

## Continuous Quality Improvement (CQI)

## Example: Shared Health Summary Uploads

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| **CQI steps** | | **Ask-Do-Describe** | |
| **Data report 1 - baseline** | **First CQI meeting** | **Why do we want to change?** | |
| * Gap | Not all General Practitioners and Practice Nurses have the knowledge, confidence or perceived capability to upload a Shared Health Summary (SHS) to My Health Record. |
| * Benefits | Increase the number of patients who have a SHS in their My Health Record |
| * Evidence | Patients can choose to share their information with the healthcare providers involved in their care. By allowing their doctors to upload, view and share documents in their My Health Record, healthcare providers will have a more detailed picture with which to make decisions, diagnose and provide treatment to their patient. This means their important health information is available when and where it’s needed, including in an emergency.  <https://www.myhealthrecord.gov.au/for-you-your-family> |
| **What** do we want to change? | |
| * Topic | Increase SHS uploads by all individual healthcare providers eligible to upload to the My Health Record within the practice |
| * Scope | All patients registered for My Health Record |
| **How much** do we want to change? | |
| * Baseline | Number of SHS uploads last quarter |
| * Sample | All patients attending the practice in this period who are registered for My Health Record |
| * Target | ePIP incentive eligibility requirements states a practice is to upload a shared health summary for a minimum of 0.5% of the practice’s standardised whole patient equivalent (SWPE) count of patients per PIP payment quarter. CQI activity focus target is to increase practice SHS uploads by % (Practice to set own target) |
| * Preparedness | The staff agree this is a priority activity and have the confidence to implement the activity |
| **Who** are involved in the change? | |
| * Leads   Contributors | Practice Manager/Registered Nurse (RN)/Lead GP  GPs/Registered Nurses (RN)/Receptionists |
| * External | GCPHN Practice Support  Digital Health Agency |
| **When** are we making the change? | |
| * Deadlines | Baseline data report generated (date)  At the conclusion of the current reporting quarter for ePIP. |
| **How** are we going to change? | |
| * Potential solutions | * My Health Record resources available for Practice team to support patients * Ensure all eligible patients are offered a SHS upload * Identify all patients presenting for health assessments and care plans for potential SHS uploads * Team meetings monthly to discuss progress and challenges of providing SHS uploads for eligible patients |
| * Select | All of the above |
|  | | | |
| * **Implementation** | | * Implement | 1. *Generate baseline measures – SHS uploaded last quarter* 2. *Ensure My Health Record resources are available in reception area and consultation rooms* 3. *Receptionists to flag identified patients for care plans and health assessments in appointment schedule* 4. *Monitor progress using PenCAT (Practice Software)* [*CAT Recipe – SHS uploaded by the practice*](https://help.pencs.com.au/display/CR/Shared+Health+Summaries+%28SHS%29+uploaded+by+the+practice) |
| * Record, share | *Minutes of meetings, present progress to healthcare providers and team* |
|  | | | |
| **Data Report 2**  **Comparison** | **Final CQI meeting** | **How much** did we change? | |
| * Performance | *Did you achieve your target?*  *If not, team meeting to discuss solutions* |
| * Worthwhile | *Did the team value the activity?*  *Can the outcome be improved during the next quarter?* |
| * Learn | *What worked well, what could have been changed or improved?*  *Could these ideas be used for other CQI activities?* |
|  | **What next?** | |
| * Sustain | *Review and monitor SHS uploads each quarter* |
| * Monitor | *Review and monitor SHS uploads each quarter* |