Ms Rosemary McKenzie (B.A; PG Dip Health Promotion; MPH) is a research fellow and lecturer in the Centre for Health Policy, Programs & Economics, Melbourne School of Population Health. Rosemary has undertaken state and national health program evaluations for CHPPE, most recently leading the evaluation of the National Dementia Support Program at the Commonwealth level, and the evaluation of the Well for Life initiative in Victoria. In collaboration with Professor David Dunt, Rosemary is currently investigating the provision of after hours primary care services in Australia. She coordinates health program evaluation teaching and core public health subjects in the Master of Public Health degree offered by the Melbourne School of Population Health.

Date: Tuesday 25 September, 2012.

Time: 12:30 pm-1:30pm

Venue: Room 405A,
Melbourne School of Population Health.
Level 4. 207 Bouverie Street, Carlton

In recent decades in Australia and other developed countries, the provision of after hours primary care services has emerged as a challenging policy area. Limited access to after hours care, particularly in the “unsociable” hours of 11p.m to 7a.m., inequities in provision of after hours services between metropolitan, rural and remote regions, burden on hospital emergency departments and workload pressures on general practitioners (GPs) have prompted governments to implement a range of after hours primary care initiatives.

The After hours GP helpline commenced as an adjunct to the existing healthdirect nurse-led telephone advice line operating in most Australian state on July 1st 2011. It is managed by the National Health Call Centre Network and operated by Medibank Health Solutions. In 2011-12 CHPPE researchers Rosemary McKenzie and David Dunt developed an evaluation framework for the AH GP helpline. This seminar outlines the development process and focus of the evaluation framework and discusses some of the challenges inherent in assessing quality and appropriateness of GP advice delivered by telephone. Professor Dunt and Ms McKenzie are currently evaluating the service.

These Seminars are free of charge. Visitors are most welcome to attend. A light luncheon will be served at 12 noon outside room 405A.

For more information please contact The Centre for Health Policy, Programs & Economics . Ph: (03) 8344 9111