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VICTORIAN-TASMANIAN  
ALLIANCE

An Australian Government Initiative

# General Practice Nurse Orientation

Jane Bollen and Gary Smith

This content is current at the time of recording – September 2020

- Registered Nurse
- APNA past Board Director
- RACGP Standards of General Practice Committee Member
- Primary Healthcare Nurse consultant for BMP Healthcare Consulting

Jane  
Bollen



- QIP Chair
- AGPAL Board Director
- AGPAL Co-Surveyor
- GP Practice Manager
- UNEP Academic Director

Gary  
Smith



# Acknowledgement

We acknowledge the Aboriginal and Torres Strait Islander Peoples as the Traditional Owners of the lands. We wish to pay our respects to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our community.



# Acknowledgement

This webinar has been developed by Eastern Melbourne PHN on behalf of the Victorian and Tasmanian PHN Alliance, which is a collective platform for the seven PHNs in Victoria and Tasmania.

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# Disclaimer

The Commonwealth of Australia, Eastern Melbourne PHN, and the participating Victorian and Tasmanian PHNs do not accept any legal responsibility for any injury, loss or damage suffered as a result of the use, reliance upon, or interpretation of the information contained in this webinar. This webinar is to be used as a guide only.



# Learning objectives

- Identify the practice layout and locate key documents
- Get to know your team and consider the culture
- Understand the many roles and responsibilities of the general practice nurse and how to fulfill their education needs.



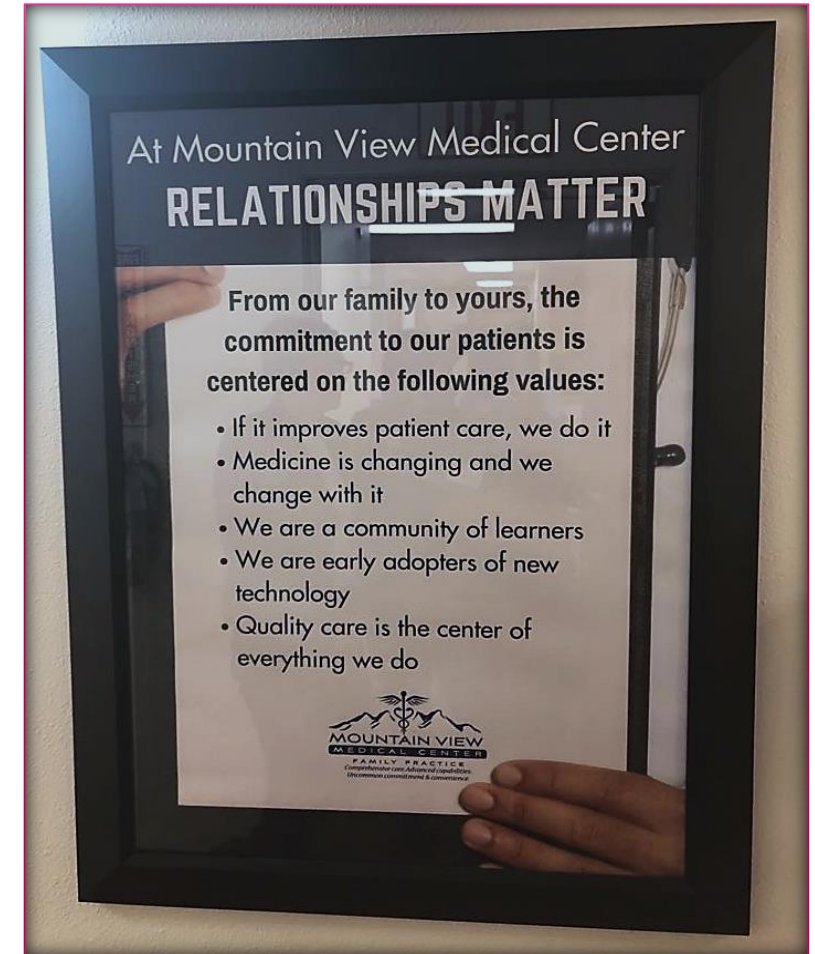
# Welcome to General Practice Nursing

- Patient Centred
- Team Based Care
- Scope of practice
- Quadruple aim
  - Improved patient experience
  - Population Health
  - Sustainable Cost
  - Improved Provider Experience



# Your General Practice

- Vision and Mission statement
- Community we service
- Website, newsletter, social media
- Policy and Procedure Manual
- Culture of the practice





# People

- Practice Manager
- Nursing Staff
- Administration staff
- General Practitioners
- Allied health
- Pharmacy



# Practice Layout

- Tour of practice
- Important documents
- Computer related operations
  - Clinical Software
  - Appointment System
  - Digital health
  - General Information and Policies



