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# Engaging General Practice to support the care of our community

Initiative Type

Service Improvement

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## Summary

The General Practice (GP) Liaison Network is a Queensland Health state-wide program with teams situated in every Hospital and Health Service (HHS). To support our primary care partners and the

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care of patients, Gold Coast Health's GP Partnerships and Engagement team operated at the interface between our HHS and GPs facilitating representation, advocacy, communication, collaboration and connectivity. Our annual work plan includes working with general practice to increase utilisation of state-wide Queensland Health resources. The GP Partnerships and Engagement Dashboard was created to provide an easily accessible overview of our local GP profile at both a practice and individual practitioner level. It helps our HHS better understand our primary care partners' needs and supports targeted engagement to improve clinical handover, education and service information sharing. The GP Partnerships and Engagement dashboard was developed to provide an easily accessible overview of our local GP profile at both a practice and individual practitioner level. As the team did not consist of a data analyst to develop a dashboard, we worked with Gold Coast Health's Learning Experience and Academic Placements program who supported the placement of three consecutive non-clinical interns studying a Master/Bachelor of Business Data Analytics at Bond University. Students were placed with the GP Partnerships and Engagement team for a period of three months each, with one of the placements extending to six months. Students worked closely with the GP Partnerships and Engagement Program Manager to understand the data sources, how to access cleanse and manipulate the data, develop the layout, validate the data and then document, train and handover the data loading process to the Program Manager. Data cleansing of each data source occurs first and takes approximately one hour. The dashboard data prepping and loading process was initially very manual taking approximately four hours each month and was open to human error. This process required automation. At that stage, a data development manager at Gold Coast Health was engaged to apply the coding prepared by the interns to excel power queries in order to reduce the manual tasks. Dashboard data prepping and loading time was reduced to approximately 30 minutes. The dashboard is accessible to GP Partnerships and Engagement staff and refreshed monthly.

#### Key dates

May 2022

Mar 2024

#### Implementation sites

Gold Coast Hospital and Health Service

#### Partnerships

Healthcare Improvement Unit

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## Key Contacts

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## Aim

One of our aims is to increase utilisation of our resources to support clinical handover and the ongoing care of patients in the community by general practice.

## Benefits

The dashboard was made accessible to the GP Partnership and Engagement team who provided feedback on improvements to support daily duties. The dashboard was also demonstrated to the Gold Coast Health Board, Queensland GP Liaison Network and at a meeting with the Director, Healthcare Improvement Unit Office of the Executive Director Manager and Manager, Healthcare Improvement Unit Insights.

Impact evaluation is conducted on a quarterly basis by the GP Partnerships and Engagement team through reporting of its key performance indicators to increase utilisation of Queensland Health resources by general practice.

## Background

Our service is lacking a sophisticated stakeholder relationship management tool. In our engagement with general practice, we promote multiple Queensland Health resources to support clinical handover

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and the ongoing care of patients in the community. Prior to communicating with a particular practice, we need to access, cleanse, filter and analyse 8 different data sources to target our service offerings and understand which resources are currently utilised by each practice and their individual practitioners. Often, once data is gathered and the phone call is made, the practice manager is unable to talk at that time and a rereview may be required. We also receive phone calls direct from GPs via our GP Advice Line and cannot maximise those opportunities to promote resources due to this data being. Easy access to information is required.

## **Solutions Implemented**

The placement of three consecutive non-clinical interns studying a Master/Bachelor of Business Data Analytics at Bond University. These students were placed with the GP Partnerships and Engagement team. The dashboard data prepping and loading process was initially very manual and the data development manager at Gold Coast HHS developed an automated process.

## **Evaluation and Results**

Informal summative evaluation was conducted upon development of the dashboard. Information displayed on the dashboard has supported the GP Partnerships and Engagement team's visualisation of key performance indicators and increased utilisation of state-wide Queensland Health resources as follows: Maintaining 97% of Gold Coast general practices receiving Gold Coast Health correspondence electronically.

From April 2022 to January 2024

70% increase in total users and 53% increase in new users of HealthPathways

Increased use of GP Smart Referrals as a method of sending referrals from 32% to 56%

23% increase in Health Provider Portal users

17% increase in GPs receiving CDA format discharge summaries (a format that displays pathology and radiology results)

34% increase in Gold Coast Health GP Newsletter subscribers

332 individual users of the GP Advice Line service in 2023

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