

National Transition Project

State/Territory Project Plan

ACT Transition and Establishment Support Project (Field Support)

Version No:

Issue Date:

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Introduction

Purpose of document

This purpose of this project plan is to document ACT Division of General Practice's role as a State Based Organisation in the context of Medicare Local transition and establishment.

Structure of document

- Introduction
- Management summary
- Project scope and objectives
- Planning considerations
- Timeframe and milestones
- Budget and costs
- Project organisation and management

Intended audience

AGPN Transition Team

Management summary

Project synopsis

This objective of this plan is to add value to the assistance and support being provided to divisions of general practice as they transition to Medicare Locals. It contributes to and is aligned with the National Transition Project.

Project background

ACTDGP is both a Division of General Practice and a State Based Organisation. In its SBO role it does not support any other divisions. ACTDGP submitted an application on 5 April to establish a Medicare Local from 1 July 2011. The Division's Director, Medicare Local Transition is also the Transition Liaison Officer for the purpose of this project.

Project stakeholders

Internal stakeholders:

AGPN

ACTDGP

Other SBOs

External stakeholders:

ACT Health

ACT Hepatitis Resource Centre Inc
ACT Local Hospital Network
ACT ME/Chronic Fatigue Syndrome Society Inc
ACT Mental Health Consumer Network
Karralika (formerly Alcohol and Drug Foundation ACT)
Alcohol, Tobacco & Other Drug Association ACT
Alzheimers Australia – ACT
AMA (ACT)
ANU College of Medicine, Biology and Environment
ANU Medical School
Arthritis ACT
Asthma Foundation ACT
Audiology Australia
Australian Association of Consultant Pharmacy
Australian Association of Occupational Therapists – ACT
Australian College of Nurse Practitioners
Australian Health Promotion Association – ACT Branch
Australian Podiatry Association
Australian Primary Health Care Research Institute
Australian Psychological Society
Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
Canberra Afterhours Locum Medical Service (CALMS)
Calvary Health Care ACT
Calvary Retirement Community Canberra
Canberra Imaging Group
Cancer Council ACT
Capital Pathology
Carers ACT
CatholicCare Canberra and Goulburn
Chiropractors' Association of Australia – ACT Chapter
CoastCityCountry General Practice Training
Companion House
Diabetes ACT
Dietitians Association of Australia
Directions ACT
Exercise and Sports Science Australia
General practices
Goodwin Homes
headspace ACT

Health Care Consumers ACT
Heart Foundation ACT
Home Help Service ACT Inc
Jindalee Nursing Home
Junction Youth Health Service
Kankinya Nursing Home
Little Company of Mary Health Care Ltd
Mental Health Community Coalition
Morling Lodge
Multiple Sclerosis Australia
National Capital Private Hospital
Other Divisions of General Practice
Post and Ante Natal Depression Support Information (PANDSI)
Pharmacy Guild of Australia
Pharmaceutical Society of Australia ACT Branch
Royal Australian College of General Practitioners (RACGP)
Royal College of Nursing Australia
Sexual Health and Family Planning ACT Inc
Self Help Organisations United Together (SHOUT)
Speech Pathology Australia
St Andrews Village
The Pharmacy Guild of Australia ACT Branch
The RSI and Overuse Injury Association of the ACT
Uniting Aged Care
University of Canberra
Villaggio Sant Antonio
Winnunga Nimmityjah Aboriginal Health Service
Women's Centre for Health Matters
Youth Coalition of the ACT

Stakeholder analysis

| Stakeholder | Needs | Importance ¹ | Communications strategy | Measures for engagement success |
|-----------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| AGPN | Progress reporting Project activities consistent with funding agreement | Critical | Contractual reporting Face to face meetings, teleconferences Email, phone as required | Deliverables accepted by AGPN |
| ACTDGP | Achieve expected project results Manage risks appropriately | Critical | Brief CEO and ML Transition Group as appropriate Provide updates as relevant at staff meetings | Deliverables achieved |
| Other SBOs | Contribution to combined knowledge enabling SBOs to support and assist divisions in their respective state/territory | Influencers | Face to face meetings, teleconferences Email, phone as required | SBOs gain value from ACT knowledge, experience during ML transition and establishment phase |
| External stakeholders | Engagement in transition and establishment process as it relates to ACT | Influencer/important | Numerous – website, meetings, forums, correspondence (electronic/letters), newsletters, media releases, etc | Maintain the current very high level of stakeholder engagement |

