## 9 References

- 1. Rudd K, Roxon N. New Directions for Australia's Health: Delivering GP Super Clinics to local communities. Canberra: Australian Labor Party; August 2007.
- **2.** GP Super Clinics National Program Guide. . Canberra: Australian Government: Department of Health and Ageing; 2008.
- 3. Building a 21st Century Primary Health Care System: Australia's First National Primary Health Care Strategy. Canberra: Australian Government: Department of Health and Ageing;2010.
- **4.** Imison C, Naylor C, Maybin J. *Under One Roof:Will polyclinics deliver integrated care?* London: King's Fund 2008.
- **5.** A Healthier Future For All Australians Final Report of the National Health and Hospitals Reform Commission. Canberra: Australian Government National Health and Hospitals Reform Commission;2009.
- **6.** Hutchison B, Levesque J-F, Strumpf E, Coyle N. Primary Health Care in Canada: Systems in Motion. *Milbank Quarterly*.89(2):256-288.
- 7. Romanow R. Health Care and Education Reconciliation Act of 2010: Building on Values: the future of health care in Canada Final Report. Commission on the future of health care in Canada. 2002.
- **8.** Browne G, Roberts J, Gafni A, et al. Economic evaluations of community-based care: lessons from twelve studies in Ontario. *J Eval Clin Pract.* 2008;5(4):367 385.
- **9.** Primary Health Care Reform in Australia: Report to Support Australia's First National Primary Health Care Strategy. Canberra: Australian Government; Department of Health and Ageing;2009.
- 10. The World Health Report 2008: Primary care now more than ever. Geneva: WHO 2008.
- **11.** Macinko J, Starfield B, Shi L. The contribution of primary care systems to health outcomes within OECD countries, 1970–1998. Health Serv Res. 2003;38:819–853. *Health Services Research*. 2003;38:819 853.
- **12.** Starfield B. Is Strong Primary Care Good for Health Outcomes? *The Future of Primary Care: Papers for a Symposium held on 13th September 1995.* 1996:18 29.
- **13.** Starfield B, Shi L, Macinko J. Contribution of Primary Care to Health Systems and Health. *Milbank Q.* 2005;83(3):457-502.
- **14.** Starfield B. Primary Care and Health: A Cross National Comparison. *Journal of American Medical Association*. 1991;266:2268-2271.

- **15.** Browne G, Roberts J, Gafni A, et al. Economic evaluations of community-based care: lessons from twelve studies in Ontario. *Journal of Evaluation in Clinical Practice*. 1999;5(4):367-385.
- **16.** McDonald J, Cumming J, Harris M, Powell Davies G, Burns P. *Systematic Review of Comprehensive Primary Care Models.* Sydney: Australian Primary Health Care Research Institute;2006.
- 17. Singer S, Burgers J, Friedberg M, Rosenthal M, Leape L, Schneider E. Defining and Measuring Integrated Patient Care: Promoting the Next Frontier in Health Care Delivery. *Medical Care Research and Review.* 2010;68(1):112-127.
- **18.** Ashworth M, Armstrong D. The relationship between general practice characteristics and quality of care: a national survey of quality indicators used in the UK Quality and Outcomes Framework, 2004-5. *BMC Family Practice*. 2006;7(1):68.
- **19.** *GP Super Clinic National Program Guide.* Canberra: Department of Health and Ageing 2010.
- **20.** *GP Super Clinics Primary Care Infastructure Guidelines.* Canberra: Department of Health and Ageing 2011.
- **21.** Commonwealth Grant Guidelines: Policies and Principles for Grants Administration. Canberra: Department of Finance and Derugulation 2009.
- **22.** Grol R, Wensing M, Mainz J, et al. Health on Course? The 2002 Dutch Public Health Status and Forecasts Report Patients' priorities with respect to general practice care: an international comparison. European Task Force on Patient Evaluations of general Practice (EUROPEP). *Houten: Bohn Stafleu Van Loghum.* 2002;16(4):4 11.
- **23.** Lee A, Kiyu A, Milman H, Jimenez J. Improving Health and Building Human Capital Through an Effective Primary Care System. *Journal of Urban Health*. 2007;84(0):75-85.
- **24.** Roland M. Lessons from the U.K. *New England Journal of Medicine*. 2008;359(20):2087-2092.
- 25. Implementation of Programme and Policy Initiatives: Making Implementation Matter Better Practice Guide. Canberra: Department of Prime Minister and Cabinet and Australian National Audit Office;2006.
- **26.** Britt H, Miller GC, Charles J, et al. *General Practice Activity in Australia 2008-2009.* Canberra: Australian Institute of Health and Welfare 2009. General Practice Series no. 25.
- **27.** Bisognano M. Leadership's Role in Execution *Healthcare Executive*. 2008.
- 28. Mountford J, Webb C. When Clinicians Lead. McKinsey Quarterly. February 2009.

