

The Western Queensland Health Care Home Maturity Measure

The Western Queensland Primary Health Network and UQ-Mater developed a tool (the Western Queensland Health Care Home Maturity Measure, or WQ HCH-MM) to determine a practice's "Health Care Home Readiness" and progression towards becoming a well-established and experienced Health Care Home. The WQ HCH-MM builds on the key foundations of organisational management set out by the Primary Care Practice Improvement Tool (PC-PIT)^{1,2}, with practices completing the PC-PIT to provide experience in quality improvement and as a pre-requisite for the Maturity Measure. The WQ HCH-MM uses the same foundations in a context specific to the health care home. It is designed to help practices understand their current level of "Readiness", to identify opportunities for improvement and to assist practices track progress towards practice change and improvement when completed at regular intervals. The WQ HCH-MM will also assist the Western Queensland PHN to assess the level of support needed for practices on their transformation journey.

In addition to the PC-PIT, the work is based on numerous international health care home metrics, including the New Zealand Pinnacle Health, Health Care Home Model of Care Requirements and the Australian General Practice Accreditation Limited (AGPAL) Health Care Home Assessment (HCH-A) tool which is being used by Health Care Homes in Australia as part of the national trial.

The three domains are **Ready access to care; Proactive preventative care** and **Engaged chronic and complex care**

Foundations

Under each Domain are 10 key Foundations that underpin the delivery of comprehensive primary health care are used to benchmark and measure performance²:

1. Engaged leadership
2. Patient centred
3. Cultural competency
4. Team based care
5. Primary care governance
6. Embedding CQI
7. Quality data
8. Digital health
9. Infrastructure
10. Performance



Each question in the WQ HCH-MM includes metrics classed into four levels of performance to track readiness and progression towards being a Health Care Home. These levels are:



MM Levels	Description
Preparation	This level is reflective of practices who are beginning their HCH journey and who have significant opportunities to make progress towards the WQ HCH Model of Care. Level 1 scores reflect minimal implementation of the indicators.
Entry	Level 2 are the entry level standards. This level is reflective of current international metrics required for practices to be effective HCHs.
Advanced	Level 3 scores reflect practices functioning as advanced HCHs and has built upon the fundamental criteria of a WQ HCH.
Aspirational	Level 4 is the aspirational level. This is reflective of practices with extensive experience and development of the WQ HCH principles and application of HCH metrics.

Reporting

Aggregated scores from the practice team who complete the tool (i.e. the practice manager, principle GP and senior nurse, or equivalent roles pending practice organisational structures) are returned to practices to guide their Health Care Home transformation journey. Average scores will be provided for each of the three domains:

Domain	Average score	Maturity Measure Level
Ready access to care	1.1	Preparation
Proactive preventative care	2.1	Entry
Engaged chronic and complex care	1.2	Preparation

Aggregated scores for each of the 10 foundations will be presented as a spider graph.

1. Crossland L, Janamian T, Sheehan M, Siskind V, Hepworth J, Jackson CL. Development and pilot study of the Primary Care Practice Improvement Tool (PC-PIT): an innovative approach. *Med J Australia* 2014; **201**(3): S52-S55.
2. Crossland L, Janamian T, Jackson CL. Key elements of high-quality practice organisation in primary health care: a systematic review. *Med J Australia* 2014; **201**(3): S47-S51.

