



OPTIMAL CARE

Optimal Care works with primary care to improve best practice in chronic disease management. It assists general practice staff who are ready to make changes in their systems and management of patients.

The Optimal Care Team works collaboratively with the Digital Health Team to identify practices who have signed-up to improving data quality, and invites these practices to be involved in the Optimal Care program.

Aim of the Optimal Care Program:

- Improve general practice knowledge and usage of the PenCS system for chronic disease management
- Improve the use of chronic disease and prevention related MBS item numbers in general practice
- Increase primary care clinician knowledge of disease management decision support tools
- Increase primary care clinician knowledge of health coaching and chronic disease self-management
- Connect general practices with additional support for patients, as offered by disease specific NGOs.

What support does your practice get?

- Monthly practice data reports
- Personalised feedback on utilising your data report to improve management of patients with chronic conditions
- Regular face-to-face and phone support with a dedicated Optimal Care Program Support Officer
- Ongoing support from the Brisbane South PHN Digital Health Team
- Optional upskilling of clinicians (respiratory, diabetes, nutrition)
- Chronic disease quality improvement workbooks.



What are the benefits for your practice?

- Measure improvements in the quality of patient care
- Develop sustainable quality improvement systems and processes
- Identify opportunities to improve billing revenue
- Improve general practice and primary care clinician knowledge.

What does your practice need to do to sign up?

- Be participating in data cleaning activities
- Sign the Optimal Care Program agreement
- Nominate key staff members to lead the change
- Allocate time to undertake quality improvement activities in practice, with support from your Optimal Care Program Support Officer.



For further information or to arrange for an Optimal Care Program Support Officer to visit your practice:
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