

Appendix 3

This appendix was part of the submitted manuscript and has been peer reviewed. It is posted as supplied by the authors.

Appendix to: Crossland L, Janamian T, Jackson CL. Key elements of high-quality practice organisation in primary health care: a systematic review. *Med J Aust* 2014; 201 (3 Suppl): S47-S51. doi: 10.5694/mja14.00305.

Appendix 3 Common elements of organisational assessment for quality improvement in primary health care*

Tool	VIP	MAP	MAT	EPAP	GP	EFQM	PCAT	MAT	BC	SOAPC
Element					LODT			MAX		
Patient –family community focus; patient										
centred care										
A focus on staff (satisfaction; workload;										
stress reduction)										
Leaders; leadership and leading										
Education and training										
Multi-professional teams										
Communication; collaboration; integration										
of care delivery										
Performance results and review										
Process improvement										
Clinical management; use of guidelines;										
practice operating procedures										
Information; technology and management;										
record keeping; technical equipment										

*Key

Acronym	Full name
VIP	Practice Management - Visit in Practice
MAP	Multimethod Assessment Process
MAT	Microsystem Assessment Tool
EPAP	European Practice Assessment Program
GPLODT	General practice Learning Organisation Diagnostic Tool
EFQM	European Framework Quality Management
PCAT	Primary Care Assessment Tool
MAT MAX	Maturity Matrix (Family Practice Maturity Matrix)
BC	Baldrige Criteria
SOAPC	Survey of Organisational Attributes of Primary Care