uploads/2012/10/Standard6_Oct_2012_WEB.pdf)
- The AMA provide information on transfer of patients from general care to hospitals. This information is located at <https://ama.com.au/position-statement/general-practicehospitals-transfer-care-arrangements-2013>
- The Australian Commission on Safety and Quality in Health Care have a resource relating to Clinical Handover at [www.safetyandquality.gov.au/our-work/clinical-communications/clinical-handover/ossie-guide/](http://www.safetyandquality.gov.au/our-work/clinical-communications/clinical-handover/ossie-guide/)

### CRITERION 6.3 – Continuity of care and the practitioner-patient relationship

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

- 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](http://www.racgp.org.au/download/Documents/Standards/cis-appcompliance.pdf)

### CRITERION 6.4 – Contingency plan

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

- RACGP's *Managing pandemic influenza in general practice* is designed to educate the practice team when responding to a pandemic. It is available at [www.racgp.org.au/your-practice/business/tools/disaster/pandemics/](http://www.racgp.org.au/your-practice/business/tools/disaster/pandemics/)
- RACGP's *Infection prevention and control standards for general practices and other office-based and community-based practices* (5<sup>th</sup> edition) provides information on infection control principles for general practices to prepare for an influenza pandemic. 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/](http://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/](http://www.racgp.org.au/your-practice/business/tools/disaster/erpt/)

- The NSW government has an appointment reminder tool that can be used to translate the appointment into your patient's language. This tool can be found at <http://www.swslhd.nsw.gov.au/refugee/appointment/>
- Cancer Council Victoria also have a multi-lingual resource available at <https://www.cancervic.org.au/languages>
- The Victorian Refugee Health Network also provides resources for general practice at [www.refugeehealthnetwork.org.au](http://www.refugeehealthnetwork.org.au) and [www.refugeehealthnetwork.org/wp-content/uploads/PRH-online-edition](http://www.refugeehealthnetwork.org/wp-content/uploads/PRH-online-edition)

## STANDARD 7: INFORMATION MANAGEMENT

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

### CRITERION 7.1 – Patient identification

Practices may find the following resources and link 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 at [www.oaic.gov.au/privacy-law/other-legislation/healthcare-identifiers](http://www.oaic.gov.au/privacy-law/other-legislation/healthcare-identifiers)
- Further information about the importance of correctly identifying patients is available at [www.rand.org/pubs/monographs/MG753.html](http://www.rand.org/pubs/monographs/MG753.html)

### CRITERION 7.2 – Medical 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/your-practice/ehealth/additional-resources/requirements/](http://www.racgp.org.au/your-practice/ehealth/additional-resources/requirements/)

### CRITERION 7.3 - Confidentiality and privacy of health information

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

- The RACGP's *Handbook for the management of health information in general practice* (3<sup>rd</sup> edition) 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. This resource is available for members to download at [www.racgp.org.au/your-practice/ehealth/protecting-information/privacy/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/privacy/) and can also be purchased at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)
- 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](http://www.racgp.org.au/download/Documents/Standards/cis-appcompliance.pdf)
- The RACGP has developed a privacy policy template for general practices to assist compliance with the requirements of the Australian Privacy Principles. This is available at [www.racgp.org.au/download/Documents/e-health/practicepolicyform.pdf](http://www.racgp.org.au/download/Documents/e-health/practicepolicyform.pdf)
- The RACGP's *Managing external requests for patient information* provides guidance for general practices to advise 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 for use once the decision has been made by the practice to provide a third party a copy of (or part of) a patient's medical record. This resource is available at [www.racgp.org.au/your-practice/ehealth/optimus/managing/](http://www.racgp.org.au/your-practice/ehealth/optimus/managing/)
- The RACGP's *Guide for the use of social media in general practice* provides information on the advantages and disadvantages, tips and a policy template to help practices when using this form of technology. It is available at [www.racgp.org.au/your-practice/ehealth/social-media/guide/](http://www.racgp.org.au/your-practice/ehealth/social-media/guide/)
- The RACGP's *Digital Health Incentive Resources* provides good reference material relating to Digital Health and related information. This can be found at <http://www.racgp.org.au/your-practice/ehealth/pip/resources/>
- Information on the Australian Privacy Principles is available at [www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles](http://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles)

- The Australian Health Practitioner Regulation Agency (AHPRA) has developed a social media policy for registered health practitioners. It is available at [www.atsihealthpracticeboard.gov.au/Codes-Guidelines/Social-media-policy.aspx](http://www.atsihealthpracticeboard.gov.au/Codes-Guidelines/Social-media-policy.aspx)
- The AMA has useful information on professional standards for health information. It is available at <https://ama.com.au/article/social-media-and-medical-profession>

