

NPS Facilitators navigating Quality Use of Medicines messages across the primary care landscape

Gwen Higgins

Deputy Manager, Divisions Program,
Education and QA Program, National Prescribing Service

An independent, Australian organisation for Quality Use of Medicines, funded by
the Australian Government Department of Health and Ageing.



National Prescribing Service Limited



NPS model

- Established 1998
- Public company with independent Board
- Membership based
- Contracted for a range of functions and savings on pharmaceutical expenditure
- Budgeted expenditure of about \$30 million per annum

Work in partnership – DGP partnerships are critical

Almost a quarter of NPS budget goes directly to DGP

Program delivery model has been very successful



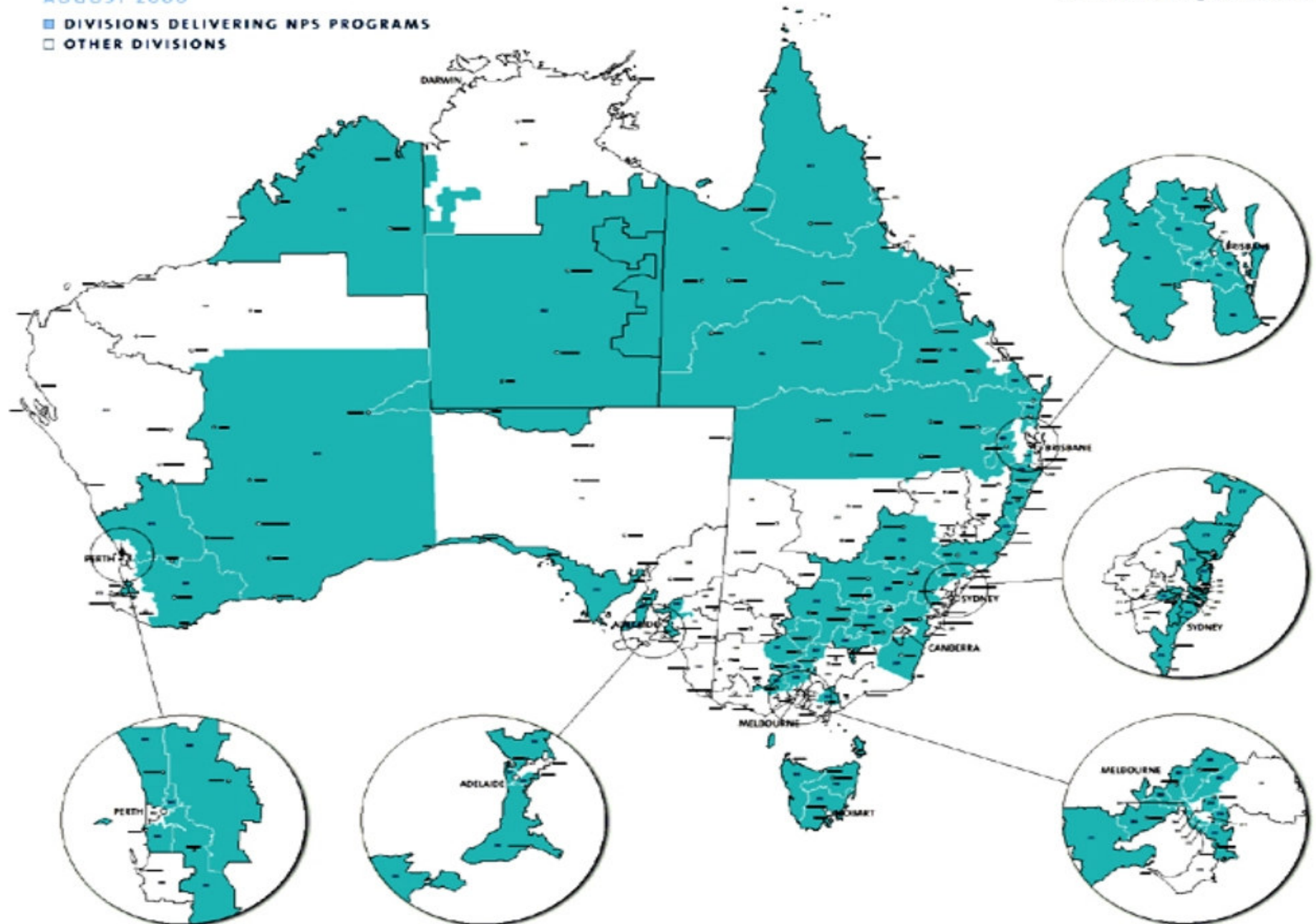
Divisions of General Practice: Delivering NPS Programs

AUGUST 2000

- DIVISIONS DELIVERING NPS PROGRAMS
- OTHER DIVISIONS

NPS

National Prescribing Service Limited



Rural Divisions of General Practice

NEW SOUTH WALES

- 200 Hunter Rural Division of General Practice Ltd
- 220 The Shoalhaven Division of General Practice Inc
- 221 The South East NSW Division of General Practice Ltd
- 223 Hastings Macleay Division of General Practice Ltd
- 224 Mid North Coast (NSW) Division of General Practice Ltd
- 225 Northern Rivers Division of General Practice (NSW) Ltd
- 226 Tweed Valley Division of General Practice
- 227 The New England Division of General Practice Ltd
- 228 Riverina Division of General Practice Inc
- 229 NSW Central West Division of General Practice Ltd
- 230 Dubbo Plains Division of General Practice Ltd
- 231 Barwon Division of General Practice Inc
- 232 Murrumbidgee Division of General Practice Inc
- 233 NSW Outback Division of General Practice Ltd
- 235 Southern Highlands Division of General Practice Inc
- 236 North West Slopes (NSW) Division of General Practice Ltd
- 241 Barrier Division of General Practice Ltd

