**QI Action Plan- \*add practice name\***

**MyMedicare Voluntary Patient Registration (VPR) QI Activity**

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| **Ask-Do-Describe**  |
| **Why do we want to change?**  |
| **Gap** | In July 2023 the Commonwealth Government introduced the MyMedicare initiative, a voluntary patient registration model. Participation in MyMedicare is voluntary to patients, practices, and providers. As a new initiative eligible general practices are required to complete a registration process linking the organisation in PRODA to Health Professional Online Services (HPOS) and accessing the Organisation Register in HPOS to register the practice and link eligible GP providers. Eligible patients are able to register with their chosen practice and preferred provider (GP). A national advertising campaign and other VPR communications regarding MyMedicare are planned for early 2024 providing an opportunity for general practice teams to identify and invite patients who would benefit from early registration and participation in MyMedicare or are identified as regular patients of the practice. Source- [Australian Government Department of Health and Aged Care Information for MyMedicare general practices and healthcare providers](https://www.health.gov.au/our-work/mymedicare/practices-and-providers#how-to-register-) |
| **Benefits** | Registering in MyMedicare helps strengthen the relationship between patient, practice, GP, and healthcare team. Early registration provides the opportunity to formalise the arrangement with your regular patients and assess the distribution of patients with complex and chronic conditions prior to additional incentives commencing from mid-2024.Additional information and funding will be available to healthcare providers to deliver care needed including:* Level C and D telehealth (video and telephone) and Level E video consultations – triple bulk billing incentive available