#### CRITERION 7.4 - Information security

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

- The RACGP's *Computer and information security standards* (2<sup>nd</sup> edition) (CISS) 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/your-practice/ehealth/protecting-information/ciss/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/ciss/)
- The RACGP's *Effective solutions for e-waste in your practice* provides information and advice on how to safely, thoughtfully and correctly recycle and dispose of e-waste from their practice. It is available at [www.racgp.org.au/your-practice/ehealth/protecting-information/e-waste/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/e-waste/)
- The RACGP's has developed some guidance for practices on the use of email in general practice. This information is available at [www.racgp.org.au/your-practice/ehealth/protecting-information/email/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/email/)
- Information on the Australian Privacy Principles is available at [www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles](http://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles)
- The National eHealth Security and Access Framework provides standards, tools and guides to build and implement secure systems. It is available at [www.nehta.gov.au/implementation-resources/ehealth-foundations/national-ehealth-security-and-access-framework](http://www.nehta.gov.au/implementation-resources/ehealth-foundations/national-ehealth-security-and-access-framework)
- The Office of the Australian Information Commissioner has information on handling personal information security breaches at <https://www.oaic.gov.au/agencies-and-organisations/guides/data-breach-notification-a-guide-to-handling-personal-information-security-breaches>

#### CRITERION 7.5 - 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/](http://www.racgp.org.au/your-practice/ehealth/protecting-information/email/)
- Office of the Australian Information Commissioner's guidance related to Chapter 11 of the *Australian Privacy Principles – Security of personal information* is available at [www.oaic.gov.au/privacy/applying-privacy-law/app-guidelines/chapter-11-app-11-security-of-personal-information](http://www.oaic.gov.au/privacy/applying-privacy-law/app-guidelines/chapter-11-app-11-security-of-personal-information)

## STANDARD 8: PATIENT HEALTH RECORDS

The 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 8.1 - Patient health records

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

- The RACGP's *Quality health records in Australian primary healthcare* has been designed to assist health professionals produce, manage and use high quality health records. It is available at [www.racgp.org.au/your-practice/business/tools/support/qualityhealthrecords/](http://www.racgp.org.au/your-practice/business/tools/support/qualityhealthrecords/)
- The RACGP has a fact sheet on patient medical records. It is available at [www.racgp.org.au/your-practice/standards/resources/fact-sheets/](http://www.racgp.org.au/your-practice/standards/resources/fact-sheets/)
- The Australian Institute of Health and Welfare's *National best practice guidelines for collecting Indigenous status in health data sets* provide useful background information and practical advice and are available at [www.aihw.gov.au/indigenous-australians/indigenous-identification/](http://www.aihw.gov.au/indigenous-australians/indigenous-identification/)

## STANDARD 9: EDUCATION AND TRAINING OF PRACTICE STAFF

The Indicators in this section of the Standards focus on the systems that the practice uses to

- verify employee's qualifications
- ensure that each employee receives continuing education and training that is appropriate for their role.

### CRITERION 9.1 - Qualifications and training of healthcare practitioners

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

- The Australian Resuscitation Council (ARC) guidelines on instructor competencies for Cardiopulmonary resuscitation (CPR) training is 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/](http://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](http://www.anmf.org.au/documents/National_Practice_Standards_for_Nurses_in_General+Practice.pdf)
- The Medical Board of Australia provides a code of practice for review at [www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx](http://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/our-work/credentialling/](http://www.safetyandquality.gov.au/our-work/credentialling/)

### CRITERION 9.2 - Qualifications and training of non-clinical staff

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

- The Australian Resuscitation Council (ARC) guidelines on instructor competencies for Cardiopulmonary resuscitation (CPR) training is available at <http://resus.org.au/guidelines/>

## STANDARD 10: PRACTICE FACILITIES

The Indicators in this section of the Standards focus on the environment in which the practice operates to provide clinical care to patients.