VICTORIA

- 248 Central Highlands Division of General Practice
- 249 North-East Victorian Division of General Practice Pty Ltd
- 251 Shepparton and Palmerston Division of General Practice
- 252 South Gippsland Division of General Practice
- 253 Central West Gippsland Division of General Practice Inc
- 254 Okeay Division of General Practice
- 255 Baird and District Division of General Practice Inc
- 256 The Benlough and District Division of General Practice
- 257 Goulburn Valley Divisions of General Practice
- 258 East Gippsland Division of General Practice
- 259 The Border GP Division Pty Ltd
- 260 West Vic. Division of General Practice Inc
- 261 Murray Plains Division of General Practice
- 262 Mallee Division of General Practice

QUEENSLAND

- 400 GP Connections
- 410 Central Queensland Rural Division of General Practice Assn Inc
- 471 Mackay Division of General Practice Ltd
- 474 Southern Queensland Rural Division of General Practice Assn Inc
- 476 North and West Queensland Primary Health Care
- 477 Far North Queensland Rural Division of General Practice Assn Inc
- 481 Sunshine Coast Division of General Practice Assn Ltd

SOUTH AUSTRALIA

- 504 The Barossa Division of General Practice Inc
- 507 Yorke Peninsula Division of General Practice Inc
- 508 Mid North Rural SA Division of General Practice Inc
- 509 Riverland Division of General Practice Inc
- 510 Limestone Coast Division of General Practice Inc
- 571 Eye Personal Division of General Practice
- 574 Flindersland Far North Division of General Practice Inc
- 575 Murray Mallee Division of General Practice Inc
- 576 Adelaide Hills Division of General Practice Inc

WESTERN AUSTRALIA

- 607 Peel-Southern West Division of General Practice Ltd
- 609 Great Southern Division of General Practice Ltd
- 610 Kimberley Division of General Practice
- 611 Eastern Goldfields Medical Division of General Practice Ltd
- 612 Mid West Division of General Practice Inc
- 613 Greater Bunbury Division of General Practice Inc
- 614 Pilbara Divisions of General Practice
- 615 Central Wheatbelt Division of General Practice

TASMANIA

- 201 The Southern Tasmanian Division of General Practice
- 202 The Division of General Practice Northern Tasmania
- 203 North West Tasmania Division of General Practice Inc

