

 **HotDoc** | CPD WEBINAR

# Team Collaboration in General Practice: Planned, Proactive & Team-based Care

HOSTED BY



**Dr Jaspreet Saini**  
GP & Clinical Director, Healthicare




**Riwka Hagen**  
Medical Business Services

  
Australian Association of  
Practice Management  
*excellence in healthcare management*

**AAPM Approved 2025**  
5 CPD Points

**Wednesday 26th  
February  
7:30pm AEDT**



The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and yellow tones with a similar pebbled texture. A large, irregular white shape, resembling a splash or a piece of paper, is positioned in the center, overlapping the other colors. The text is centered within this white area.

**In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.**

**We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.**

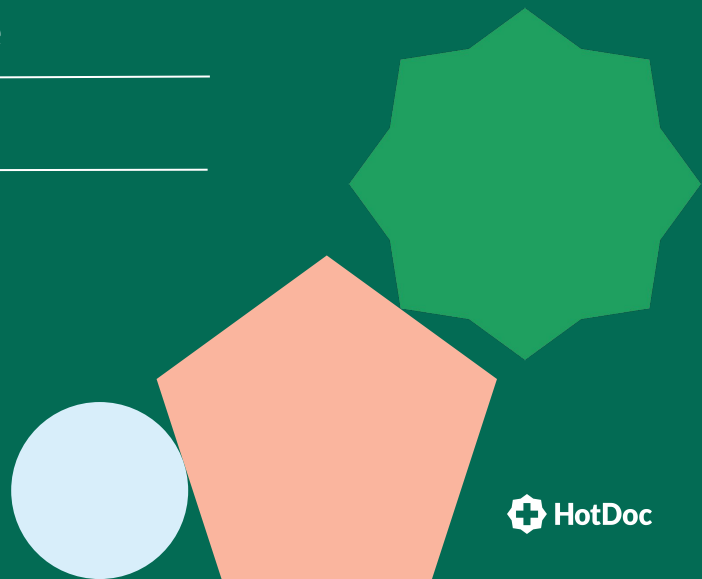
# Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
- In the “related content” you’ll find all resources referenced.
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the certificate icon on your console.
- Have a play around with the console/ icons on your screen, it’s an interactive experience.
- Please take some time to complete our feedback survey to let us know what you thought of today’s session. You’ll be prompted at the end of the session.



# Today's Agenda

- 1 Setting the Scene: The Primary Health Care Landscape
- 2 Principles of Planned, Proactive & Team-Based Care
- 3 Roles & Responsibilities in Team-Based Care
- 4 Practical Strategies for Implementation
- 5 Q&A with Riwka Hagen & Dr Jaspreet Saini



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# Team Collaboration in General Practice: Mastery & Purpose

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**Tuesday**  
**24th September**  
**7:30pm AEST**

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# Team Collaboration in General Practice: Culture & Leadership

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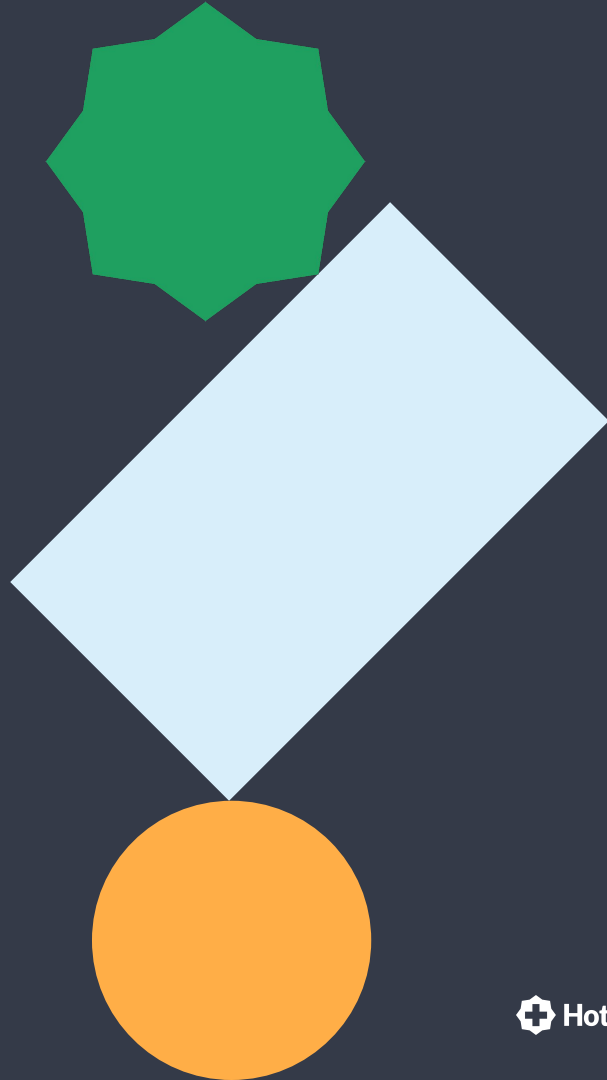
5 CPD Points



