

## 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 uploaded  Tip (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 Manager  GPs/Practice Nurses/Receptionists  GCPHN 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.* |