

## Benefits of the CRM program for rural GPs

- ♦ **A confidential, non-punitive peer review program that is educational.**
- ♦ **Provides support to isolated rural GPs**
- ♦ **Ensures that experience and knowledge is shared in the medical rural area.**
- ♦ **Assists in orientation for GPs new to the Australian health system.**
- ♦ **Assists in preparation for the RACGP Fellowship exam.**
- ♦ **Provides eligibility for RACGP Clinical Audit Points.**
- ♦ **Demonstrates a commitment to quality improvement.**
- ♦ **Provides a forum to articulate system issues that impact on rural general practice to hospitals and governments.**



**This Clinical Risk Management Program is part of a statewide Clinical Risk Management Program funded by the Victorian Department of Human Services.**

**If you would like to become a reviewer, need more information or wish to discuss this program with another GP please contact:**

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## Small Rural Hospitals Clinical Risk Management Program

**Orientation for New Doctors to the West Vic Division of General Practice**

**January 2005**

## Introduction to Clinical Risk Management

- ◆ As part of hospitals and this Division's commitment to improving the quality of health care, your hospital may be participating in West Vic's Clinical Risk Management Program. This is managed by GPs with Division support.
- ◆ This program monitors and improves the quality and safety of patient care, via a non-punitive educational quality improvement review process.
- ◆ 35 GPs reviewing records
- ◆ 130 GPs receiving recommendations
- ◆ 4,000 records reviewed since 1994

## GP Role and How to Become Involved

As a visiting medical officer at a rural hospital your patients' medical records may be randomly screened, photocopied and sent to another GP in a different geographical area for medical review.

If the reviewer feels that there is a possible adverse event (an untoward occurrence that is not part of the natural consequence of the disease or treatment) or a potential educational need, the record will be forwarded to you for comment on the review process.

The record may then be discussed anonymously and confidentially by the reviewing GPs at a Reference Panel Meeting where recommendations for clinical and system change are developed.

This allows clinical lessons to be learned and shared with other doctors and hospitals across the region resulting in improved patient care.

GP review training is conducted annually through the Division.

## Medical Record

The CRM program has highlighted the importance of adequate patient notes in the medical record to ensure continuity of care.

*Patient notes need to communicate what the treating doctor is thinking, so that other doctors and health professionals are able to pick up the file and continue the management of the patient.*

- ◆ The notes should be legible and include:
- ◆ Pre-admission, admission, progress notes and management changes
- ◆ Medications and alterations to medications
- ◆ Relevant clinical investigations
- ◆ Consultations with other doctors and specialists
- ◆ Other factors influencing management of the patient
- ◆ All entries should be signed by the doctor