Clinic process flow

Memory Health Support Service, GP Clinic, Ballarat Community Health, VIC

1. **A clear plan**
   - Identify community need: support health needs of people living with dementia and their carers
   - Literature review identified limited knowledge of role of primary healthcare nurse in dementia care
   - Developed project brief

2. **Patient engagement**
   - Developed model of patient flow through clinic
   - Reviewed literature and other nurse clinic models

3. **Location and facilities**
   - Developed model of patient flow through clinic
   - Integrated into current practice operating times and location

4. **Systems and processes**
   - Engaged with other key stakeholders for input and support
   - Established governance group
   - Awarded Staff innovation award ($10,000) to support implementation
   - Concept presented to Board of Directors, GPs, Management and Practice team

5. **Staffing and HR**
   - Developed appointment booking protocol
   - Care planning template developed
   - Usual clinic processes followed for GPMPs and TCAs

6. **Evaluation and improvement**
   - Focus group with practice team and management, after 12 months
   - Survey of Practice team’s attitude to clinic completed early in project
   - Regular collection of agreed data set
   - MBS funding, bulk billing, CDM items used in clinic