Expected project results

¹ Critical Stakeholders can stop the Project; Influencer can influence a Critical Stakeholder and Important Stakeholders are important to the Project however are neither an Influencer or Critical Stakeholder

| Project deliverable | Performance indicator | Timeframe for completion | Responsibility |
|--------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------|-----------------------|
| Appoint Transition Liaison Officer | Transition Liaison Officer appointed | March 2011 | ACTDGP |
| Establish ACTDGP Medicare Local Transition Group | ACTDGP Medicare Local Transition Group established | March 2011 | ACTDGP |
| Meet AGPN accountability requirements | Transition Liaison Officer to attend teleconferences and face to face meetings with AGPN, SBOs | Ongoing | ACTDGP |

| Reporting deliverable | Approval criteria | Timeframe for completion | Responsibility |
|-----------------------------------------------------|-------------------------------------------|---------------------------------|-----------------------|
| ACT Project Plan and budget | Project Plan and budget submitted to AGPN | 2 May 2011 | ACTDGP |
| Progress report 1 (4 March 2011 to 30 June 2011) | Progress report 1 submitted to AGPN | 31 October 2011 | ACTDGP |
| Progress report 2 (1 July 2011 to 31 Dec 2011) | Progress report 2 submitted to AGPN | 30 April 2012 | ACTDGP |
| Progress report 3 (1 Jan 2011 to 31 May 2012) | Progress report 3 submitted to AGPN | 7 June 2012 | ACTDGP |

Major roles

The following table details the major roles in the Project:

| Role | Name |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project funder | AGPN |
| Project owner | ACTDGP |
| Transition Liaison Officer | Jenny Permezel |
| ACTDGP Medicare Local Transition Group | Steve Sant (CEO), Jenny Permezel (Director, Medicare Local Transition and Transition Liaison Officer), Amy Cooper (Director, Communication and Engagement), Sharmaine Perera (Finance Manager), Jessy McGowan (Director, Policy and Projects), Janet Cossart (Executive Assistant) |

Project scope and objectives

Project objectives

Specific objectives stipulated in the funding agreement:

- Establish a state/territory-based steering committee including the committees terms of reference and membership where relevant
- Appoint a transition liaison officer (TLO) to provide on the ground support to the division of general practice within the TLOs state/territory
- The TLO will:
 - Provide information on transition strategy and timelines for the ACT
 - Facilitate access to and utilisation of support tools and templates
 - Facilitate access to mediation, legal and financial brokerage services following confirmation with the National Transition Support Team
 - Provide updates to the national transition team on transition implementation in the ACT including identification of emerging issues and unmet support needs and where possible recommending local solutions
 - Facilitate networking and liaison between ACTDGP and relevant external stakeholders

Criteria for success

The criteria for success are:

- Fulfilling the contractual obligations contained in the funding agreement with AGPN

- Adding value to the overall support and assistance available to the divisions network during the transition and establishment of Medicare Locals

Project scope

Project inclusions

The Project's inclusions are activities associated with fulfilling the obligations of the funding agreement

Project exclusions

Activities excluded from the Project include any that are not consistent with achieving the Project objectives

Planning considerations

Timeframe constraints

The Project will end on 30 June 2012 in accordance with the funding agreement.

Prerequisites

The fundamental aspects which must be in place at the start of the Project and stay in place for the Project to succeed are:

- Continued implementation of health reform by government
- COAG National Health Reform Agreement
- Continued implementation of the National Transition Project by AGPN

External dependencies

Key project dependencies are:

- Continued funding by AGPN as specified in the funding agreement
- Governments approval timetable for Medicare Locals
- Cooperation with relevant stakeholders

Assumptions

The assumptions that have been made in developing this Project Plan are:

- ACTDGP will be established as a Medicare Local in either the first, second or third tranche
- The experience of ACTDGP during its transition and establishment to Medicare Local will be relevant to SBOs supporting their respective divisions of general practice

Timeframe and milestones

Project schedule baseline

- Appointment of transition liaison officer - March 2011
- Establishment of ACT Medicare Local Transition Group - March 2011
- TLO attendance at field officer workshops - 12 April 2011, 31 May 2011 and others as scheduled
- TLO participation in fortnightly field officer teleconferences commencing 19 April 2011
- Ongoing stakeholder engagement