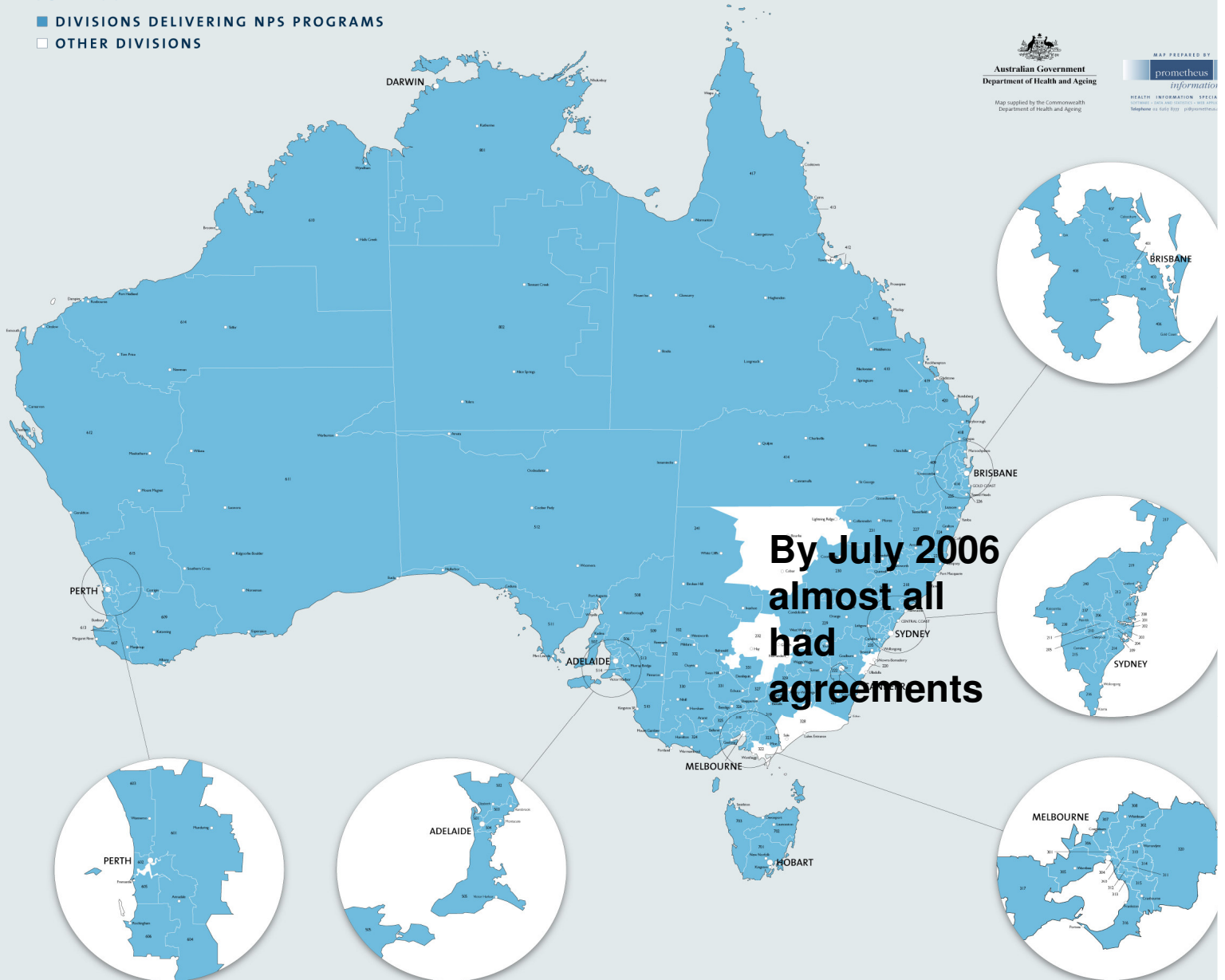
NORTHERN TERRITORY

- 800 Top End Division of General Practice
- 802 Central Australian Division of Primary Healthcare

Divisions of General Practice: Delivering NPS Programs

JULY 2004

- DIVISIONS DELIVERING NPS PROGRAMS
- OTHER DIVISIONS



National Prescribing Service Limit



Map supplied by the Commonwealth Department of Health and Ageing

HEALTH INFORMATION SYSTEMS
SYSTEMS - 1300 656 000 - 1300 656 000
Homepage on Gold Key - goldkey.com.au

Metropolitan Divisions of General Practice

NEW SOUTH WALES

- 263 Central Sydney Division of General Practice
- 264 Eastern Sydney Division of General Practice Ltd
- 265 South Eastern Sydney Division of General Practice Inc
- 266 Carriery Bay Division of General Practice
- 267 Bankstown GP Division
- 268 The Western Sydney Division of General Practice Inc
- 269 The Northern Sydney Division of General Practice Inc
- 270 St George District Division of General Practice Inc
- 271 Liverpool Division of General Practice Ltd
- 272 Division of General Practice, Fairfield Health Service Inc
- 273 Henbury Ku-ring-Gai Division of General Practice Ltd
- 274 Manly Warringah Division of General Practice Ltd
- 275 Sutherland Division of General Practice Inc
- 276 Macarthur Division of General Practice Ltd
- 277 Hawkesbury Division of General Practice Ltd
- 278 Hunter Region Division of General Practice Ltd
- 279 Central Coast Division of General Practice Inc
- 280 The Nepean Division of General Practice Inc
- 281 Blue Mountains Division of General Practice Inc
- 282 Hawkesbury Division of General Practice Ltd

VICTORIA

- 289 Melbourne Division of General Practice Ltd
- 290 North East Valley Division of General Practice Pty Ltd
- 291 Inner Eastern Melbourne Division of General Practice Ltd
- 292 South City GP Services
- 293 Warrigal Division of Family Medicine Ltd
- 294 Western Melbourne Division of General Practice Ltd
- 295 North West Melbourne Division of General Practice Ltd
- 296 Northern Division of General Practice Melbourne
- 297 Whitehorse Division of General Practice Inc
- 298 Greater South Eastern Division of General Practice
- 299 Monash Division of General Practice (Monash Inc)
- 300 Central Bayside Division of General Practice

QUEENSLAND

- 314 Knox Division of General Practice
- 315 Dandenong District Division of General Practice Inc
- 316 Monaghan Peninsula Division of General Practice
- 317 General Practitioners Association of Geelong Ltd
- 320 Eastern Ranges GP Association
- 321 Brisbane Inland Southside Division of General Practice Inc
- 322 Brisbane South Division of General Practice
- 323 St George District Division of General Practice Inc
- 324 Association of Bayside GP Divisions (Bayside Inc)
- 325 Logan Area Division of General Practice Ltd
- 326 Brisbane North Division of General Practice Assn Inc
- 327 Gold Coast Division of General Practice Ltd
- 328 The Redcliffe Bribie Caboolture Divisions of General Practice Assn Inc
- 329 Ipswich and West Moreton Division of General Practice
- 330 Townsville Divisions of General Practice Ltd
- 331 The Cairns Division of General Practice Ltd
- 332 Capricornia Division of General Practice Ltd
- 333 Widesby Division of General Practice

SOUTH AUSTRALIA

- 334 Adelaide Western Division of General Practice Ltd
- 335 Adelaide Northern Division of General Practice Inc
- 336 Adelaide North East Division of General Practice Inc
- 337 Adelaide Central and Eastern Division of General Practice Ltd
- 338 Southern Division of General Practice Inc

WESTERN AUSTRALIA

- 601 Perth and Hills Division of General Practice Ltd
- 602 Perth Central Coastal Division of General Practice Ltd
- 603 Osborne Division of General Practice Ltd
- 604 Canning Division of General Practice Ltd
- 605 Fremantle Regional Division of General Practice Ltd
- 606 Rockingham Katanning Division of General Practice Ltd

AUSTRALIAN CAPITAL TERRITORY

- 222 ACT Division of General Practice Inc

By July 2006
almost all
had
agreements



Divisions and NPS Facilitator workforce

113 Divisions (99%) contracted with NPS

Approx 154 NPS Facilitators

	NSW & ACT	VIC	QLD	SA	WA	TAS	NT	TOTAL
NPS Facilitators	45	36	25	19	22	4	1	153

- 65% Educational visitors
(~50% are joint NPS & Home Medicines Review facilitators)
- ~ 35% Program Facilitators