Additional incentives and new blended funding payments will be introduced progressively from mid-2024. |
| **Evidence** | Evidence shows that seeing the same GP and healthcare team regularly leads to better health outcomes for patients by promoting continuity of care, strengthening the relationship between the patient and their primary care team, and enabling access to person-centred funding packages for people who need it most.The Department of Health and Aged Care released an impact analysis report on VPR which recommended its implementation to support better continuity of care, a strengthened relationship between the patient and their care team, and more integrated person-centred care11. <https://oia.pmc.gov.au/sites/default/files/posts/2023/05/Impact%20Analysis_2.pdf>
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| **What** do we want to change?  |
| **Topic** | Increased voluntary patient registration of regular “at risk” eligible patients of \*practice name\*   |
| **How much** do we want to change?  |
| **Baseline***Baseline data is the % of* *your current performance.**Baseline data for patients eligible for VPR can be obtained from the Primary Sense Reports - Voluntary Patient Registration.**Note patients who would benefit from early participation in MyMedicare are identified as “at risk” in the Primary Sense Reports - Voluntary Patient Registration.*  | **Example:***\*XX%/ number\* patients identified as “at risk” who would benefit from VPR obtained from Primary Sense Reports – Voluntary Patient Registration.* |
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| **Target***Your target is the planned % result of the improvement.*  | **Example:*** *Our practice aims to increase the number of “at risk” patients who complete VPR with our practice and identify a preferred GP \*insert baseline data\* to \*insert goal number\** ***OR***
* *Target is 100% of (\*insert baseline data\*) of “at risk” patients identified via the Primary Sense Reports – Voluntary Patient Registration will register with our practice and identify a preferred GP.*
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| **Who** is involved in the change?  |
| **Contributors***Add names of the practice team involved* | **Practice Manager:** **GPs:** **Practice Nurses:** **Receptionists:** **GCPHN QI Project Officer:**  |
| **When** are we making the change?  |
| **Deadlines***Add key dates here for this project.*  | **Baseline data report generated:****Implementation between (from/to):****Review meeting:** **Final evaluation meeting:**  |
| **How** are we going to change?  |
| **Implement***List some improvement strategies in order of implementation.****(See Appendix 1 for suggestions)*** | **1.****2.****3.** |
| **STOP: The next section is to be completed after implementation has already commenced.** |
| **Monitor***A minimum of one QI* *activity review /touchpoint is required. You can include multiple reviews/touchpoints – list by date.*  | **Review 1 - Date:***What is working/not working?**Has there been a change in your performance? If not, why not?* |
| **STOP: The next section is to be completed at the end/closure of activity.**  |
| **How much** did we change?  |
| **Performance***Question: Did you* *achieve your target?* *If not, reflect on why not* | **Example:** * *Number of “at risk” patients eligible for VPR and registered with our practice who identified a preferred GP changed from \*baseline data\* to \*XX\* in \*XX\* months* ***OR***
* *\*XX\* patients (\*XX%) of “at risk” patients eligible for VPR have been provided information on the benefits of MyMedicare and invited to register with our practice.*
* *This was an \*increase/decrease\* from our baseline data.*
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| **Worthwhile***Was the effort to complete the improvement activity worth the outcome?**Did the team value the improvement activity?* | **Example:** *We believe the effort to complete the activity* ***was worthwhile*** *as we:** *Increased the number of “at risk” patients registered with our practice with a preferred GP identified.*
* *Developed a system and process to ensure all eligible and “at risk” patients were provided information on the benefits of MyMedicare and invited to register with the practice and identify a preferred GP* ***OR***
* *We believe this activity* ***was not worth*** *the effort required, as we did not significantly increase the number of “at risk” patients registered with our practice.*
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| **Learn***What lessons learnt* *could you use for other improvement activities?**What worked well, what could have been changed or improved?* | **Example:** *Sending SMS or providing an information brochure to identified patients resulted in an increase of patients registered with our practice.*  |
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| **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?* | **Example:** *Conducting regular reviews of the Primary Sense Reports – Voluntary Patient Registration and patients not yet registered with the practice information on MyMedicare and supporting them to complete the VPR process* ***AND/OR*** *reviewing patients with an existing appointment in the Primary Sense Reports – Voluntary Patient Registration and discussing benefits of MyMedicare with them during the consultation.*  |
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| **Monitor***Review target measure quarterly and initiate corrective measures as required.* | **Example:** *Conducting weekly or monthly monitoring of the Primary Sense Reports – Voluntary Patient Registration to monitor eligible patients still not registered with the practice.*  |
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| **Appendix 1 – Potential improvement strategies** |
| ***Review suggested improvement strategies listed below. You do not have to implement all options that are brainstormed/listed.**** Develop a process to:
	+ Regularly identify patients “at risk” and eligible for MyMedicare registration that haven’t registered with MyMedicare and provide them with information that outlines the benefits.
	+ Allocate a team member and set up a reminder to regularly review the Primary Sense Reports – Voluntary Patient Registration, consider:
		- Who will review the report and clinical records to confirm patient eligibility?
		- Who will manage information and resources relating to MyMedicare and have them available for team members to easily access?
		- Who will follow up with patients?
		- How will you record your work? - e.g., spreadsheet, word doc?
		- Who will record your work?
* Consider ways to raise patients’ awareness on MyMedicare for those that are eligible to register with your practice. Develop a plan of action and share the plan with all members of the practice team. Utilise The DoHAC [MyMedicare resources](https://www.health.gov.au/our-work/mymedicare/resources) to promote MyMedicare for usual patients through:
* practice webpage, newsletter, and social media pages
* posters and pamphlets
* during appointments for health assessments or chronic disease management e.g., opportunistic provision of information
* phone messages (out of hours and on hold)
* SMS alerts
* online booking system messaging.
* Consider a follow up process for patients identified as “at risk” and eligible for MyMedicare and have not yet registered with your practice and identified a preferred GP.
* Consider reviewing your process for obtaining and maintaining patient information, are there any changes you would like to implement in the practice to identify regular patients of your practice?
* Consider reviewing how Primary Sense is accessed and used by your practice team and if training is required to support effective use of Primary Sense reports, prompts and alerts. Information including making the most of Primary Sense recorded videos can be accessed [here](https://gcphn.org.au/practice-support/primary-sense/primary-sense/)
* Consider reviewing your practice health record policy and processes to ensure patient records are kept accurate and up to date. This not only supports the delivery of safe, effective and appropriate health care but provides essential information utilised by Primary Sense to inform reports, prompts and alerts available to your general practice team to support healthcare delivery, quality improvement initiatives and clinical audits. More information about standards can be found from [RACGP Improving health record quality in general practice](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Improving-health-record-quality-in-general-practice.pdf) and [Australian commission on safety and quality in health care.](https://www.safetyandquality.gov.au/standards/nsqhs-standards/clinical-governance-standard/patient-safety-and-quality-systems/action-116)

***General tips:**** Review the GCPHN ***Strengthening Medicare - MyMedicare QI Toolkit*** to assist with implementing a step-by-step QI activity.
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