



# **QUEST PHC: Quality Equity and Systems Transformation in Primary Health Care**

**Identifying indicators and measures of  
high quality Australian general practice:  
working with PHNs**

# Rationale for QUEST PHC research

- Previous research
- The need to define high quality in general practice to:
  - Promote and measure quality improvement in primary health care
  - Justify funding of new models of primary health care



## **Pragmatic approach to what is measureable:**

- Started with WentWest indicators and measures
- Reviewed and developed a structure/ framework based on key General Practice attributes and Quadruple Aim
- **Reviewed the evidence to add indicators where gaps identified across a Donabedian model (Structures/ Processes/ Outcomes)**
- **Reviewed in workshops - SWS and NBM PHNs**

# QUEST PHC: Current Research Aims<sup>W</sup>

## **Aim:**

To develop a nationally agreed suite of evidence-based indicators and measures of high quality general practice through consultation with key stakeholders including Primary Health Networks, government and professional organisations

## **Timeline:**

January 2021 – December 2022

# QUEST PHC Research Team

WESTERN SYDNEY  
UNIVERSITY



| University and GP Researchers         | PHN Collaborators                             |
|---------------------------------------|---|
| Jennifer Reath                        | WentWest                                      |
| Tim Usherwood                         | NBM PHN                                       |
| Andrew Page                           | SWS PHN                                       |
| Kathy Tannous                         | WAPHA   |
| Kath Peters                           | NW Melbourne PHN                              |
| Penny Abbott                          | Western NSW PHN                               |
| Steven Trankle                        | Brisbane North PHN                            |
| Natalie Cochrane                      | CESPHN  |
| Senior Research Fellow                | <b>Working with:</b>                          |
| Research Assistant –<br>Samantha Ryan | Digital Health Cooperative<br>Research Centre |

# QUEST PHC: Research Process

Starting with our evidence based suite of indicators and measures of high quality Australian General Practice:

- We will use a modified Delphi approach with 8 PHNs to review and revise these measures
- We will :
  - ✓ Convene consumer focus groups to consider patient survey tools (Patient Reported Experience and Outcome Measures and Patient Activation Measures)
  - ✓ Seek focus groups with the representative Aboriginal health organisations and Prison Health Stakeholders
  - ✓ Meet with other key stakeholders nationally

# How will QUEST PHC work with PHNs?

- ✓ PHNs engaged in oversight through Advisory Group
- ✓ PHNs will each recruit 10-15 practices and a number of key PHN staff
- ✓ Participants will complete 2- 4 on-line survey rounds to “vote on” the most relevant and feasible indicators of those currently proposed
- ✓ PHNs will also be approached to recruit consumer representatives to assist in development of PREMs/ PROMs/ PAMs