



KEY MESSAGES

The Primary Care Practice Improvement Tool (PC-PIT): Development and trial of an approach to improve organisational performance in Australian primary health care

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Policy context

There is a growing 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. There are currently no tools designed for Australian primary health care, which can be used internally without the need for extensive external facilitation. 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 Practice Incentives Program (PIP) as well as newly announced Primary Health Networks (PHNs) are a potential means of embedding the PC-PIT in existing quality improvement programs.

Key messages

The PC-PIT

- > Encompasses 13 elements integral to high performing practices identified from international literature
 - Is an online tool; co-created with Australian general practices, partner and stakeholder organisations nationwide.
 - Provides a validated process which takes a 'whole of practice' approach to internal organisational improvement.
- > Can be utilised by the range of practice geographic contexts, sizes and business models.
- > Identifies low performing practices and provides a process to achieve and sustain accreditation requirements.
- > Requires further strategies for 2015 in order to:
 - Identify and implement high quality, validated free to access resources to support the role of Practice Managers and use of the PC-PIT.
 - Develop an appropriate business model, supported by existing organisations such as Royal Australian College of General Practitioners (RACGP) and the PHNs.
 - Embed the PC-PIT in improvement activities such as the PIP.

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