

# CQI Workshop GCPHN

Wednesday 11<sup>th</sup> September 2019



# Acknowledgement

Gold Coast Primary Health Network would like to acknowledge the traditional custodians of the land upon which we meet today and to pay our respects to elders past present and emerging.



# Agenda

## *All attendees*

- **6.30pm - 6.35pm:** Introductions to GCPHN team
- **6.35pm – 7.05pm:** An overview of the CQI process
- ***Small group workshops –CAT 4 & Primary Sense™***
- **7.05-8.05pm:**

## *All attendees*

- **8.05-8.30pm:** Reflection, questions, evaluations and close

# Whiteboard Session

## What do you want to get out of this workshop?



# Outcomes

**By the end of the workshop participants will have:**

- a greater understanding of the CQI process and PIP QI requirements
- increased awareness of data extraction tools available
- increased confidence to define a sample of eligible patients for a CQI activity

# phn

Please complete an  
evaluation throughout this  
talk!

We value your honest  
feedback.



## GCPHN Practice Support Team



# What is The Practice Incentive Program Quality Improvement (PIP QI) Incentive?

- Payment to general practices that participate in quality improvement to improve patient outcomes and deliver best practice care
- The intent of the PIP QI Incentive is to reward general practice for undertaking continuous quality improvement activities (CQI) in partnership with their local Primary Health Network (PHN)
- PIP QI Incentive commenced on 1 August 2019



# What do I need to do to register

- Check your practice PRODA access - eligible practices can now register using PRODA through HPOS
- Confirm you have access to a data extraction tool

# What does the practice need to do once registered

- Advise GCPHN the practice has registered to participate in the PIP QI Incentive
- Provide your local PHN of the PIP Practice Identification Number
- Electronically submit the PIP Eligible Data Set at least once per quarter
- Undertake CQI activities in partnership with your local PHN
- Retain evidence of undertaking CQI activities

# Ten Quality Improvement Measures

1. Proportion of patients with diabetes with a current HbA1c result
2. Proportion of patients with a smoking status
3. Proportion of patients with a weight classification
4. Proportion of patients aged 65 and over who were immunised against influenza
5. Proportion of patients with diabetes who were immunised against influenza
6. Proportion of patients with COPD who were immunised against influenza
7. Proportion of patients with an alcohol consumption status
8. Proportion of patients with the necessary risk factors assessed to enable CVD assessment
9. Proportion of female patients with an up-to-date cervical screening
10. Proportion of patients with diabetes with a blood pressure result.

