

# High performing primary care webinar series

## Series four: Coordinated care

Northern Queensland Primary Health Network (NQPHN) and AGPAL have teamed up to provide a free targeted education program via a three-part webinar series for healthcare providers in our region



Coordinated care is the provision of effective and efficient care that reflects a person's health needs. It encompasses better communication and connectivity between healthcare providers in primary care, community, and hospital settings, and the individual, their carers and family. It looks at all aspects of care from prevention, to the end of life, including both physical and mental health.

These sessions will include topics that discuss:

- an introduction to coordinated care including examples of national and international models
- tools for implementing coordinated care and sharing electronic information within the healthcare neighbourhood
- patient engagement and patient activation
- patient-reported outcome measures (PROMS) and patient-reported experience measures (PREMS)
- key communication techniques that result in improved clinical outcomes for patients and their care team
- coaching techniques for staff and patients and supporting practices to promote health literacy.

## DATES AND REGISTRATION

Webinar one

Thursday 13 May 2021

<http://bit.ly/3r4dAnF>

Webinar two

Thursday 20 May 2021

<http://bit.ly/3gVs9oX>

Webinar three

Thursday 27 May 2021

<http://bit.ly/37nt8uX>

## TIME

9am–11am

## KEY PRESENTER

Dr Paresh Dawda – MB, BS,  
DRCOG, DFRSH, FRCGP.

