



Recognising and Rewarding Quality in Practice

Risk Management – a new religion for the modern doctor

28 August 2009

A large, stylized graphic of the letters 'QIP' in white, set against a solid blue rectangular background. The 'Q' is a simple circle with a tail, the 'I' is a vertical bar, and the 'P' is a simple shape with a curved top.



Quality in Practice

- Established in 2000 and is a wholly owned subsidiary of AGPAL
- AGPAL has been accrediting primary care for over 10 years
- Based on the assessment of practices – feedback is provided to the owners of the standards in areas where quality improvement is needed
- QIP liaises regularly with the Standards setters
- QIP engages with peak professional bodies to ensure the profession owns the process
- Committed to Continuous Quality Improvement (CQI)

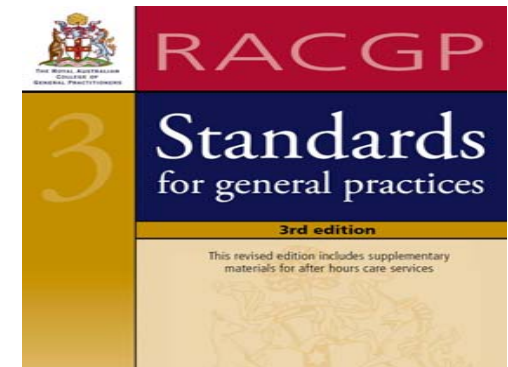


Quality in Practice and Risk Management

Standards safeguard accredited practices as they require the need to be put in place systems to reduce the likelihood of errors occurring.

For example:

- Criterion 1.5.4 System for follow up of tests and results
- Criterion 1.2.2 Informed patient decisions
- Criterion 1.7.2 Health summaries
- Criterion 3.1.1 Quality improvement activities
- Criterion 3.1.2 Clinical risk management system

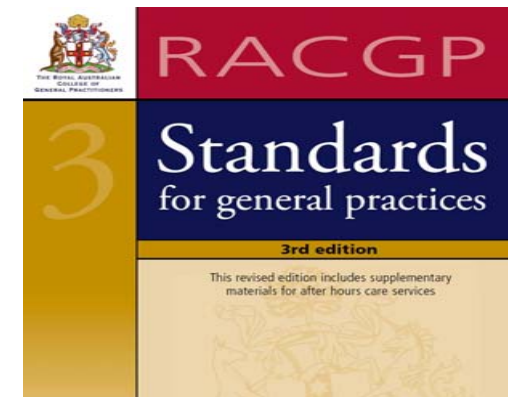




Quality in Practice support to reduce risk

QIP supports primary care providers by:

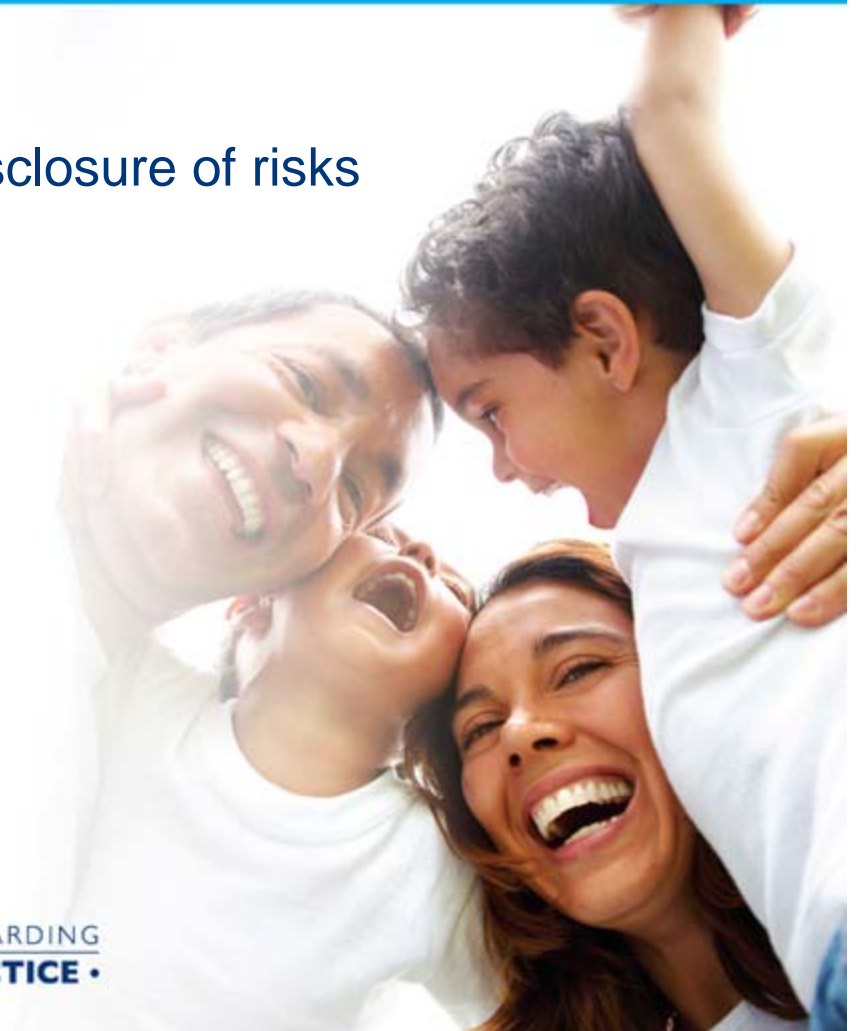
- Providing support throughout the entire accreditation process
- Comprehending the standards
- Providing checklists to assist providers to meet the standards e.g. – health records review, sterilisation, staff competencies and cold chain management
- Providing templates e.g. – staff confidentiality and policy and procedure manual templates
- Report post survey – identifies where standards are not met and educates on areas where quality improvement is required





Some risk management indicators

- Communication with patients
- Patient expectations, consent and disclosure of risks
- Confidentiality and privacy
- Diagnosis and treatment
- Follow-up
- Referral
- Health records
- Prescribing
- Medicine storage
- Policies and procedures
- Induction program
- Complaints



RECOGNISING & REWARDING
• QUALITY IN PRACTICE •



The link between risk management and standards

- Computerisation of practices and health records
- Ability to use software to indicate prescribing conflicts
- Privacy
- Confidentiality
- Sterilisation – better understanding of the principles and application



Examples of how accreditation reduces risk

| Indicator | Description | % of practices not met at the time of survey visit |
|------------------|------------------------------|---|
| 1.7.2A | Health summaries - allergies | 7% |
| 1.7.3A | Patient health records | 6% |
| 2.1.2A | Feedback and complaints | 2% |
| 3.1.2A | Clinical risk management | 7% |
| 5.3.2A | Vaccine management | 7% |
| 5.3.4B | Infection control | 17% |