phn

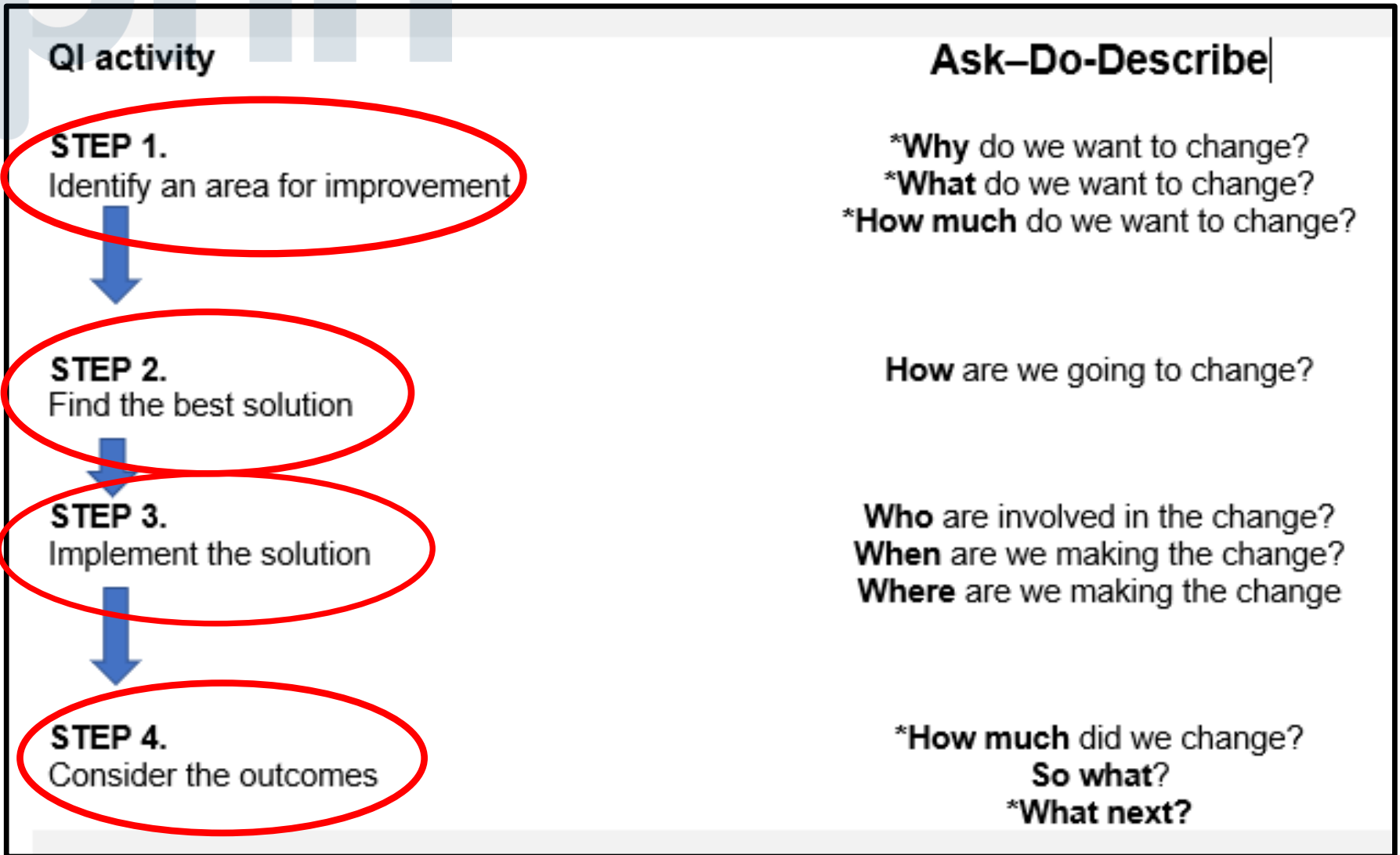
phn  
GOLD COAST

An Australian Government Initiative





# 4 Steps of CQI



# Documents for a CQI project

1

2

3

4

5

**Minutes of the [name] general practice team meeting about CQI**

**Held on** [date]

**Held at** [venue]

**Present** [names] + [organization if external to practice]

**Agenda**  
The main purpose of the meeting was to review, reflect on and complete the CQI activity

**Points for noting**  
The CQI project successfully achieved all the aims that we set as a practice team. The outcomes are summarized in the CQI Project Template (available as a separate document).

**Actions**  
The reflections of the practice team about the potential value and learning needs and points in relation to the CQI project are summarized in the CQI Project Template (available as a separate document). The team agreed how we will continue to monitor performance in this area and what steps we can take to sustain our performance.

**Next meeting** [Date or TBC]

**CQI Template**

Sections	Ask-Do-Describe
<b>Why do we want to change?</b>	
• Cause	
• Benefits	
• Evidence	
<b>What do we want to change?</b>	
• Type	
• Scope	
<b>How much do we want to change?</b>	
• Baseline	
• Sample	
• Target	
• Preparedness	
<b>Who are involved in the change?</b>	
• Leads, contributors	
• External	
<b>When are we making the change?</b>	
• Deadlines	
<b>How are we going to change?</b>	
• Evidence solutions	
• Select	
• Engage	
• Record, share	
<b>How much did we change?</b>	
• Performance	
• Workforce	
• Learn	
<b>What next?</b>	
• Sustain	
• Monitor	

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**Next meeting** [Date or TBC]

# Process for a CQI project

Initial meeting



Data report



Complete CQI template



Data report



Final meeting



1

## Minutes of the Best Doctors Surgery general practice team meeting about CQI

**Held on** 01/08/2019 at 2pm

**Held at** Best Doctors Surgery

**Present** Dr Wonderul  
Ms Smith [Practice Manager]  
Dr Amazing  
Mr Kind [Practice Nurse]

**Agenda** The main purpose of our meeting was to plan and prepare for undertaking a CQI project. This included reflection on individual, patient and practice priorities and a review of relevant performance data derived from our data extraction tool.

**Points for noting** The main discussion points of the meeting are summarized in the CQI Project Template (available as a separate document).

**Actions** The specific actions, timelines and responsible team members are summarized in the CQI Project Template (available as a separate document).

**Next meeting** 16/08/2019



Reidentify Report [patient count = 8]

Filtering By: Active Patient, Conditions (Diabetes - Yes), Any Visits <= 12 mths, Selected: HbA1c % (mmol/mol) (Not recorded)

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI	HbA1c % (mmol/mol)
7028	Surname	Firstname_368	Firstname_368	M	01/06/1990 (29)	12 Jogger St	Suburb Town	4429	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
1588	Surname	Firstname_414	Firstname_414	M	01/06/1929 (90)	12 Jogger St	Suburb Town	3467	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
2564	Surname	Firstname_621	Firstname_621	M	01/06/1926 (93)	12 Jogger St	Suburb Town	2999	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
5224	Surname	Firstname_2129	Firstname_2129	F	01/06/1969 (50)	12 John St	Suburb Town	5515	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
1165	Surname	Firstname_2202	Firstname_2202	M	01/06/1947 (72)	12 Jogger St	Suburb Town	4486	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
7364	Surname	Firstname_3001	Firstname_3001	F	01/06/1969 (50)	12 John St	Suburb Town	5923	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded
7579	Surname	Firstname_6221	Firstname_6221	M	01/06/1984 (35)	12 Jogger St	Suburb Town	2273	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Not recorded