# Practice Administration

- Practice Management
- Reception and Administration
- Billing and Fees Policy
- General Practice Finance
- Accreditation
- Communication management
- Confidentiality and patient clinical record
- Results management and follow up policy
- Recalls and reminders policy
- Home visits



# Patient Management

- Patient identification
- Active vs Inactive
- Patient Rights
- Shared Decision Making
- Interpreter services
- Triage
- CPR
- Other emergencies





# Treatment Room

- Immunisation
- Wound care
- Venepuncture
- ECGs
- ABPIs (Ankle Brachial Pressure Index)
- Spirometry
- Ear Syringing
- Assisting with minor surgical procedures
- Iron infusions



# Roles (nurses and administration)

- Stock management
- Equipment management
- Medication Management
- Cold Chain management
- Infection Prevention and Control



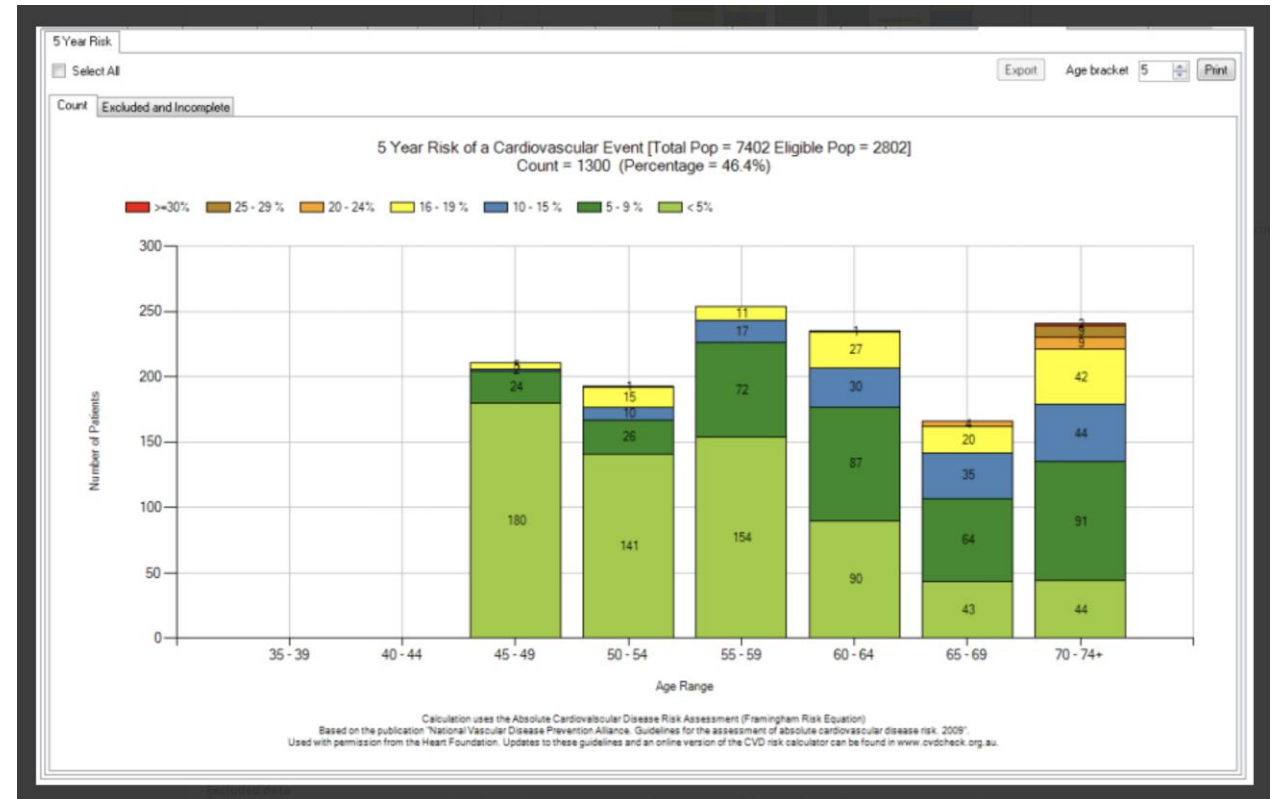
<https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5>

<https://www.racgp.org.au/running-a-practice/practice-standards/standards-for-other-health-care-settings/view-all-health-care-standards/infection-prevention-and-control>



# Chronic Disease Management and Care Planning

- Care plans are so much more than an item number!
- Planned Care vs Acute Care
- Population Management
  - Practice Clinical Audit Software
- Coordinated Care