**Thursday**  
**31st October**  
**7:30pm AEDT**

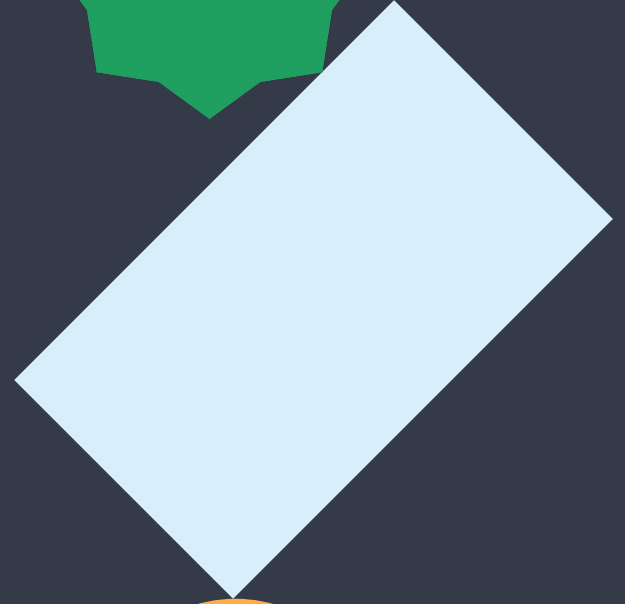
# Setting the Scene: The Primary Health Care Landscape

- Current challenges in primary health care
  - Chronic disease burden, workforce shortages & fragmented care)
- Shifting from reactive to planned and proactive care
- Team-based care and alignment with healthcare policies
  - Current MBS structure
  - Anticipated changes in 2025



# Principles of Planned, Proactive & Team-Based Care

- Planned Care:
  - Examples: Chronic Condition Management (CCM) plans, health assessments.
- Proactive Care:
  - Anticipating patient needs and preventing complications.
  - Examples: Screening, preventive health checks, and early intervention.
- Team-Based Care:
  - Collaborative approaches involving GPs, nurses, allied health, and other stakeholders.
  - Importance of clear communication and shared goals.





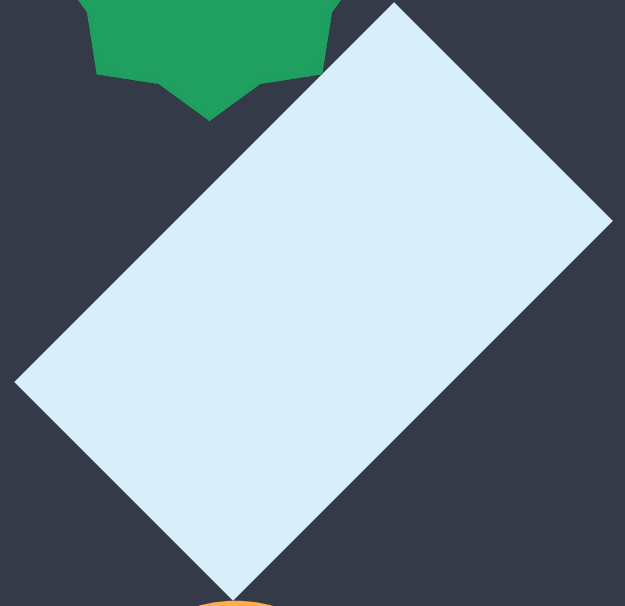
# Roles & Responsibilities in Team-Based Care

- General Practitioners (GPs):
  - Leading the care team, developing & finalising care plans, and coordinating care.
- Practice Nurses:
  - Conducting health assessments, providing patient education, and supporting care coordination.
- Allied Health Professionals:
  - Delivering specialised care (e.g., physiotherapy, dietetics, psychology) and contributing to care plans.



