

## QI Action Plan – add practice name

## Health promotion QI activity with a focus on Shared Health Summary Uploads

**Green- Instructions**  **Yellow- add practice detail**  **Teal- examples**

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| **Ask-Do-Describe** |
| **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 with a SHS in their My Health Record |
| * Evidence
 | Uploading a SHS is particularly beneficial for patients with chronic conditions and co-morbidities. When a General Practitioner or Practice Nurse upload a SHS to a patients My Health Record, other healthcare providers are presented with a greater overview of the patients health and health needs. This also means their important health information is available when and where it’s needed, including in an emergency.[Shared health summaries | My Health Record](https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/shared-health-summaries) |
| **What** do we want to change? |
| * Topic
 | Increase SHS uploads for regular patients of the practice |
| **How much** do we want to change? |
| * Baseline
 | Number of SHS uploads to My Health Record last quarter**Baseline data is your current performance**, baseline data for this QI activity can be obtained from your clinical software system Example: Baseline data can be determined from Best Practice Shared Health Summaries – Uploaded Report  * Patient count is XX with only XX patients with a SHS uploaded.

Example: current baseline performance is 100 patients with SHS uploaded to My Health Record last quarter[**Medical Director - SHS Calculator**](https://www1.medicaldirector.com/uploads/ePIP_Shared_Health_Summary_Calculator_Release_Notes.pdf)[**Best Practice - SHS Calculator**](https://gcphn.org.au/wp-content/uploads/2021/02/BP-SHS-Report.pdf) |
| * Target
 | **Target is the number of SHS uploads to meet your goal**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. Example: Initial target is to increase SHS uploads up to 150 |
| * Sample
 | **Sample is the number of patients that need a SHS upload to meet your target*** XX patients who have not had a SHS uploaded

Example: Sample is to have 50 more patients with SHS uploadedTip (consider narrowing down your sample size by focusing on):* Patients with chronic conditions and co-morbidities
* Elderly patients
 |
| **Who** are involved in the change? |
| * Contributors
 | *Remove/change/add names as required*Practice ManagerGPs/Practice Nurses/ReceptionistsGCPHN QI Project Officer |
| **When** are we making the change? |
| * Deadlines
 | Baseline data report generated (date)  Implementation between (date range)  Review meeting (date) Final meeting (date)  |
| **How** are we going to change? |
| * Potential solutions
 | *These are some options you could implement to increase SHS uploads. Please note you can choose 1 or more or amend/add your own as appropriate for your practice. You do not have to implement all options that are brainstormed/listed.* * My Health Record resources available 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
 |
| * Implement
 | List your chosen solutions in order of implementation 1. 2. 3.  |
| * Monitor
 | *A minimum of one QI activity review/touchpoint is required. You can include multiple reviews/touchpoints – list by date. If you have only one review during the activity, remove secondary review dates/information that do not apply.*Review 1 - Date:  · What is working/not working?  · Has there been a change in your performance? If not, why not?  Review 2 - Date:  · What is working/not working?  · Has there been a change in your performance? If not, why not?  |
| **How much** did we change? |
| * Performance
 | *This section is to be completed at end/closure of activity.* *Remove/change/edit as required for your practice* Did you achieve your target?e.g. Number of patients with a SHS uploaded has increased from baseline XX to XX |
| * Worthwhile
 | *Please choose an option or add your own. More detail can be included as required* *e.g. – we believe the effort to complete the activity was worthwhile as we increased the number of patients with a SHS uploaded**OR* *We believe this activity was not worth the effort required, as we did not significantly increase the number of patients with a SHS uploaded.*  |
| * Learn
 | *What lessons learnt could you use for other improvement activities?* *What worked well, what could have been changed or improved?* *e.g. Uploading a new SHS when a significant change has occurred in patients healthcare such as new diagnosis or new prescription* |
| **What next?** |
| * Sustain
 | *Implement new processes and systems into business as usual - which parts of this activity, if any, will you incorporate into business as usual at your practice* *e.g., Nurses/Doctors will continue to upload SHS for patients*  |
| * Monitor
 | *Review target measure quarterly and initiate corrective measures as required.*  |