

Person-Centred Care Practice Programs

Frequently Asked Questions

Brisbane South PHN Initiative

Will there be a cost to my practice to participate in Person-Centred Care Practice Programs?

There are no fees payable by the practice to participate. However, your practice will need to invest staff time to attend three evening workshops (over 6 months of the program), as well as participate in coaching sessions, and complete online toolkits and activities. This will require a whole of practice team approach.

Can Aboriginal Medical Services participate in the Person-Centred Care Programs?

Yes, we encourage Aboriginal Medical Services that are interested in joining the programs to complete an expression of interest.

I am interested in joining a program but I don't know which program would best suit our practice?

The program your practice participates in is best based on your practice's needs and priorities. If you require assistance please contact support@bsphn.org.au

What tools are used in the program?

By participating in the Person-Centred Care Practice Program your practice will receive access to a range of [tools and resources](#). These include, but are not limited to our Person-Centred Care toolkit, online practice plans, workshop workbooks and the [Person-Centred Care Practice Assessment \(PCC-PA\)](#).

What are the online modules?

Brisbane South PHN have developed a [Person-Centred Care Toolkit: From Principles to Practice](#). This Toolkit consists of a series of online modules which introduce the Patient-Centred Medical Home and provide practical guidance on activities to incorporate Change Concepts into your practice. All members of your practice team will be provided with access to the toolkit to help you complete the program.

I filled out an expression of interest (EOI) form, what's next?

Completing an [expression of interest \(EOI\) form](#) is the first step in the EOI process. BSPHN will be in contact to work with you and your practice to ensure you are placed in a program that suits your practices needs.

Is this related to any Practice Incentive Program (PIP) payments?

The Person-Centred Care Practice Program can assist your practice in meeting the requirements for [PIP Quality Improvement \(QI\)](#). For any queries relating to your practice PIP please contact our General Practice Quality Improvement team via email support@bsphn.org.au

Will the Person-Centred Care Practice Programs assist with accreditation?

The Person-Centred Care Practice Programs support your practice in meeting [RACGP 5th Standards accreditation](#). Tools such as the PCC-PA and your practice plan can help you to identify areas of improvement for accreditation. Please read our [PCC-PA Fact Sheet](#) for detailed information.

How do I find out more information about what Brisbane South PHN is offering?

For further information relating to support offered to general practices please see the following links on the PHN Website: [Person-Centred Care](#) and [Quality Improvement](#). Alternatively you can email support@bsphn.org.au