- **29.** Jackson-Bowers E. How does teamwork support GPs and Allied Health Professionals to work together? *Research Roundup*. 2010;14.
- **30.** Medicare Benefits Schedule Note A39. *MBS Online* Department of Health and Ageing; 2011.
- **31.** Wagner EH, Austin BT, Davis C, Hindmarsh M, Bonomi A. Improving chronic illness care: translating evidence into action. *Health Affairs*. 2001;20:64-78.
- **32.** Booth A, Nowson C. Patient recall of receiving lifestyle advice for overweight and hypertension from their General Practitioner. *BMC Family Practice*.11(1):8.
- **33.** Lester H, Campbell S, McDonald R. The present state and future direction of primary care: a qualitative study of GPs' views. *British Journal of General Practice*. 2009;59:208-215.
- **34.** Improving the Quality of Care in General Practice: Report of an independent inquiry commissioned by The King's Fund. London: The King's Fund;2011.
- **35.** Performance Benchmarking of Australian Business Regulation: Planning, Zoning and Development Assessments: Research Report. Canberra: Productivity Commission 2011.
- **36.** Construction Sentiment Survey: Findings Report 15. Melbourne: Davis Langdon 2011.
- **37.** Building the Education Revolution Implementation Taskforce: Final Report. Canberra: Australian Government: Building the Education Revolution Implementation Taskforce;2011.
- **38.** Wagner EH. The role of patient care teams in chronic disease management. *British Medical Journal*. 2000;320(569-572).
- **39.** Rothman AA, Wagner EH. Chronic Illness Management: What Is the Role of Primary Care? *Annals of Internal Medicine*. February 4, 2003 2003;138(3):256-261.
- **40.** Wensing M, Vedsted P, Kersnik J, et al. Patient satisfaction with availability of general practice: an international comparison. *Int J Qual Health Care*. 2002;14:111 118.
- **41.** McAlister FA, Stewart S, Ferrua S, McMurray JJJV. Multidisciplinary strategies for the management of heart failure patients at high risk for admission: A systematic review of randomized trials. *Journal of the American College of Cardiology*. 2004;44(4):810-819.
- **42.** Pearce C, Phillips C, Hall S, et al. Following the funding trail: Financing, nurses and teamwork in Australian general practice. *BMC Health Services Research*.11(1):38.
- **43.** Laurant M, S B, Reeves D, Hermens R, Braspenning J, Grol R. Substitution of doctors by nurses in primary care. A systematic review for EPOC. *Cochrane Collaboration*. 2004.

- **44.** Mitchell G, Brown R, Erikssen L, Tieman J. Multidisciplinary care planning in the primary care management of completed stroke: a systematic review. *BMC Family Practice*. 2008;9(1):44.
- **45.** Ehrlich C, Kendall E, Muenchberger H, Armstrong K. *Coordinated care: What does that really mean?* Brisbane: Griffith University and General Practice Queensland;2008.
- **46.** Crooks V, Agarwal G. What are the roles involved in establishing and maintaining informational continuity of care within family practice? A systematic review. *BMC Family Practice*. 2008;9(1):65.
- **47.** Reid RJ, Wagner EH. Strengthening primary care with better transfer of information. *CMAJ: Canadian Medical Association Journal*. 2008;179(10):987-988.
- **48.** *Introduction to clinical governance a background paper.* Perth: Office of Safety and Quality in Health Care: Western Australian Department of Health;2001.
- **49.** Phillips C, Pearce C, Hall S, et al. Can clinical governance deliver quality improvement in Australian general practice and primary care? A systematic review of the evidence. *Medical Journal of Australia*. 2010;193(10).
- **50.** Braithwaite J, Travaglia J. An overview of clinical governance policies, practices and initiatives. *Australian Health Review.* 2008;32(1):10-22.
- **51.** Otoole TP, Cabral R, Blumen JM, Blake DA. Building high functioning clinical teams through quality improvement initiatives. *Quality in Primary Care*.19(1):13-22.
- **52.** Campbell S, Sweeney GM. The role of clinical governance as a strategy for quality improvement in primary care. *British Journal of General Practice*. 2002;52(Supplement):S12-S18.
- **53.** Bhatia N, Rifkin S. A renewed focus on primary health care: revitalize or reframe? *Globilization and Health*. 2010 6(13).
- **54.** Haggerty J, Burge F, Levesque J-F, et al. Operational Definitions of Attributes of Primary Health Care: Consensus Among Canadian Experts. *Ann Fam Med.* July 1, 2007 2007;5(4):336-344.
- **55.** Lawn JE, Rohde J, Rifkin S, Were M, Paul VK, Chopra M. Alma-Ata 30 years on: revolutionary, relevant, and time to revitalise. *The Lancet.* 2008/9/19/;372(9642):917-927.
- **56.** Liaw ST, Lau P, Pyett P, et al. Successful chronic disease care for Aboriginal Australians requires cultural competence. *Australian and New Zealand Journal of Public Health*.35(3):238-248.
- **57.** Australian Institute of Health and Welfare: Indicators for chronic diseases and their determinants. Canberra: Australian Institute of Health and Welfare;2008.