### CRITERION 10.1 - Practice facilities

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

- The RACGP's *Rebirth of a clinic* 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/](http://www.racgp.org.au/publications/ordering/tools/)
- The RACGP has a fact sheet on electrical wiring when renovating a practice. It is available at [www.racgp.org.au/your-practice/standards/resources/fact-sheets/](http://www.racgp.org.au/your-practice/standards/resources/fact-sheets/)

## **Module 2: Quality improvement module**

1. Quality improvement
2. Clinical indicators
3. Clinical risk management

## STANDARD 1: QUALITY IMPROVEMENT

All of the 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 1.1 - Quality improvement activities

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

- The RACGP's *Quality Framework* included in the January/February 2007 issue of Australian Family Physician discussed the theory of quality improvement in general practice and included an examination of the RACGP's *Quality Framework* at [www.racgp.org.au/afp/200701](http://www.racgp.org.au/afp/200701)
- RACGP QI&PD services offer a wealth of quality improvement tools and guides including clinical audit mechanisms. Further information is available at [www.racgp.org.au/education/qicpd-program/](http://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/guidelines](http://www.racgp.org.au/guidelines)
- The National Prescribing Service offers free quality improvement activities that help GPs review their prescribing habits at [www.nps.org.au/health\\_professionals/activities/clinical\\_audits\\_for\\_gps/clinical\\_e-audits\\_for\\_gps](http://www.nps.org.au/health_professionals/activities/clinical_audits_for_gps/clinical_e-audits_for_gps)
- Australian Primary Care Collaboratives offer learning workshops on a model for improvement at [www.apcc.org.au](http://www.apcc.org.au)
- The Measurement for improvement toolkit is a tool produced by the Australian Commission on Safety and Quality in Healthcare and is available at [www.safetyandquality.gov.au/internet/safety/publishing.nsf/content/publications-M](http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/content/publications-M)

### CRITERION 1.2 - Patient feedback

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

- Practices are best served 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 MBA Code of Conduct contains advice about managing complaints at the practice level. This is available at [www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx](http://www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx)
- The Australian Commission on Safety and Quality in Health Care publication *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/former-publications/better-practice-guidelines-on-complaints-management-for-health-care-services-pdf-106-kb/](http://www.safetyandquality.gov.au/former-publications/better-practice-guidelines-on-complaints-management-for-health-care-services-pdf-106-kb/)

### CRITERION 1.3 – Improving clinical care

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

- The RACGP *Putting prevention into practice* (the 'green book') resource has a section on the Plan, do, study, act cycle – a useful way of undertaking quality improvement. It is available at [www.racgp.org.au/your-practice/guidelines/greenbook/prevention-in-general-practice/planning-for-prevention/plan,-do,-study,-act-cycle/](http://www.racgp.org.au/your-practice/guidelines/greenbook/prevention-in-general-practice/planning-for-prevention/plan,-do,-study,-act-cycle/)

### CRITERION 1.4 – Open Disclosure

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

- The Open Disclosure Framework developed by ACSQHC is available at [www.safetyandquality.gov.au/wp-content/uploads/2012/01/OD-Standard-2008.pdf](http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/OD-Standard-2008.pdf)

## STANDARD 2: CLINICAL INDICATORS

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

### CRITERION 2.1 – Health summaries

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

- The RACGP *Digital business kit* provides a suite of resources and general guidance to promote the adoption and meaningful use of technologies in general practice. Kit 1.5 is on the National eHealth Record System and includes some information on health summaries. This information is available at [www.racgp.org.au/digital-business-kit/national-ehealth-records-system/](http://www.racgp.org.au/digital-business-kit/national-ehealth-records-system/)

### CRITERION 2.2 - Safe and quality use of medicines

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

- The Department of Health 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](http://www.health.gov.au/nationalmedicinespolicy)
- Consumer Medicines Information (CMI) 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](http://www.tga.gov.au/consumer-medicines-information-cmi)
- The Australian Pharmaceutical Advisory Council Guiding principles for medicines management in the community available at [www.health.gov.au/internet/main/publishing.nsf/Content/apac-publications-guiding](http://www.health.gov.au/internet/main/publishing.nsf/Content/apac-publications-guiding) includes a list of information resources:
  - [www.nps.org.au](http://www.nps.org.au) or telephone 1300 888 763
  - [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au) (select 'library' then 'medicines guide')
  - [www.appco.com.au](http://www.appco.com.au)
  - [www.health.gov.au/internet/main/publishing.nsf/Content/health-publicat.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/health-publicat.htm)
  - [www.medicinesaustralia.com.au](http://www.medicinesaustralia.com.au)
  - [www.nps.org.au/consumers/tools\\_and\\_tips/medicines\\_list](http://www.nps.org.au/consumers/tools_and_tips/medicines_list)
- 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  
Pharmaceutical Services, ACT Health  
Telephone 02 6205 1700 Fax 02 6205 0997
  - Northern Territory  
Poisons Control, Department of Health & Families  
Telephone 08 8922 7341 Fax 08 8922 7200
  - New South Wales  
Pharmaceutical Services Branch NSW Health  
Telephone 02 9879 3214 Fax 02 9859 5165
  - Queensland  
Drugs and Poisons Policy and Regulation, Environmental Health Unit, Queensland Health

