

Person Centred, Comprehensive, Continuous Care

With COVID-19 being a central focus, people may be delaying their usual acute, preventive, or chronic health care appointments. General practices continue to play an essential role in person-centred primary care.

Person Centred Care and Medical Homes

Primary Care Reform remains high on the agenda. The Patient Centred Medical Home (PCMH) model continues to evolve and inform the future of primary health care both nationally and internationally. Patient-Centred Medical Homes combine the traditional core values of family medicine – providing comprehensive, coordinated, integrated, quality care – that is accessible and based on an ongoing relationship between a person and their healthcare team.

Working towards medical ‘homeness’ is a process of continuous quality improvement and innovation. Sydney North Health Network has been working closely with practices over the past five years, supporting transformation and optimisation of clinical and business processes. Read more about PCMH and our [Person-Centred Care Program](#).

Upcoming Education

[Aspiring General Practices Webinar Series](#), covering a range of topics and presented by experts in the field:

- **Webinar 1: Reaching Business and Financial Potential**, 18th August, 7.00-8.30pm, [Register here](#)
- **Webinar 2: Communication Essentials for Frontline Staff**, 21st September, 7.00-8.30pm, [Register here](#)
- **Webinar 3: Striving for Continuous Quality Improvement**, 13th October, 7.00-8.30pm, [Register here](#)
- **Webinar 4: Optimising Teamwork and Collaboration**, 16th November, 7.00-8.30pm, [Register here](#)
- **Webinar 5: Person-Centred Health System and Integrated Care**, 2nd December, 7.00-8.30pm, [Register here](#)

Also for the diary: **Health Coaching and Behaviour Change Training** (workshop), 13th November, 9.00-12.30pm

Laying the Foundations for Person Centred Medical Homes

For more information or in-practice support, tick areas of interest and return by email to pcait@snhn.org.au

- Data driven quality improvement:** Using Clinical Audit Tool (CAT 4) and Topbar for enhancing patient care
- Preventative care:** Immunisations, cancer screening, health assessments, alcohol and other drug interventions
- Team based care:** Nurses new to general practice online training modules
- Digital health technologies:** My Health Record, secure messaging, e-prescriptions, Healthdirect Video Call
- Care coordination and access to services:** HealthPathways, Health Navigators, Mental Health Triage services

In Other News and FAQs

- [COVID-19 health pathways](#) (Login: healthpathways; Password: gateway)
- [COVID-19 vaccination priority groups](#) and [Vaccine Eligibility Checker](#)
- [COVID-19 vaccine information](#), including [advice for vaccine providers](#), [clinical considerations](#) and resources
- [NCIRS COVID-19 vaccination – summary for immunisation providers](#)
- [Authentication file access to the AIR ending, make the move to PRODA now](#) (if you haven't already)

The **Primary Care Team** at Sydney North Health Network is available for your enquiries and to provide support via email, phone or a visit to your practice. Please contact our team by phone 02 9432 8250 or email pcait@snhn.org.au.