

GPLO National Conference 2016

“Going with the Flow” - a GPLO’s experience of clinical streaming

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Introduction

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- GPLO Rheumatology - Brisbane North PHN
- Covering Metro North Hospital and Health Service (MNHHS)

Learning outcomes

- understand the process of clinical streaming
- appreciate the benefits of GPLOs working within streaming groups
- consider some specific examples of this work.

CLINICAL STREAMING

The problem

- MNHHS
 - large, diverse region
 - 20% of Queensland population
- identified issues:
 - fragmentation of services
 - inequity across region

The approach

- aim for MNHHS residents to have equity of:
 - health service access
 - service use experience
 - outcome.
- Clinical Council workshops
- literature review
- resulting information assessed.

The solution

- clinical streaming
- streams non-budget holding governance bodies
- facilitate care delivery being:
 - patient-centred
 - standardised but locally adapted if required
 - guided a broad range of key staff
 - coordinated/integrated
 - less constrained by traditional boundaries.

Streaming in MNHHS

- Six clinical streams
 - medicine
 - surgery
 - heart and lung
 - critical care
 - women's and children's
 - cancer care
- 42 sub-streams/work groups

Rheumatology sub-stream

- first met November 2014
- monthly meetings with secretarial support
- comprises:
 - 8/9 MNHHS rheumatologists
 - MNHHS directorial/strategy staff
 - 4 allied health practitioners
 - NUM
 - Arthritis Queensland educator
 - PHN staff
 - Frequent invitees
 - GPLO.

STREAM-RELATED PROJECTS

GP with special interest (GPwSI)

- trial of new model to increase rheumatology outpatient capacity
- widely used in UK
- 1-off funding obtained from MNHHS
- practicalities
 - enthusiastic GP sourced with no special training
 - 1 clinic per week for 12 weeks
 - 1st 2 clinics exclusively for training
 - GPwSI management plan reviewed by specialist.

GPLO input

- participated in discussion about trial
- supported funding application (short notice)
- researched GPwSIs in UK
- helped develop position details
- assisted securing the right GP for the role.

GPwSI data

- 39 patients seen by GPwSI
- survey of GPwSI visits
 - all rated satisfactory/very satisfactory
- cost outline:
 - \$6,500 salary
 - \$2,800 bulk-billing revenue
 - cost-effectiveness would increase with time in post
- GP rated the experience very positively.

Rheumatology Education Day

- aims:
 - address GP educational needs in rheumatology
 - improve referral quality
 - showcase Map of Medicine as practical GP tool
 - professional networking
 - answer questions submitted by all GPs on application.
- collaboration
 - ARA Queensland
 - Arthritis Queensland
 - MNHHS
 - Brisbane North PHN.

GPLO input

- canvassed GP input on content
- submitted RACGP CPD application
- liaised with PHN and AQ for support
- supported Map of Medicine component
- participated in panel discussion

Education day data

- 46 attendees
- Overall evaluation:
 - 79% very good
 - 21% good
- 14 GPs self-identified as wishing to be considered for GPwSI role if available in future.

Arthritis self-management course

- funding became available for:
 - innovative community partnership projects
 - extensive collaboration essential
 - short notice.
- streaming group and partners developed
 - course for patients with inflammatory arthritis
 - education
 - self-management
 - intensive allied input
- ultimately unsuccessful but template established.

GPLO input

- worked with streaming group to develop idea
- liaised with partners to develop/cost this
- researched similar models used overseas
- liaised with UK-based provider of similar course
- co-wrote funding application.

Other stream projects

- establishing HHS-wide GP referral criteria and keeping these current
- creating a temporal artery biopsy pathway for the HHS
- auditing referrals to inform the sub-stream
- improving systems for equitable referral allocation
- developing a suite of rheumatology Maps of Medicine
- piloting a Map evaluation project
- advising on the Medicine Stream Strategy Document
- establishing regional outreach services for areas without rheumatologists

BENEFITS/DRAWBACKS OF GPLO STREAMING INVOLVEMENT

Benefits

- advocate for primary care
- provide GP clinical perspective
- gives access to engaged key players
- allows widespread, timely consultation on GPLO projects
- help progress relevant stream projects rapidly
- improves link between sub-stream and PHN
- develop better working relationships with key staff

Drawbacks

- costly resource
- uses limited GPLO time
- not all activities need GPLO input
- GPLOs not available for all sub-streams
- potential for conflicts of interest.

CONCLUSION

Working within streaming

- greatly facilitates GPLO work
- enhances stream effectiveness
- do similar opportunities exist in other regions?

QUESTIONS