- **58.** Ampt A, Amoroso C, Harris M, McKenzie S, Rose V, Taggart J. Attitudes, norms and controls influencing lifestyle risk factor management in general practice. *BMC Family Practice*. 2009;10(1):59.
- **59.** Pan-Canadian Primary Health Care Indicators: Pan-Canadian Primary Health Care Indicator Development Project: Report 1 Volume 1. Ottawa: Canadian Institute for Health Information; 2006.
- **60.** McGinn C, Grenier S, Duplantie J, et al. Comparison of user groups' perspectives of barriers and facilitators to implementing electronic health records: a systematic review. *BMC Medicine*. 2011;9(1):46.
- **61.** Douglas K, Rayner FK, Yen LE, Wells RW, Glasgow NJ, Humpreys JS. Australia's primary health care workforce research informing policy. *Medical Journal of Australia*. 2009;191:81-84.
- **62.** Sibbald B, Shen J. Changing the skill-mix of the health care workforce *Journal of Health Services & Research Policy*. 2004;1:28-38.
- **63.** Coote W. General practice reforms, 1989–2009. *Medical Journal of Australia*. 2009;191(2):58-61.
- **64.** Raleigh V, Foot C. *Getting the Measure of Quality* London: The King's Fund 2010.
- 65. Hudon C, Fortin M, Haggerty JL, Lambert M, Poitras M-E. Measuring Patients' Perceptions of Patient-Centered Care: A Systematic Review of Tools for Family Medicine. *Ann Fam Med.* March 1, 2011;9(2):155-164.
- **66.** Goodwin N, Dixon A, Poole T, Raleigh V. *Improving the Quality of Care in General Practice: Report of an independent inquiry commissioned by The King's Fund London: King's Fund 2011.*
- **67.** Siriwardena AN. Improving primary care quality now and into the next decade. *Quality in Primary Care*.18(6):357-358.
- **68.** Dawda P, Jenkins R, Varnam R. *Quality Improvement in General Practice.* London: The King's Fund 2010.
- **69.** Georgiou A, Burns J, McKenzie S, Penn D, Flack J., Harris MF. Monitoring change in diabetes care using diabetes registers: experience from Divisions of General Practice. *Australian Family Physician*. 2006;35:77-80.
- **70.** Makeham AB, Kidd M, Saltman DC, et al. The Threats to Australian Patient Safety (TAPS) study: incidence of reported errors in general practice. *Medical Journal of Australia*. 2006;185(2):95-98.
- **71.** Furler J, Cleland J, Del Mar C, et al. Leaders, leadership and future primary care clinical research. *BMC Family Practice*. 2008;9(1):52.

- **72.** Kendall E, Ehrlich C, Young M, Muenchberger H, Wilkie K, Rushton C. Health partnerships: perspectives of medical practitioners in general practice, health systems and hospital settings. *Australian Journal of Primary Health*. 2009;15(4):319-325.
- **73.** Halcomb EJ. Feasibility and sustainability of a model of multidisciplinary case conferencing in residential aged care. *Australian Journal of Primary Health*. 2009;15(3):238-243.
- **74.** Wise CG, Alexander JA, Green LA, Cohen GR, Koster CR. Journey toward a Patient-Centered Medical Home: Readiness for Change in Primary Care Practices. *Milbank Quarterly*.89(3):399-424.
- **75.** Benzer JK, Young G, Stolzmann K, et al. The Relationship between Organizational Climate and Quality of Chronic Disease Management. *Health Services Research*.46(3):691-711.
- **76.** Pineault R, Levesque JF, Roberge D, Hamel M, Lamarche P, Haggerty J. *Accessibility and Continuity of Care: A Study of Primary Healthcare in Québec* Quebec: Centre de recherche de l'Hôpital Charles LeMoyne;2009.
- 77. Gardner K, Sibthorpe B, Longstaff D. National quality and performance system for Divisions of General Practice: early reflections on a system under development. *Australia and New Zealand Health Policy*. 2008;5(1):8.
- **78.** Hogg W, Dyke E. Improving measurement of primary care system performance. *Canadian Family Physician.* July 1, 2011;57(7):758-760.
- **79.** Pan-Canadian Primary Health Care Indicators Report: 1 Volume 2: Pan-Canadian Primary Health Care Indicator Development Project. Ottawa: Canadian Institute for Health Information;2006.
- **80.** Petek D, Kunzi B, Kersnik J, Szecsenyi J, Wensing M. Patients' evaluations of European general practice revisited after 11 years. *International Journal for Quality in Health Care*. August 10, 2011.
- 81. MBS Primary Care Items: Department of Health and Ageing 2011.
- **82.** Harris MF, Jayasinghe UW, Chan BC, et al. Patient and practice characteristics predict the frequency of general practice multidisciplinary referrals of patients with chronic diseases: A multilevel study. *Health Policy*. 2011;101(2):140-145.
- **83.** Sanson-Fisher RW, Baitch I, Peterson E. From bland to grand: an apporach to classification of inter-professional education for under-graduate health sciences. *Focus on Health Professional Education: a Multi-Disciplinary Journal*. 2005;7(1):34-48.
- 84. Stevens DP, Bowen JL, Johnson JK, et al. A multi-institutional quality improvement initiative to transform education for chronic illness care in resident continuity practices. *Journal of General Internal Medicine*. 2010;25(S4):S574-580.