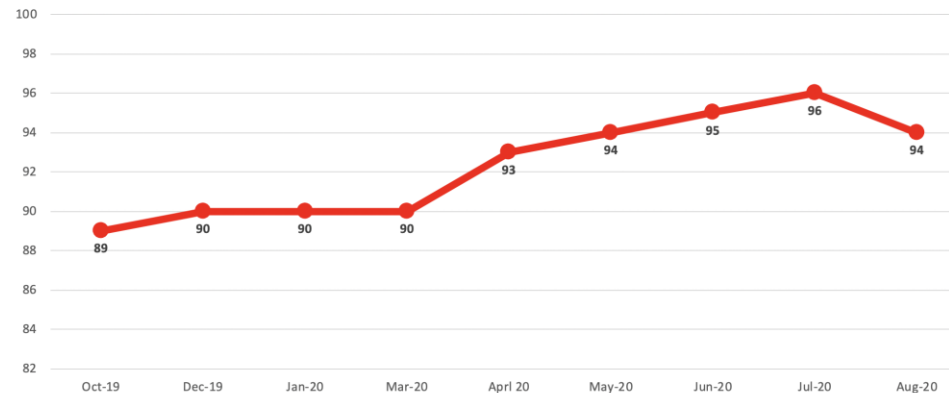


# Quality Improvement

what gets measured and discussed matters!

- How good is your practice?
- Quality Indicators – PIPQI

QIM04: Percentage of active patients 65 years and older immunised for Influenza in the last 15 months



<https://www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/green-book>





# Nurse Clinics ➔ the opportunities are endless!

- Healthy Ageing
- Women's Health
- Wellness Clinics
- Men's Health Outreach clinics
- Cancer survivorship
- Aboriginal and Torres Strait Islander Health
- Dementia Clinic
- Teen Clinic
- Perinatal Clinic
- Immunisation (e.g. Flu)



# The missing aim - care team wellness!

- Does the practice have a culture of employee wellness and care?
- Health and well being of ourselves is vital
- We are a caring profession, so self care is an imperative, but the workplace does need to bring joy!
- Ask about employee support programs, access to massage (especially if you have co-located allied health), counselling and support, practice policies on inappropriate behaviours



# Future

- More Nurses
  - Nurse working with GP
  - Admin roles to support nurses
- New roles
  - Care Coordination
  - Clinical Data Managers/ leaders of quality care
  - Telehealth and Reaching Out
  - Remote clinical monitoring



# Summary

- Practice Layout and Key documents
- Many roles nurses participate within the practice
- Understand your scope and where to go for further training, mentorship and assistance.
- Visible, Valued and Respected!



# For Further Education and Support

- **Primary Health Networks (PHNs)**
  - Victorian-Tasmanian PHN Alliance  
[vtphna.org.au](http://vtphna.org.au)
  - Eastern Melbourne PHN  
[www.emphn.org.au](http://www.emphn.org.au)
  - Gippsland PHN  
[www.gphn.org.au](http://www.gphn.org.au)
  - North Western Melbourne PHN  
[nwmpnh.org.au](http://nwmpnh.org.au)
  - Murray PHN  
[www.murrayphn.org.au](http://www.murrayphn.org.au)
  - Tasmania PHN  
[www.primaryhealthtas.com.au](http://www.primaryhealthtas.com.au)
  - Western Victoria PHN  
[westvicphn.com.au](http://westvicphn.com.au)
- **Victorian-Tasmanian PHN Alliance webinars**  
[vtphna.org.au/news-and-education/online-learning](http://vtphna.org.au/news-and-education/online-learning)
- **APNA- Australian Primary Healthcare Nurses Association**  
[www.apna.asn.au](http://www.apna.asn.au)
- **The Royal Australian College of General Practitioners (RACGP)**  
[www.racgp.org.au](http://www.racgp.org.au)
- **Clinical Software Website**
- **AHPRA nurse professional codes and guidelines**  
[www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements.aspx](http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements.aspx)
- **Victorian Department of Health and Human Service**  
<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Managing-drugs-in-general-practice-clinics---key-legislative-requirements>
- **Tasmanian Department of Health**  
[www.health.tas.gov.au/gp](http://www.health.tas.gov.au/gp)



# For Further Education and Support

Follow the links below to access HealthPathways in your area:

## Gippsland

- [gippsland.healthpathways.org.au](http://gippsland.healthpathways.org.au)

## Melbourne

[melbourne.healthpathways.org.au](http://melbourne.healthpathways.org.au)

## Murray

[murray.healthpathways.org.au](http://murray.healthpathways.org.au)

## Western Victoria

[westvic.communityhealthpathways.org](http://westvic.communityhealthpathways.org)

## Tasmania

[tasmania.communityhealthpathways.org](http://tasmania.communityhealthpathways.org)





# Activities

## 1. Locate the Practice Policy and Procedure Manual

- Look at how it is divided into modules, standards, etc.
- Ask the practice manager where the practice is in the accreditation cycle.

## 2. Review your Position Description

- Review your own scope of practice. Can you identify 3 areas of growth you may need to seek further education in the next 12 months?
- Be kind to yourself - you probably never realised how big the general practice nurses' role can be!







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