

Workshop- feedback: What needs to be done?

1. Practice connectedness / divisions -> regional primary health care
2. Whole model of care across person / patient care complexity
3. Practice managers as agents of change
4. Practice nurses model -> allied health
5. E-health records -> communication
6. Incentives – government
7. Medicare items for allied health providers
8. Allied health professional associations of Australia
9. Patient health literacy
10. Workforce – Role and dignity

Panel discussion: Getting Teamwork into PHC - What is needed at the organizational / service level?

<p>A. Incentives government MBS review Team-funding</p>	<ul style="list-style-type: none"> - Flexible funding models - Incentivize outcomes of continuous care - Incentivize public health services - Need modified business models
<p>B. Allied health models / divisions</p>	<ul style="list-style-type: none"> - Who do I talk to about? (AHP associations...) - GP medical voice? Too loud in the way things are - How can we draw together disparate professional voices to lobby policy makers regarding team-working in PHC? - Mark-over fee for services impact on teamwork - Blended model for service/funding if we want to promote teamwork in PHC / perhaps a trial?
<p>C. Research -> future programs</p>	<ul style="list-style-type: none"> - Valuation – need for ongoing funding - Evaluation -> TCA/ AHP
<p>D. Person / health literacy</p>	<ul style="list-style-type: none"> - web
<p>E. Agents of change</p>	<ul style="list-style-type: none"> - Need for policy context to drive teamwork - Culture of change - Followership as important as leadership - Business risk -> business owner has to allow change - Train division facilitators / build confidence and skills in facilitating change
<p>F. Role Ambiguity</p>	<ul style="list-style-type: none"> - Actual practices of teamwork vary - Teamwork can be facilitated - Break down walls - Education - Sharing expertise - Capabilities - Include M.D. teamwork in pre-reg. and post-reg. curricula - Teamwork needs to be modelled in practice setting - Personal interactions build trust - Not just based on professional respect - Teamwork element of accreditation for GP