Different models of NPS Program delivery

Division	NPS program delivery
Capricornia (Qld)	Nurse (P/T)
Central West Gippsland (Vic)	GP visitor (P/T) + administrative support
Riverina (NSW)	Pharmacist who is also the HMR facilitator
Kimberley (WA)	Contract pharmacist + Program coordinator
Southern Tasmania	Pharmacist (P/T)
Adelaide Western	Sub-contracted to the Drug and Therapeutic Information Service (DATIS)

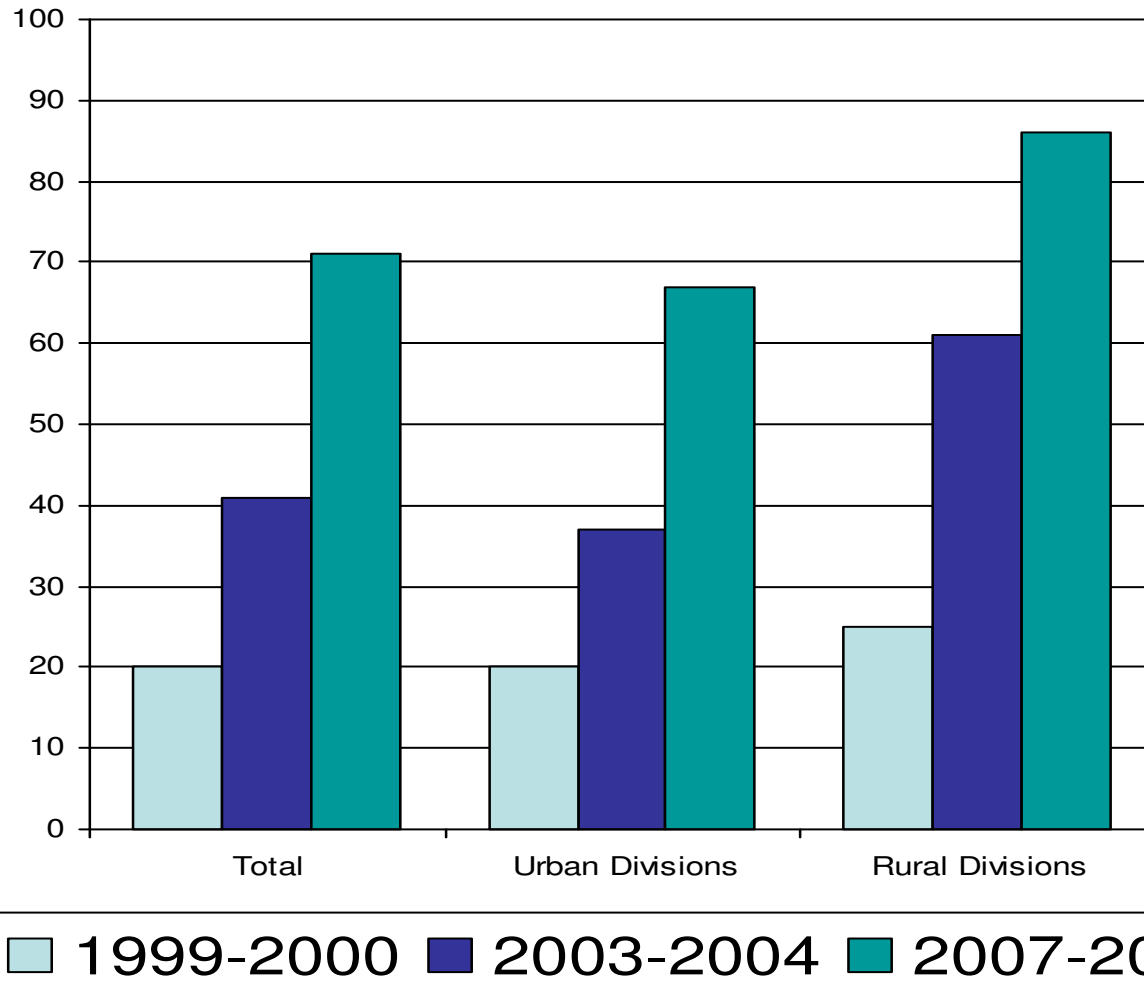




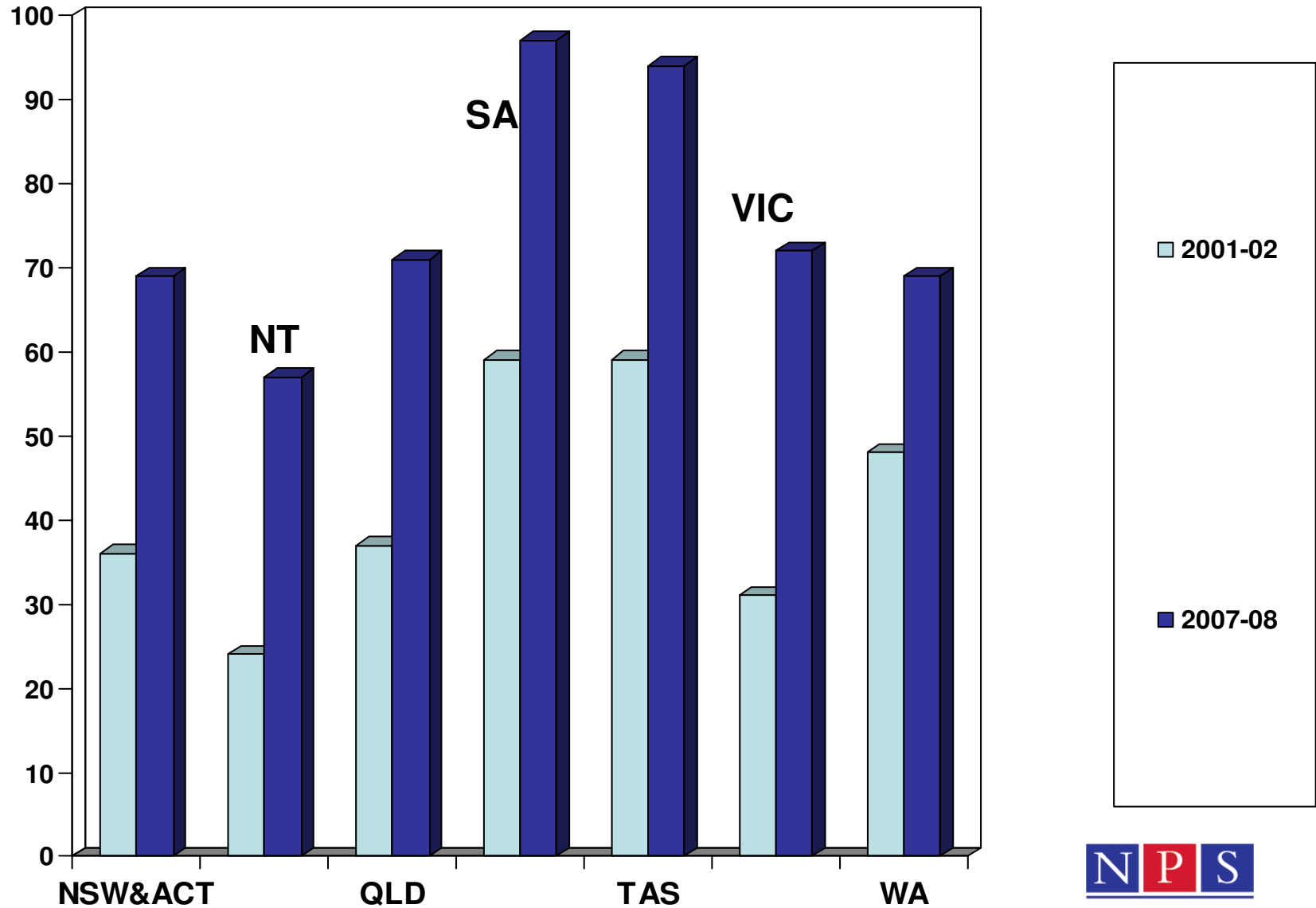
Otway
Division of
General
Practice
(Vic)



Increasing Percentage of GPs (n= 14,853 in 2007-08) who have participated in divisional NPS activities



