

KEY MESSAGES

Improving organisational performance in Australian primary care: The Primary Care Practice Improvement Tool (PC-PIT) and online supporting resource suite

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Policy context

There is now international consensus regarding the impact of organisational elements on the delivery of quality care and in continuous quality improvement. Available tools focus predominantly on clinical governance or are unacceptable for use in general practice. The Primary Care Practice Improvement Tool (PC-PIT) has been co-created for Australian general practice, with Australian general practices. It provides a means for low performing practices to improve their organisational performance in line with accreditation benchmarks and recognises the role of Practice Managers in facilitating organisational improvement. The Primary Health Networks (PHNs) and Royal Australian College of General Practitioners (RACGP) continue to be key partners in developing a framework to embed the PC-PIT in existing quality improvement programs.

Key messages

Research undertaken in the Centre for Research Excellence in Primary Health Care Microsystems (<http://aphcri.anu.edu.au/aphcri-network/research-completed/improving-quality-and-sustainability-integrated-phc-pc-pit-study>) focused on the development of the PC-PIT which:

- > Encompasses 13 elements integral to high performing practices identified from international literature
 - o Is an online tool; co-created with Australian general practices and partner organisations nationwide.
 - o Provides a piloted, trialed process which is acceptable and appropriate to Australian general practices.
- > Can be utilised by the range of practice geographic contexts, sizes and business models
- > Identifies low scoring practices and provides a process to achieve and sustain accreditation requirements and also target support for continuous quality improvement and organisational improvement.

Building on this work in 2015-16, the PC-PIT process,

- > Was validated as a 'whole-of-practice' approach to internal organisational improvement
- > Contains an accompanying suite of online, high quality free-to-access tools/ resources designed to complement the PC-PIT elements and provide a 'one stop shop' for practices undertaking organisational performance improvement activities
- > Has further strategies underway in 2016-17, with the key aims of,
 - o Developing a national framework to embed the PC-PIT process as part of exiting quality improvement activities conducted by RACGP and the PHNs
 - o Exploring the application of the PC-PIT within a broader range of primary health care settings, including allied health professions, Aboriginal Community Controlled Medical Services and specialist community health clinics

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