Telephone 07 3328 9310 Fax 07 3328 9354

- South Australia  
Pharmaceutical Services and Strategy, Department of Health  
Telephone 08 8204 1942 Fax 08 8226 9837

Tasmania Pharmaceutical Services Branch, Department of Health and Human Services,  
Tasmania

Telephone 03 6233 2064 Fax 03 6233 3904

- Victoria  
Drugs and Poisons Regulation Group, Department of Health  
Telephone 1300 364 545 Fax 03 9096 9168
- Western Australia  
Pharmaceutical Services Branch, Disaster Managements, Regulation and Planning  
Directorate, Department of Health, Western Australia  
Telephone 08 9222 6883 Fax 08 9222 2463
- National Prescribing Service national medicines line (1300 633 424) is a telephone service providing consumers with information on prescription, over-the-counter and complementary (herbal/natural/vitamin/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 are available at [www.health.gov.au/internet/main/publishing.nsf/content/nmp-guiding](http://www.health.gov.au/internet/main/publishing.nsf/content/nmp-guiding)
- Guiding principles for medication management in the community are available at [www.health.gov.au/internet/main/publishing.nsf/content/apac-publicationsguiding](http://www.health.gov.au/internet/main/publishing.nsf/content/apac-publicationsguiding)
- Guidelines for medication management in residential aged care facilities are available at [www.health.gov.au/internet/main/publishing.nsf/Content/nmp-pdfresguide-cnt.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/nmp-pdfresguide-cnt.htm)
- National Prescribing Service (NPS) Indicators of quality prescribing in Australian general practice (February 2006). The NPS indicators implement quality use of medicines principles, and are a useful tool to describe and assess practice processes and prescribing habits. They can be viewed at [www.nps.org.au/health\\_professionals/tools/quality\\_prescribing\\_indicators\\_in\\_australian\\_general\\_practice](http://www.nps.org.au/health_professionals/tools/quality_prescribing_indicators_in_australian_general_practice)
- The 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](http://www.tga.gov.au)
- Further information on medicine-wise approaches can be found at <http://www.nps.org.au/topics/how-to-be-medicinewise/managing-your-medicines/medicines-list>

### 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 3.1 - Clinical risk management systems

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

- The RACGP's *Clinical risk management in general practice*. A 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/](http://www.racgp.org.au/your-practice/business/tools/safetyprivacy/). It can also be purchased at [www.racgp.org.au/publications/ordering/tools/](http://www.racgp.org.au/publications/ordering/tools/)
- The MBA Code of Conduct section 3.10 (available at [www.medicalboard.gov.au/codes-and-guidelines.aspx](http://www.medicalboard.gov.au/codes-and-guidelines.aspx)) provides useful information on dealing with adverse events.

### **Module 3: General practice module**

1. Comprehensive care
2. Infection prevention and control in the practice
3. Practice equipment
4. Vaccine potency

## STANDARD 1: COMPREHENSIVE 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 1.1 – Responsive system for patient care

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

- Further information on conducting technology-based consultations is in the *Medical Board of Australia Guidelines: Technology-based patient consultations*. It is available at [www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx](http://www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx)
- The following Triage tool - POPGUNS - Prioritisation of Patients: A Guide to Urgency for Non-clinical Staff is available at <http://www.snsqml.com.au/images/stories/documents/Primary%20Care%20Support/POPGU%20NS.pdf>

### CRITERION 1.2 - Home and other visits

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

- The RACGP's *General practice – a safe place* outlines a range of practical strategies to assist general practices to appropriately minimise risks of violence. It is available at [www.racgp.org.au/your-practice/business/tools/safetyprivacy/gpsafeplace/](http://www.racgp.org.au/your-practice/business/tools/safetyprivacy/gpsafeplace/)
- Information that may assist in determining what is safe and reasonable for health professionals is available from the *Australian Medical Association (AMA) anti violence kit* <https://ama.com.au/article/ama-anti-violence-kit>

### CRITERION 1.3 – 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 in primary health care. Up to date information on after hours arrangements in primary health care, please visit [www.health.gov.au/internet/main/publishing.nsf/Content/primary-ahphc](http://www.health.gov.au/internet/main/publishing.nsf/Content/primary-ahphc)

### CRITERION 1.4 – Continuous and comprehensive care

There are currently no relevant resources and links to include under this Criterion.

Further investigation is required to determine if there are any resources to include for this Criterion.