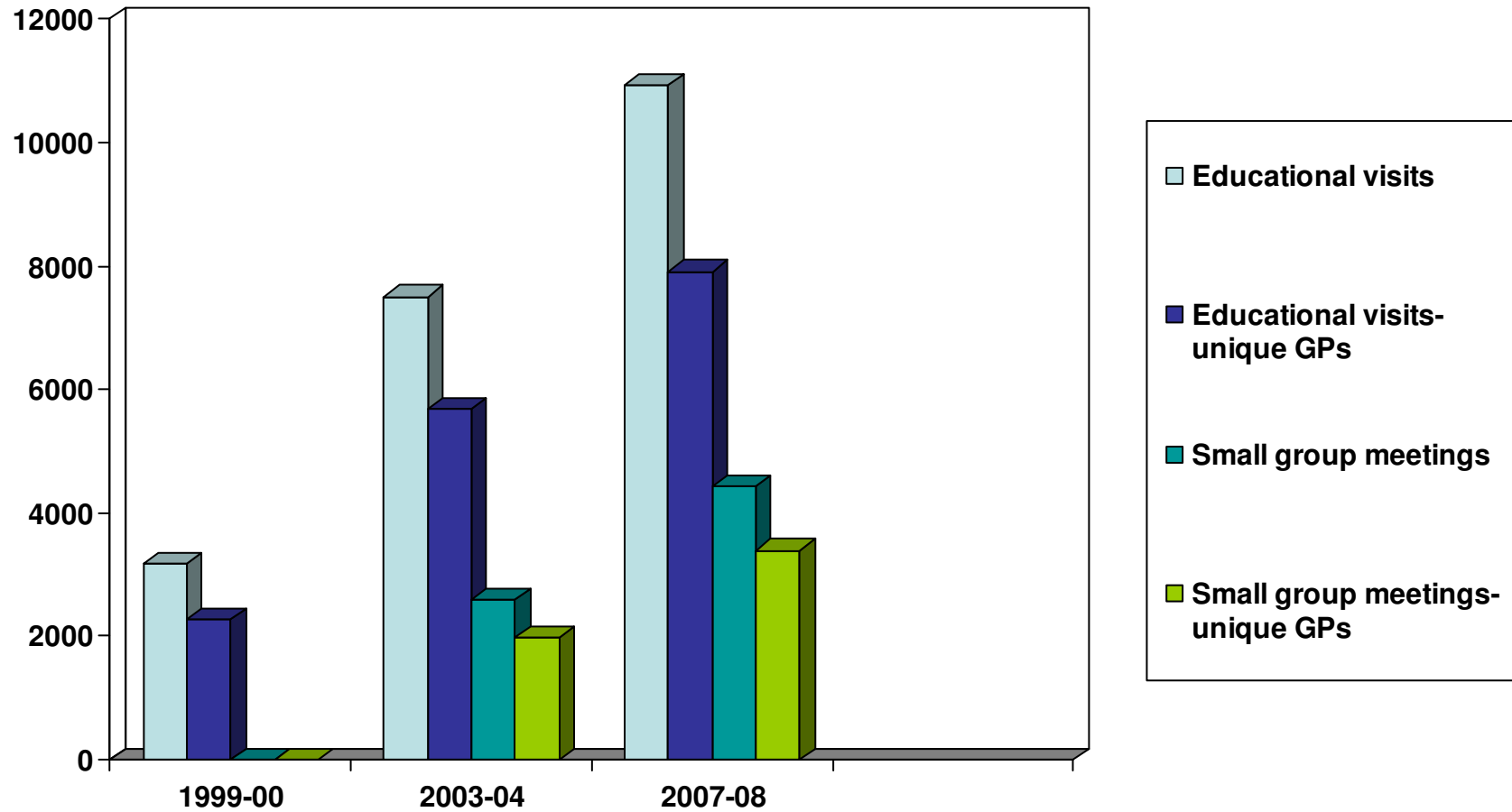
Increasing GP reach – Divisions program



One to one educational visit



Increasing GP reach – Divisions program



GP participation educational visits
and small group meetings





Early use of insulin and oral antidiabetic agents 2007-08

- Early and continuing lifestyle interventions decrease disease progression
- Initiate insulin early by adding night-time basal insulin to oral antidiabetic agents
- Ensure metformin is part of ongoing therapy and use of thiazolidinediones do not delay the progression of insulin
