Your Guide to Practice Catalyst

A practical guide to understanding your Practice Catalyst assessment, results and tailored Action Plan.

What is Practice Catalyst?

Practice Catalyst is a self-assessment and improvement tool that helps general practices understand their current strengths, identify opportunities for growth and plan practical next steps. One assessment brings together information about both practice maturity and practice sustainability.

Your Practice Catalyst journey

Step 1
Reflect

Complete the Practice Catalyst self-assessment with your practice team.

Step 2
Understand

Review your practice maturity and sustainability results.

Step 3
Act

Use your tailored Action Plan and WA Primary Health Alliance (WAPHA) support to focus improvement.

Designed for practice teams

Use Practice Catalyst as a starting point for reflection, planning and improvement

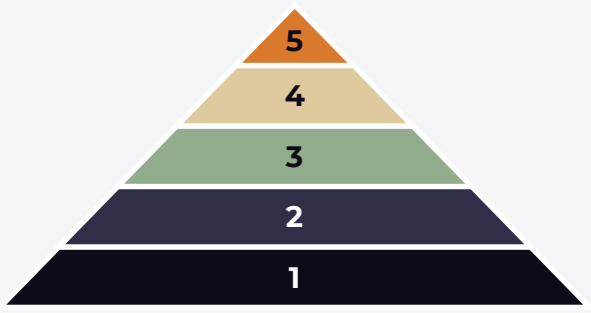
The guide explains what Practice Catalyst measures, how to interpret your results and how to use your Action Plan to support focused conversations and practical improvement within your practice.

Self-assessment **Tailored results** **Practical support**

Practice Catalyst looks at your practice through two complementary lenses

The assessment brings together information about how your practice operates today and what may strengthen its long-term resilience. The self-assessment asks your team to reflect on how the practice is organised, how people work together, and the systems, processes and tools that support care.

Practice maturity



Rebbeck's General Practice Hierarchy of Needs

1 Practice foundations
Leadership, strategic planning, finances, workforce and systems that help the practice remain viable and resilient.

2 Practice management
Leadership, communication, staff wellbeing, continuous improvement, data use and systems that keep the team organised.

3 Clinical operations
Governance, clinical workflows, professional development, digital integration and evidence-based systems that support safe and reliable care.

4 Patient care
Person-centred, continuous and culturally safe care supported by access, communication, shared decision-making and patient education.

5 Community connection
Understanding local needs, building partnerships, supporting underserved populations and contributing to population health and equity.

Practice sustainability

Workforce
People, capability, stability and succession

Financial
Financial viability, billing optimisation, revenue diversification and funding

Operational
Premises, digital systems, access, continuity and systems supporting reliable service delivery

How to interpret sustainability

Selected indicators are assessed according to their relative level of risk and considered across Workforce, Financial and Operational sustainability. Together they provide a picture of areas of relative strength and potential vulnerability.

The result supports reflection and planning. It is not a prediction or diagnosis.

Together, maturity and sustainability help your team understand what is working well, what may need attention and where focused support could help.

Your results help you see your practice in context

Practice Catalyst results help your team identify strengths, explore opportunities for improvement and consider your practice in the context of aggregate results from participating practices.

Illustrative example only - this is not WAPHA performance data.



Look for strengths

Where is your practice performing strongly?

Explore opportunities

Which domains could benefit from further development?

Use context

How do your results compare with the broader participating group?

Use comparison as context, not as a target

The comparison is designed to support reflection and discussion about your practice's priorities. A higher or lower result does not by itself determine what your practice should do next.

Your results also include a sustainability view

Workforce

Review capacity, stability and succession

Financial

Consider viability, revenue and optimisation

Operational

Consider infrastructure, continuity, access and systems

Your Action Plan turns assessment results into practical next steps

After completing the assessment, your practice receives a tailored Action Plan that brings together your priority actions, additional recommendations and practical resources. Start with the priority actions that matter most for your practice, use the linked resources and WAPHA support to take action, and return to the Action Plan to track progress over time.

Practice Catalyst Action Plan

Priority action

Develop or refresh your workforce and succession plan

Why this matters

Your responses suggest workforce sustainability may benefit from further planning and team discussion.

Suggested action

Review current workforce risks, clarify key roles and identify practical next steps for workforce and succession planning.

Resources and support

Access relevant WAPHA, RACGP and other trusted practice support resources.

☐ To do ☐ In progress ☐ Complete

1 Assessment completed

Your practice provides information through the self-assessment.

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2 Results generated

Maturity and sustainability results are summarised.

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3 Priorities identified

Relevant areas for reflection and improvement are surfaced.

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4 Resources linked

Practical resources and support are matched to relevant actions.

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5 Put your Action Plan into practice

Use your Action Plan to access resources, focus on priority actions and track progress as To do, In progress or Complete.

Priority actions first

Clickable resources

Additional recommendations

Completion tracking

WAPHA can help your practice move from insight to improvement

Practice Catalyst is a starting point for reflection, planning and action. WAPHA has worked with Rebbeck to contextualise Practice Catalyst for general practice in Western Australia, while retaining the underlying evidence-based framework. This enables WAPHA to help practices understand their results, identify priorities and connect with relevant support.

Understand your results

Review maturity and sustainability results and identify the areas most important for your practice.

Interpret results and identify priorities

Choose your priorities

Focus on a manageable number of actions that respond to your practice's context, needs and goals.

Turn assessment findings into practical next steps

Connect with support

Use your Action Plan to access tools, training, peer learning and other relevant improvement support.

Connect with WAPHA practice support

Use Practice Catalyst as a practical planning tool

Your results can support team discussion, guide quality improvement and help identify where targeted support may strengthen your practice over time.

Evidence-informed

Practice Catalyst draws on Australian and international evidence about high-performing primary care, practice sustainability, quality improvement and patient-centred general practice.

Its evidence base includes work from RACGP, Grattan Institute, RFDS, Bodenheimer and colleagues, Dawda and colleagues, and Australian primary care sustainability initiatives.

Your information

Information collected through Practice Catalyst may be aggregated to support regional planning and quality improvement.

Practice-level information will only be accessible to authorised staff and handled in accordance with agreed consent and privacy arrangements.

Reflection and improvement

Practice Catalyst is an improvement and reflection tool. It is not an audit or compliance assessment.

Results will be interpreted in the context of each practice's circumstances and priorities.

For further information visit the **WAPHA Practice Catalyst webpage**

Key evidence includes: Breadon et al. (2022), Bishop et al. (2023), Bodenheimer et al. (2014), Dawda et al. (2022), RACGP (2024) and the Sustainability of Primary Care in Small Towns and Communities Initiative (2020).

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