### CRITERION 1.6 – Engaging with other services

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

- Department of Human Services: Referrals under Medicare webpage available at: [www.humanservices.gov.au/health-professionals/subjects/referrals-under-medicare](http://www.humanservices.gov.au/health-professionals/subjects/referrals-under-medicare)
- The Australian Medical Association has information on its website about Medicare requirements for referrals to specialists and consultant physicians. It is available at <https://ama.com.au/article/medicare-requirements-referrals-specialists-and-consultant-physicians>
- The National Disability Insurance Scheme (NDIS) provides information on the support mechanisms available to people with disability. The NDIS is located at [www.ndis.gov.au](http://www.ndis.gov.au).

## STANDARD 2: INFECTION PREVENTION AND CONTROL IN THE PRACTICE

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

### CRITERION 2.1 – Infection prevention and control, including sterilisation

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

- RACGP's *Managing pandemic influenza in general practice* is designed to educate the practice team when responding to a pandemic. It is available at [www.racgp.org.au/your-practice/business/tools/disaster/pandemics/](http://www.racgp.org.au/your-practice/business/tools/disaster/pandemics/)
- RACGP's *Infection prevention and control standards for general practices and other office-based and community-based practices* (5<sup>th</sup> edition) provides information on infection control principles for general practices. It is available at [www.racgp.org.au/your-practice/standards/infectioncontrol/](http://www.racgp.org.au/your-practice/standards/infectioncontrol/)
- *National Hand Hygiene 5 moments for hand hygiene* available at [www.hha.org.au/home/5-moments-for-hand-hygiene.aspx](http://www.hha.org.au/home/5-moments-for-hand-hygiene.aspx)
- The RACGP has provided a range of fact sheets relating to disaster recovery management at <http://www.racgp.org.au/your-practice/business/tools/disaster/> *Australian Immunisation Handbook* available at [www.immunise.health.gov.au](http://www.immunise.health.gov.au)
- Department of Health and Ageing, *Infection control guidelines for the prevention of transmission of infectious disease in the healthcare setting* available at [www.health.gov.au/internet/main/publishing.nsf/content/icg-guidelines-index.htm](http://www.health.gov.au/internet/main/publishing.nsf/content/icg-guidelines-index.htm)
- Standards Australia has published AS 1071-2015 *Placement and presentation of hand hygiene materials in health care settings*. The standard specifies requirements and provides guidance on the placement, presentation, design, maintenance and installation of hand hygiene products for use in health care settings. Further information is available at [www.standards.org.au/OurOrganisation/News/Pages/Statement-on-AS-1071-Placement-and-presentation-of-hand-hygiene-materials-in-health-care-settings.aspx](http://www.standards.org.au/OurOrganisation/News/Pages/Statement-on-AS-1071-Placement-and-presentation-of-hand-hygiene-materials-in-health-care-settings.aspx)
- Information on the National Hand Health Hygiene Initiative can be found at [www.hha.org.au](http://www.hha.org.au)
- The Waste Management Association of Australia has developed the *Industry Code of Practice for the Management of Clinical and Related Wastes*. The current edition is available for order at [www.wmaa.asn.au/scripts/cgiip.exe/WService=WMAA/ccms.r?pageid=10345](http://www.wmaa.asn.au/scripts/cgiip.exe/WService=WMAA/ccms.r?pageid=10345)

### STANDARD 3: MEDICAL EQUIPMENT IN THE PRACTICE

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

#### CRITERION 3.1 – 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/your-practice/standards/resources/fact-sheets/](http://www.racgp.org.au/your-practice/standards/resources/fact-sheets/)

#### CRITERION 3.2 - Doctor's Bag

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

- A list of the medications available for a doctors' bags is available at [www.pbs.gov.au/browse/doctorsbag](http://www.pbs.gov.au/browse/doctorsbag)
- Paediatric emergency drugs and dosages can be found in the Royal Children's Hospital *Pharmacopoeia*, available at [www.rch.org.au/pharmacy/business\\_development/Paediatric\\_Pharmacopoeia/](http://www.rch.org.au/pharmacy/business_development/Paediatric_Pharmacopoeia/)

## STANDARD 4: VACCINE POTENCY

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

### CRITERION 4.1 - 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/your-practice/standards/resources/fact-sheets/](http://www.racgp.org.au/your-practice/standards/resources/fact-sheets/)
- *The National Vaccine Storage Guidelines Strive for 5* contains a number of self-audit and other templates to assist with the recording of vaccine storage. This resource is available at [www.health.gov.au/internet/immunise/publishing.nsf/content/IMM77-cnt](http://www.health.gov.au/internet/immunise/publishing.nsf/content/IMM77-cnt)
- *Australian Immunisation Handbook* available at [www.immunise.health.gov.au](http://www.immunise.health.gov.au)