Budget and costs

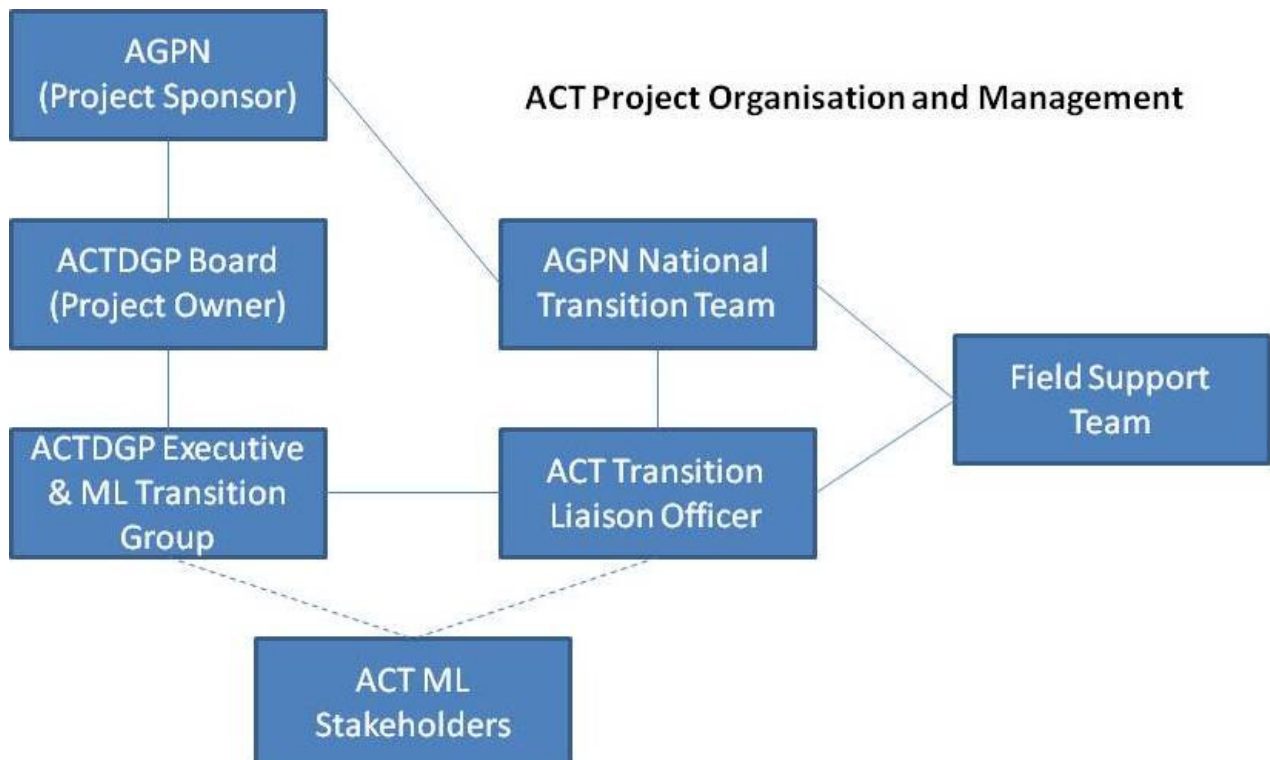
Project budget baseline

| | 2010-2011 | 2011-2012 | Whole project |
|----------------------------------|---------------|---------------|---------------|
| Legal advice | 5,250 | 3,900 | 9,150 |
| TLO salary | 5,250 | 15,600 | 20,850 |
| | | | |
| | | | |
| Total planned expenditure | 10,500 | 19,500 | 30,000 |

Project organisation and management

The aim of this section is to briefly outline the major roles of participants and their responsibilities to ensure that all lines of communication have been clearly defined and agreed.

Project organisation



Roles and responsibilities

The following table lists the roles and responsibilities covered in the organisation chart:

| Role | Responsibilities | Links |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| ACTDGP Executive and ML Transition Group | <ul style="list-style-type: none"> Agree and monitor a work plan and timetable for the Project Contribute to and agree priorities for activities Guide the process of engagement to ensure it is inclusive and informed by relevant stakeholders Provide reports to ACTDGP Board on Project progress | ADGP Board ACT TLO ACT ML stakeholders |
| ACT Transition Liaison Officer | <ul style="list-style-type: none"> Project plan and budget Stakeholder engagement and communication Project management Progress reports Dissemination of resources and | ACTDGP Executive and ML Transition Group AGPN National Transition Group Field Support Team ACT ML stakeholders |

| Role | Responsibilities | Links |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| | expert advise | |
| AGPN National Transition Team | As per National Transition Project Final Project Plan | |
| Field Support Team | <ul style="list-style-type: none"> • Provide updates on progress against Project plans • Provide information to assist gathering of accurate intelligence • Provide advice on emerging issues • Share resources developed • Identify risks • Work collaboratively | AGPN National Transition Team ACT TLO |

Project controls

Issue management

Any issues/problems that could impact on the ability to achieve the Project objectives will be raised with the ACTDGP CEO and the National Transition Team.

Change management

Any significant Project changes will be subject to the approval of the ACTDGP CEO and the National Transition Team.

Risk management

A software program known as Tickit is used by the Division as a risk and compliance tool. Tickit enables prioritisation of risks according to a tailored matrix, provide reports to the Executive and the Finance Committee and enables appropriate strategies to be implemented to appropriately monitor and mitigate risks.

Quality management

The ACTDGP CEO will work closely with the TLO to ensure all project and reporting deliverables meet contractual requirements and are of a high standard.

Management reporting

This section briefly covers the agreed management reporting process that will be followed throughout the life of the Project. The management reporting process will use a standard set of templates.

| Document Name | Frequency | Author | Recipient |
|------------------|-----------------------|--------|-------------------------------|
| Progress reports | According to schedule | TLO | AGPN National Transition Team |

| | | | |
|--|-----------------------------------|--|--|
| | outlined in the funding agreement | | |
|--|-----------------------------------|--|--|