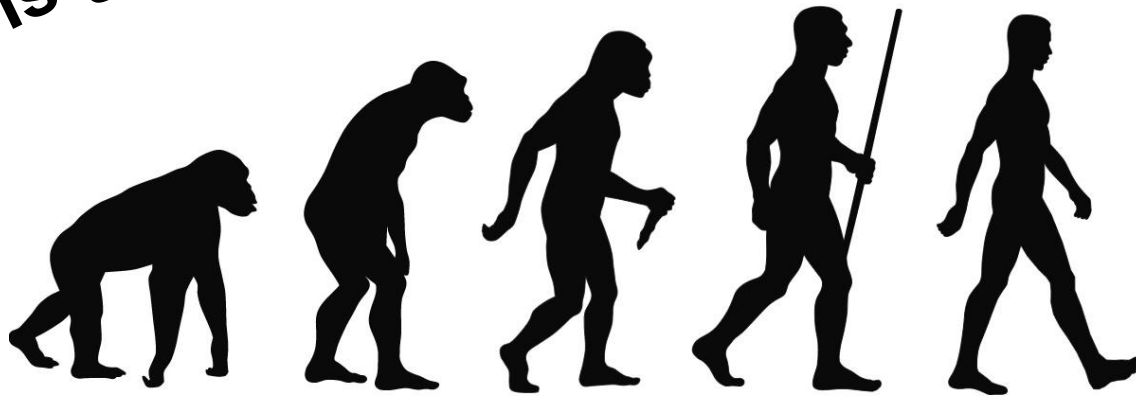


Change Principles & Change Ideas

Change is good



Most of the time....



Change Principles

What are they?

- Change Principles are like a recipe to guide you through the Wave
- Participants should aim to make improvements within each Change Principle
- Change Ideas provide practical steps towards achieving improvement for each Change Principle
- They provide a structure for health services to make changes 'safely'





TEAMWORK

**means
never having
to take all
the blame**

The Foundational Principle

Build and maintain your team

Change ideas

- Set realistic goals
- Communicate with other team members
- Engage the team
- Assign roles and responsibilities
- Reflect on and review what you are doing



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"How can you say we're not behaving like a team?
We're all wearing the same color shirts, aren't we?"

Change Principle 1

Improve the accuracy of your clinical database

Change ideas

- Identify your active practice population.
- Build reliable disease registers for CKD and CHD
- Systematically identify patients who have not yet been identified as having CKD or CHD, but who fit the diagnostic criteria. CKD in particular is known to be very significantly undiagnosed
- Build systems to maintain the accuracy of these registers over time
- Engage your patients in ensuring the accuracy of the information we hold about them.

Change Principle 2

Have a systematic and proactive approach to cardiovascular risk factor reduction and renal protection

Change ideas

- Develop systems to stratify cardiovascular risk in our patients using the Absolute Risk assessment Tool
- Establish appropriate care pathways, using evidence based guidelines, to implement risk reduction strategies for patients
- Use a multidisciplinary team to facilitate reliable care delivery.
- Establish proactive recall and reminder arrangements
- Use computer templates to support consistent care delivery
- Use process mapping to identify opportunities to update and upload Shared Health Summaries
- Integrate the perspective of patients and carers in the design of services.



"Yes, that was very loud, but I said I wanted to hear your HEART!"

Change Principle 3

Implement self-management principles and support patient self-management

Change ideas

- Establish clear definitions of self-management and what 'self-management support' involves
- Ensure a holistic view of patients' perspectives are embedded, including the needs of harder to reach groups
- Organise internal and external resources to provide patient-centred support for self-management
- Implement strategies to improve patient enablement, health literacy and goal setting for better self- management outcomes

Change Principle 4

Ensure patients receive coordinated and integrated care

Change ideas

- Analyse the patient journey and redesign where necessary
- Identify and refer to local organisations (and the local community) to services and resources that support the care of patients
- Engage with your Medicare Local's (or other support organisation's) plans for integrated care through improving the relationship between primary, secondary and tertiary providers
- Communicate with other clinicians concerning the Shared Health Summary
- Engage local providers to identify ways to use the Shared Health Summary to improve care
- Engage patients to develop new strategies for using and sharing their shared health summaries across their care team

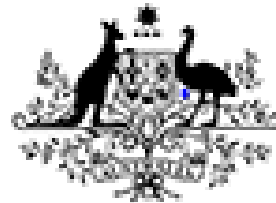


Australian Primary Care
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