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Introducing the Interpretive Guide of the RACGP Standards for General Practices (3rd ed) for Aboriginal and Torres Strait Islander Health Services

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What we hope to achieve today

- Outline the process to develop the Guide
- Explain aspects of the Guide
- Discuss how you can utilise the Guide



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National Faculty of Aboriginal and Torres Strait Islander Health Board





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Faculty Chairperson

- Dr Brad Murphy, a remote area solo GP in central Queensland and an Aboriginal man from the Kamilaroi people of northwest NSW.
- “The health issues facing Aboriginal and Torres Strait Islander people are important to me for personal reasons. These are my people and my family. The disparities in health outcomes in remote communities hit close to home for me.”



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The work of the Faculty

- To **advocate widely** for improvement in Aboriginal and/or Torres Strait Islander health.
- To **model and advocate** for best practice in community engagement.
- To develop and **promote education** that improves engagement in Aboriginal and/or Torres Strait Islander health.
- To **support all of those working** to improve the health of Aboriginal and/or Torres Strait Islander communities.
- To advise and assist the RACGP to become **culturally safe and effective** in its work in Aboriginal and/or Torres Strait Islander health.



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Interpretive Guide

The Guide aims to help people understand:

- The point of each criterion
- The types of things that someone interested in quality would look for
- The types of documents that are important in maintaining quality in each area of the *Standards for general practices*.



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RACGP Standards

- The RACGP Standards are *normative* standards.
- They represent the standards that is the 'norm' – the usual, a standard that is achievable and acceptable, a standard that is realistic and something that can be done routinely in a good service.



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Quality care

- There are many elements of quality of care including:
 - The training of staff
 - The building where services are conducted
 - The equipment
 - The activities of people outside the services
 - The environment
 - The patients



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Demonstrating quality

- Showing how you do something
- Asking team members about something
- Asking to look at written information
- Asking how team members check the quality of the service



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Format of the Guide

- Aboriginal and Torres Strait Islander Health Services
- Rights and needs of patients
- Safety, quality improvement and education
- Service management
- Physical factors



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Format of the guide cont

- Standard
- Criterion
- In a nutshell
- Key team members
- Aspects that a person interested in quality might look for
- Examples of key documents



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Feedback examples

- Read the examples on page 7 of the guide.
- Discuss one example of feedback that your health service collects that improves quality.



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Discussion

- What is the current process within your Service?
- What works really well?
- What is not working well?
- What needs to happen for this process to work better?



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Questions at this point





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Using the guide

- How do you envisage utilising this guide within your practice?



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