

*General Practice Liaison: the  
integrative workforce at the  
hospital and community  
interface*

June 2018

# Roles and Coordination of General Practice Liaison Workforce

- To explore future opportunities for support of GPL workforce.
- To identify key operational and strategic areas for improvement within the general practice/hospital interface, with a focus on patient safety and service integration.

# Advisory Committee

- *Dr Josie Samers*: GP Consultant (GP Liaison Unit), Alfred Health
- *Dr Penny Gaskell*: GP Liaison Medical Officer, Eastern Health
- *Ms Jannine Rigby*: GP Liaison Manager, Ballarat Health Services
- *Dr Joanne Newton*: GP Liaison Consultant, Peninsula Health
- *Prof Donald Campbell*: Service Director, Monash Health
- *Louise Willis*: Senior Project Officer, Primary Care Engagement, Dept of Health and Human Services
- *Tanya Swards*: Principal Project Officer- HealthLinks, Dept of Health and Human Services
- *Aleisha McLeod*: Manager, Victorian Clinical Council, Safer Care Victoria
- *Jane Measday*: General Manager Ballarat Community Health
- *Garth Ebelthite*: Mental Health Clinical Network, Safer Care Victoria
- *Dr Luis Prado*: Executive Director Academic and Medical / Chief Medical Officer Epworth HealthCare
- *Karlie Tucker*: GPL Project Officer

# Key Questions

1. What are the unique functions of GPL workforce and what value do they provide to patients?
2. What gaps exist in the current model ?
3. how has the role of the GPL workforce changed, what is it now and how will this change in the future?
4. What models would assist GPL achieve their potential and how?



- Structures within the health system do not partner naturally
- General Practice is the provision of patient centred, continuing comprehensive, coordinated primary care to individuals, families and communities.
- Hospitals deal with the sickest people in our community. Most hospital episodes begin with and end with care in the community
- Increasing demands on services in both settings

## General Practice Liaison: an integrative workforce

- Knowledge of general practice and hospital systems
- Partnership builder where there is lack of natural “partner compatibility”
- Social networker that engages all professions
- Problem solvers
- Trust builder
- Change manager



"You play ball with me and  
I'll play ball with you!"

# Where does Vic GPL conduct this activity?

- Emergency Care
- Primary Care
- Specialist Services
- Elective Surgery
- Sub – acute care
- Mental health
- Maternity services



# Integration

- Policy context
- Hospital priorities
- State funded projects





# Survey of GPLOs

- Electronic survey (31/42)
- Median time in role was 8 years
- 17/31 GPs - 8/31 nurses
- Varied hours –median per unit was 24

# Key Roles

- Is to ensure “*right care, right place, right time*” and to “*improve patient care*”
- Treatment in primary care to avoid hospitalisation and reduce waiting lists
- Improved patient experience
- Seamless transition and improved communication.

# Types of Projects and Activities

- Information flow
- Building GP capacity and skills
- Processes of care
- Communication

# Opportunities for state-wide work

- Improved referral systems (14)
- Improved discharge summaries (10)
- Electronic medical record or My Health Record (5)
- Secure message delivery (5)
- Clinical guidelines for GPs (4)
- Shared care credentialing (4)
- Advocating to DHHS (3)
- Promotion of primary care within the health service (3).

# Benefits of state-wide coordination

- development of KPIs Measures and accountability for GPLOs and health services
- Increased profile of the workforce
- Align GPL work with state-wide outcomes
- Spreading of successful initiatives across health services
- Coordinated research
- Information dissemination
- Maintain network and provide linkages/support for isolated workforce
- Point of interface with General Practice/PHNs/DHHS

# Concluding thoughts

- Next steps
- Measuring the Value of GPL
- Profile and Place
- The GP/ acute interface needs to be an enabler rather than a barrier to quality care



# Contact Details



**Jane Measday**

**General Manager Social Support**

**Ballarat Community Health**

- Email: [janem@bchc.org.au](mailto:janem@bchc.org.au)
- Phone: 03 53384512