- Review use of thiazolidinediones in heart failure and ischaemic heart disease



Lifestyle and CV risk messages

Management of Type 2 Diabetes in General Practice 2002

- **Assess and manage all cardiovascular risk factors**
- **Individualise patient management**

Reducing risk in type 2 diabetes 2005

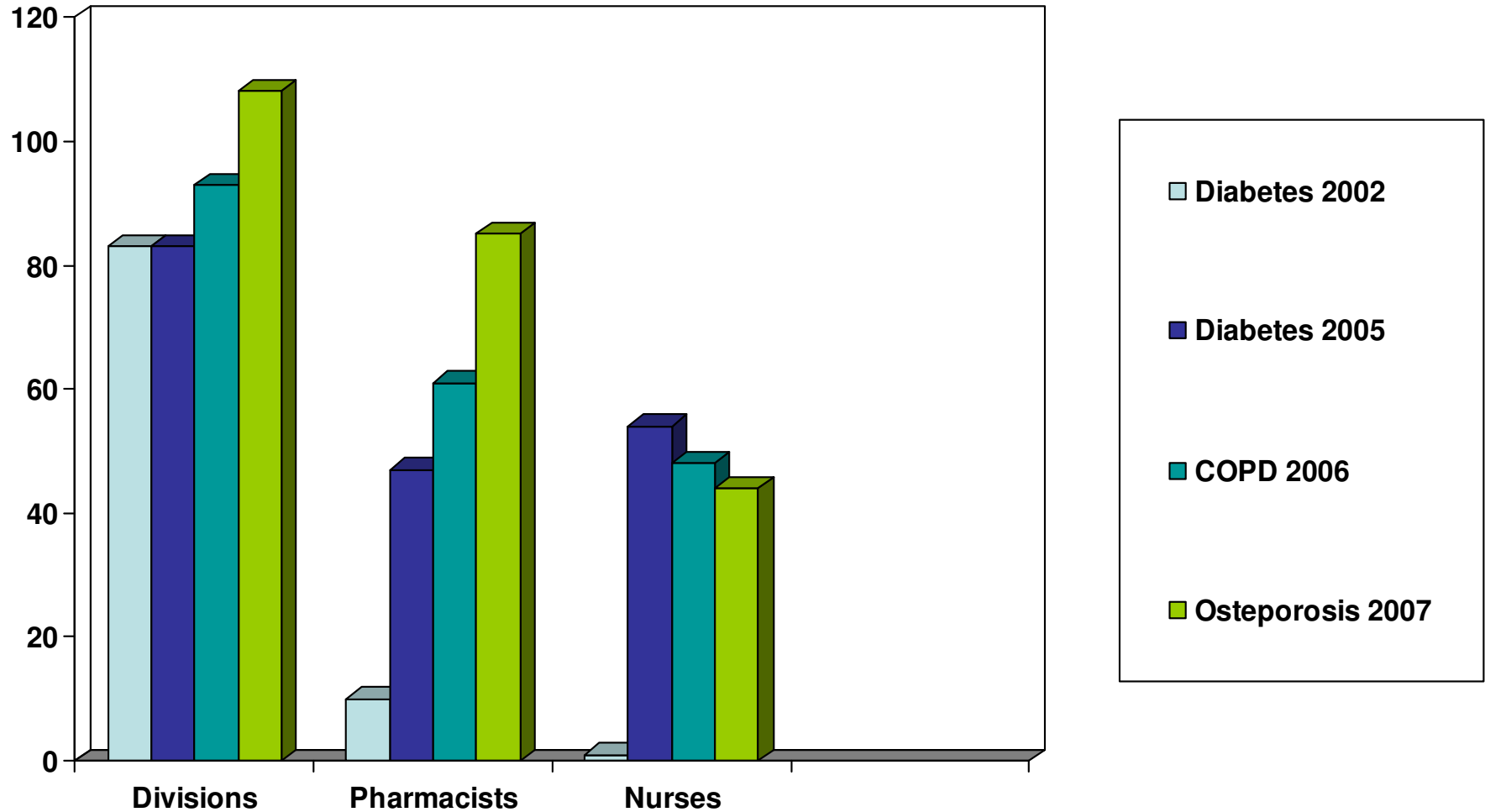
- **Encourage intensive lifestyle change to slow progression to diabetes and prevent complications**
- **Assess and manage overall cardiovascular risk early**


