

**Coliban Medical Centre** is located in the rural town of Kyneton, in the Macedon Ranges of Victoria. The medical centre services a broad patient population with 6 GPs (3.7 FTE), 2 practice nurses, a practice manager, a number of reception staff and allied health professionals located on site.

**“Prior to joining the APCC Program our health service strived to provide the best care possible, but we felt there was always room to improve. Primary healthcare in a rapidly changing canvas and we were keen to keep up with demand and provide a better service in a systematic and evidence based way, which the APCC Program provides.**

The APCC Program has helped us to build a positive systems culture where the whole team strives to improve outcomes for our chronic disease patients. Our learnings through the Program helped us to introduce a healthy lifestyle clinic for our obese and overweight patients. There are many good news stories resulting from these clinics. Patients are losing weight, say they feel supported, and we see them making better lifestyle choices.

In the first 12 months of our involvement in the APCC Program we have achieved an **18% improvement** for the Program’s GP Management Plan measure and an **11% improvement** for the Program’s diabetes blood pressure measure.

We have gained a national perspective through attending the workshops and our professional life has been enriched through collaboration with other health services.

**The APCC Program has provided a change model that is benefitting everyone - our GPs, nurses, reception staff and our patients - what could be better than that?”**

JACKIE TURNER  
Practice Nurse and Manager  
COLIBAN MEDICAL CENTRE, VIC

**Maddington Village General Practice** is located in the regional centre of Maddington, about 20km south-east of Perth, with approximately 8000 active patients serviced by 3 GPs, 2 administrative staff, a registered nurse and an enrolled nurse.

**“Before joining the APCC Program, very little time was being allocated to team building. Staff believed that teamwork was key to improving communication and staff efficiency which, in turn, would enable us to make successful changes to improve the care we provide to our patients with a chronic disease.**

Since joining the APCC Program, the entire team has worked towards providing more systematic, proactive and interventional care to patients at risk of developing a chronic disease. We have introduced nurse led clinics which have generated additional income, but more importantly, we have been able to educate our patients about the importance of prevention and self management.

In the first 12 months of our involvement in the APCC Program we have achieved a **12% improvement** in the APCC Program’s diabetes cholesterol recorded measure and a **15% improvement** in the diabetes blood pressure recorded measure.

**The APCC Program gave us a fresh approach to improving outcomes. Our team has successfully implemented a number of changes that benefit both the patients and staff and by taking a systematic approach we get it right now, much more often.”**

TRACEY CHANDLER, Practice Nurse  
MADDINGTON VILLAGE GENERAL PRACTICE, WA

**Prospect Medical Centre** is situated in Launceston, Tasmania. The medical centre serves a broad patient demographic spreading over Launceston and surrounding areas with 9 GPs (5.4 FTE), a number of nursing and allied health staff, an office manager, a practice manager and 8 part time reception staff.

**“We had a number of changes we wanted to make, and the APCC Program provided a structured and coordinated framework to implement these ideas successfully.**

Since becoming involved in the APCC Program we’ve developed a new care program for our patients with diabetes and strengthened our relationships with allied health providers. We’ve also expanded our resources and facilities, allocated extra nursing hours and reviewed our appointment structure.

Through these changes, and others made at the practice, Prospect Medical Centre have achieved a **39% improvement** for the APCC Program’s GP Management Plan measure and a **28% improvement** for the diabetes HbA1c measure. It is exciting to see these health indicators reflect the improvements we are making to our services.

**The changes have been very positive for the patients and the practice team alike. With the improvements we’ve made it’s now easier for patients to get in to see a GP or nurse when they need to, and with the extra time and resources we have put into diabetes education, patients have told us that they feel more in control of their own health. It has been wonderful to see our patients happier, healthier and feeling better about life.”**

CECILY IGGLESDEN, Practice Manager  
DR GERRY VANDERSLINK, GP  
PROSPECT MEDICAL CENTRE, TAS

**Rosedale Medical Practice** is located in the north-western suburbs of Sydney. 4 part-time GPs, 5 part-time reception staff, a full-time practice manager and a part-time practice nurse serve a patient population of approximately 5,000.

**“We wanted to adopt a more systematic and proactive approach to managing our patients’ health care, but we didn’t know where to start, or how we could manage it within our already busy practice environment. Then we discovered the APCC Program.**

Using the APCC Program’s Model for Improvement we identified our goals, and through a series of small stepped plans, we implemented our changes. Simple systems were created to improve the integrity of our diabetes register and the management of our patients with diabetes. Over the course of just a few months, through the practice feedback graphs provided by the Program, we could see the progress our team was making.

The additional income to the practice through completing the Diabetes Annual Cycle of Care and in claiming the Diabetes SIP payment, was an unforeseen bonus, but most important is that the entire team at the practice were active participants in the decisions made about change.

**Our practice will continue using the APCC Program methodology to provide a proactive, consistent, and coordinated approach to patient care and business efficiency.”**

DR ELIZABETH PRATT  
ROSEDALE MEDICAL PRACTICE, NSW

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To view the complete case studies for each of these health services visit the Case Studies page on the APCC website [http://www.apcc.org.au/sharing\\_ideas/case\\_studies/](http://www.apcc.org.au/sharing_ideas/case_studies/)



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# See how the APCC Program helped these health services improve diabetes care...

