

# 2017 Avant AAPM Scholarship Program Recipients

**Karen Gunson**, Ocean Family Medicine Sippy Downs, QLD

**Anita Johnson**, Medirew Buderim, QLD

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**Stacey Moncrieff**, Women's Obstetric & Gynaecology Specialists, VIC

**Anna Stuy**, Balance Edmonton Family Practice, QLD





# Health Care Homes

**The role of the practice manager  
in the health care home**



# Health Care Home Model

- > The Health Care Homes model aims to provide better coordinated and more flexible care for Australians who are living with chronic and complex health conditions.
- > The Health Care Home model is supported by bundled payments to enable the delivery of more flexible and responsive care.



# 10 building blocks for high performing primary care



# Quadruple Aim



# Health Care Homes: Ten Tips for Practice Managers

1. Develop leadership and change management skills
2. Build a culture of data driven improvement and population management
3. Encourage team based care and use people at the top of their scope
4. Have a clear process for implementing the model
5. Review and revise GP contracts
6. Have clear protocols and policies for electronic and non-face to face care
7. Develop clear policies and procedures around recalls and reminders
8. Work in partnership with patients to meet their expectations
9. Develop policies and procedures to ensure patient privacy
10. Build a culture of continuous learning and innovation