Early use of insulin and oral antidiabetic agents 2007-08

Early and continuing lifestyle interventions decrease disease progression



Number of divisions delivering therapeutic programs to pharmacists and nurses

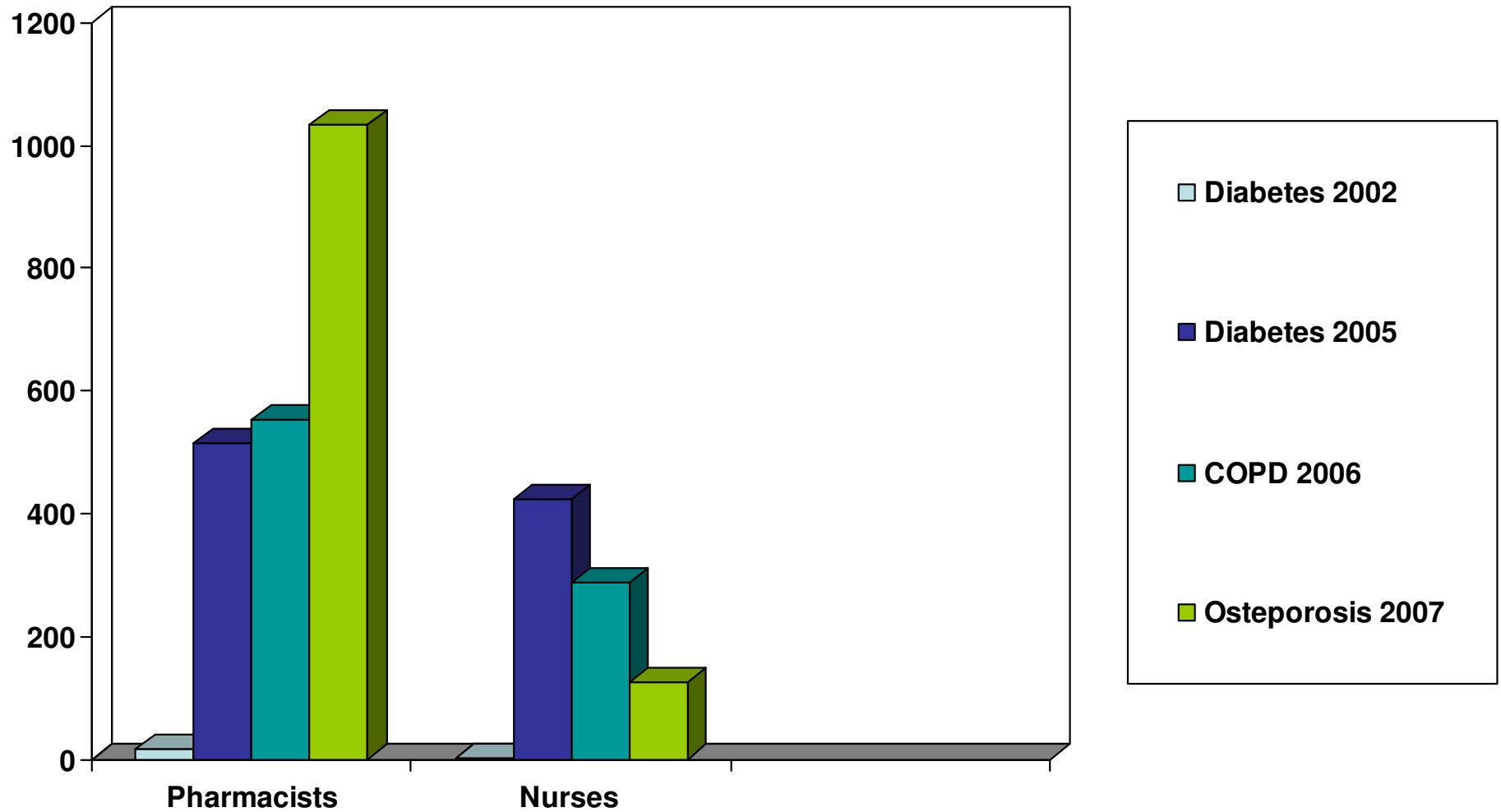




Preventing osteoporosis and reducing fracture risk Program key messages

- Advise on adequate physical activity, calcium and vitamin D especially in the young and elderly
- Use specific anti-osteoporotic drugs after osteoporotic fracture in postmenopausal women
- Ensure sufficient vitamin D and calcium in prevention and treatment of osteoporosis
- Optimise patient compliance with bisphosphonates to achieve fracture risk reduction
- Use bisphosphonates carefully to avoid adverse effects

Increasing numbers of health professionals participating



Managing your type 2 diabetes – your goals

You can control your diabetes by maintaining blood glucose, blood pressure and cholesterol levels that are as close to normal as possible. Managing your diabetes also includes feet, urine, eye and dental checks. By regularly checking these you can slow or prevent further heart disease, kidney disease, blindness, nerve damage and gum disease.