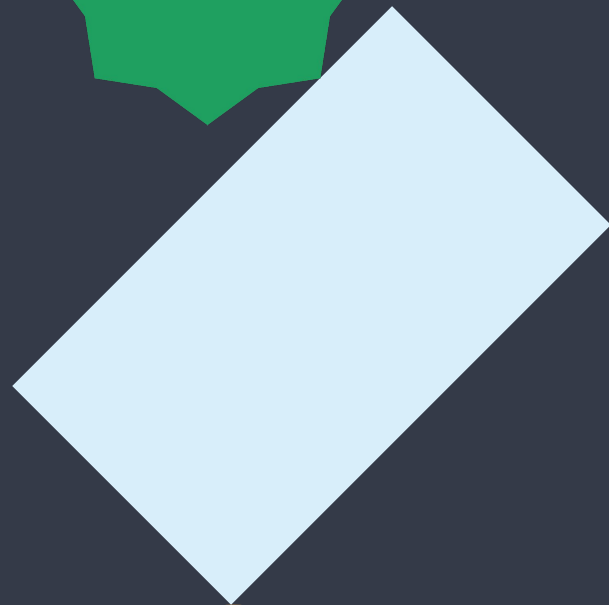
# Roles & Responsibilities in Team-Based Care

- Practice Managers:
  - Ensuring efficient & compliant workflows, billing, and team communication.
- Receptionists/Admin staff:
  - Support appointment scheduling, recalls & reminders
- Nurses & Aboriginal Health Practitioners/Workers:
  - Developing & maintaining trust relationship with patient/client
  - Gathering & collating patient information
  - Providing care, education, health coaching
  - Care navigation across the health care providers
  - Bridging gaps for CALD patients



# Practical Strategies for Implementation

- Building a collaborative team culture.
- Using technology (e.g., shared care plans, electronic health records) to enhance **communication**.
- Engaging patients in their care and setting shared goals.
- Tips for overcoming common barriers
  - time constraints
  - funding limitations

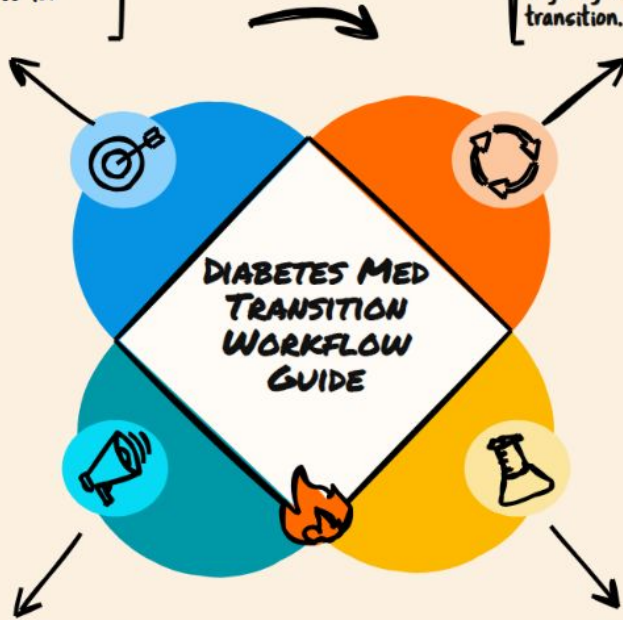


## Identify Patients on Sulfonylureas

Extract data to pinpoint Type 2 Diabetics on sulfonylureas along with risk assessments for transitions.

## Stratify Patients Based on Risk

Group patients into high, moderate, or low-risk categories to determine urgency of medication transition.



### DIABETES MED TRANSITION WORKFLOW GUIDE

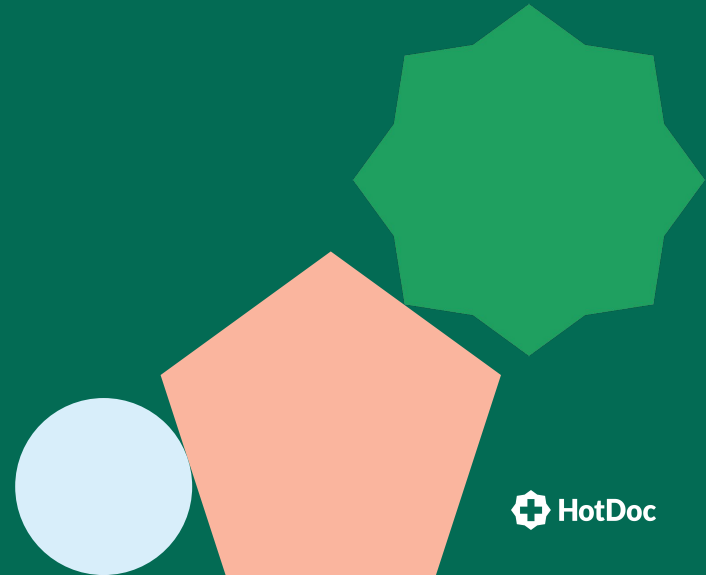
## Moderate-Risk: Consider Transition

Patients with fluctuating HbA1c, ASCVD risk get therapy discussions soon for potential switch.

## High-Risk: Immediate Action

Patients with severe CKD, hypoglycemia, or weight issues require urgent therapy change review.

# Questions?





**Thanks for watching**

**Contact Us**  
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