Mark	Patient Name	Patient Phone	Last Visit	Existing Appt	GP Name	Age	Fluvax Date	Pertussis Date	Weeks Pregnant	Estimated Due Date	Source
<a href="#">Remove</a>			2019-08-19			30	2019-04-24	N	38	2019-09-23	Ultrasound
<a href="#">Remove</a>			2019-02-19			27	2019-02-19	N	36	2019-10-08	LNMP
<a href="#">Remove</a>			2019-04-09			31	2019-04-02	N	36	2019-10-11	LNMP
<a href="#">Remove</a>			2019-04-24			22	N	N	32	2019-11-08	LNMP
<a href="#">Remove</a>			2019-07-05			32	2019-05-14	N	31	2019-11-12	LNMP
<a href="#">Remove</a>			2019-04-04			38	N	N	29	2019-11-27	LNMP
<a href="#">Remove</a>			2019-08-21			30	N	N	28	2019-12-04	Ultrasound
<a href="#">Remove</a>			2019-07-18			36	2019-04-18	N	26	2019-12-17	LNMP
<a href="#">Remove</a>			2019-05-22			36	N	N	21	2020-01-19	LNMP
<a href="#">Remove</a>			2019-08-06			32	2019-08-06	N	20	2020-01-31	Ultrasound
<a href="#">Remove</a>			2019-08-09			28	2019-07-26	N/A	18	2020-02-13	Ultrasound
<a href="#">Remove</a>			2019-07-25			29	N	N/A	17	2020-02-17	Ultrasound
<a href="#">Remove</a>			2019-08-13			26	N	N/A	17	2020-02-18	LNMP
<a href="#">Remove</a>			2019-08-22			26	N	N/A	17	2020-02-19	Ultrasound
<a href="#">Remove</a>			2019-08-12			31	N	N/A	16	2020-02-25	Ultrasound
<a href="#">Remove</a>			2019-08-20			29	N	N/A	15	2020-03-03	LNMP
<a href="#">Remove</a>			2019-08-08			23	N (2019-04-09)	N/A	9	2020-04-13	LNMP

Continuous Quality Improvement (CQI)  
Project Template

CQI steps		Ask-Do-Describe
Data report one - baseline	First CQI meeting	Why do we want to change?
		Gap
		Benefits
		Evidence
		What do we want to change?
		Topic
		Scope
		How much do we want to change?
		Baseline
		Sample
		Target
		Preparedness
		Who are involved in the change?
		Leads
		Contributors
		External
		When are we making the change?
		Deadlines
		How are we going to change?
		Potential solutions
Select		
Implementation	Implement	
	Record, share	
Data Report	Final CQI meeting	How much did we change?
		Performance
		Worthwhile
		Learn
		What next?
		Sustain
		Monitor

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**Next meeting**

[Date or TBC]

## QI activity

### STEP 1.

Identify an area for improvement



### STEP 2.

Find the best solution



### STEP 3.

Implement the solution



### STEP 4.

Consider the outcomes

## Ask-Do-Describe

\***Why** do we want to change?  
\***What** do we want to change?  
\***How much** do we want to change?

**How** are we going to change?

**Who** are involved in the change?  
**When** are we making the change?  
**Where** are we making the change?

\***How much** did we change?  
**So what?**  
\***What next?**

## QI activity

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**\*How much** did we change?

**So what?**

**\*What next?**



phn

**Break out Sessions 7.05 – 8.05 PM**

# Useful Videos

Useful step by step and overview videos can be found on the [pencs.com.au](http://pencs.com.au) website

[Recall CAT](#)

[Shared Health summaries](#)

[Identify patients with diabetes without HbA1c results recorded in the last 12 months](#)

[How to enter an MBS item claimed elsewhere in Topbar](#)

[CAT Plus and PIP QI Overview](#)

# Resources and user guides

- [PIP QI and CAT Plus](#)
- [CAT 4](#)
- [Top Bar](#)
- [Prompts](#)
- [Recall CAT](#)
- [How to exclude patients](#)

# Patient consent to share data

## RACGP 5<sup>th</sup> Edition Standards guidelines for sharing de-identified data:

Page 70 of the [RACGP Standards](#) for general practices (5<sup>th</sup> Ed) refers you to the RACGP's privacy policy template available at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy>

This link allows you to access:

- [RACGP Privacy Policy Template for General Practices](#)
  - [RACGP Patient Privacy Pamphlet Template](#)
- [Privacy and Managing Health Information in General Practice](#)



# Healthygc webpage

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\*\*\*\*\*

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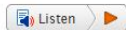
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**The Gold Coast Primary Health Network**  
*'Building one world class health system for the Gold Coast.'*



Page content updated 12/03/2018

## Gold Coast Primary Health Network

Gold Coast Primary Health Network is one of 31 Primary Health Networks established by the Federal Government, with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.



Search for Local Health Care Services



Resources for Health Care Professionals