Blood glucose levels (BGL)

Regularly testing your own blood glucose levels can let you know about your body's response to things like medications, food, exercise and your general health.

Your doctor, diabetes educator, practice nurse or specialist will help you decide how many tests are needed, when to test your blood and the



It's time to think about starting insulin

This leaflet gives you information on why it may be important to consider using insulin to treat your type 2 diabetes.

What is type 2 diabetes?

Type 2 diabetes develops when your body cannot make enough insulin, or when your insulin does not work properly (known as 'insulin resistance'). Type 2 diabetes can cause a number of problems, one of which is to increase blood sugar (also called 'blood glucose') levels.

Why do I need to control my blood glucose levels?

Problems like heart attack and stroke, blindness, kidney failure, foot ulcers and (for men) impotence can be caused by increased levels of blood glucose, but there are many ways to prevent them.

Your blood pressure is if necessary.

When blood pressure in millimetres of mercury is recorded as two numbers

For someone with diabetes less than 130/80 (state

Cholesterol (blood

This is a type of fat in

Managing your type 2 diabetes – your lifestyle

Simple lifestyle changes can help you control your diabetes and improve your blood glucose, blood pressure, cholesterol levels and help protect your eyes, feet and kidneys from disease.

Stop smoking

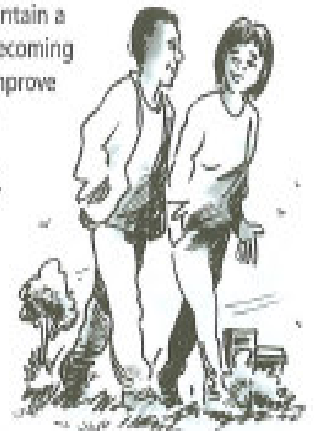
If you have diabetes and smoke, the risk of heart disease, stroke and the risk of losing limbs is increased. If you stop smoking, your risk reduces.

Physical activity

Exercise is vital to maintain a healthy lifestyle. By becoming more active you can improve your general health, quality of life and diabetes management.

Aim for at least 30 minutes of 'moderate-intensity' physical activity on most days of the week and resistance training 2 to 3 times

a week. You should notice your breathing and heart rate speeding up and perhaps a light sweat, however you should still be able to talk. Try walking or gardening. Some people enjoy taking



can give you support as to help you.

(AB) provides

/time

of your blood (bad fats) and blood you from being

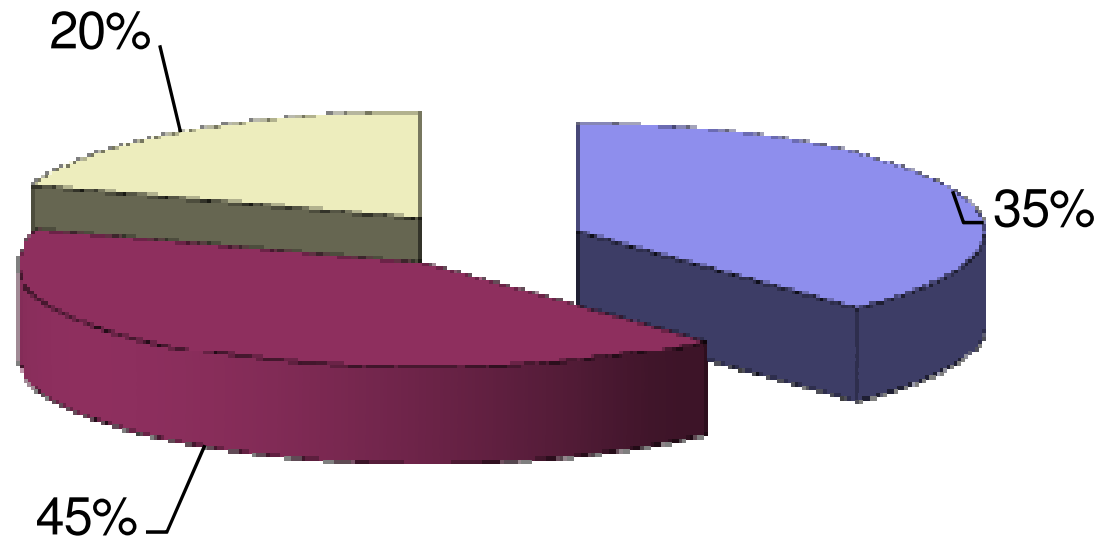
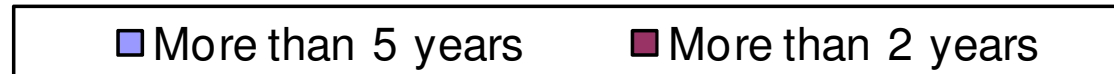
with a healthy diet

What are the advantages of using insulin early?

There are many advantages to using insulin early in those who don't achieve their HbA1c goal. These include:

a prescription your pills that make insulin so that

NPS Facilitator time in positions





In summary

- Increased GP audiences
- Expanding health professional audiences
- Increased community resources ensuring we continue to link QUM more effectively into other primary care and DGP work
- Build capacity and QUM workforce expertise