

## 5.4 PDSA – CCM and MyMedicare

### Model For Improvement (MFI)

| 1. What are we trying to accomplish?                                                                                              |                                                                                                                              |
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| Improve the completion of management plans for MyMedicare-registered patients with chronic conditions by 20% in the next 3 month. |                                                                                                                              |
| 2. How will we know that a change is an improvement?                                                                              |                                                                                                                              |
| Proportion of chronic condition patients who are registered with MyMedicare and have an active care plan.                         |                                                                                                                              |
| 3. What changes can we make that will result in improvement?                                                                      |                                                                                                                              |
| CHANGE IDEAS                                                                                                                      |                                                                                                                              |
| Idea 1                                                                                                                            | Display MyMedicare posters in waiting areas and train all staff to engage patients in conversations about MyMedicare.        |
| Idea 2                                                                                                                            | Use data tools (e.g. Primary Sense) to identify patients with chronic conditions who are not yet registered with MyMedicare. |
| Idea 3                                                                                                                            | Send SMS or letters to identified patients, outlining the benefits of MyMedicare and management plan eligibility.            |
| Idea 4                                                                                                                            | Flag eligible patients in the practice management system to prompt MyMedicare discussions during appointments.               |
| <b>Next steps:</b>                                                                                                                | <i>Each idea may involve multiple short and small PDSA cycles.</i>                                                           |

### Plan-Do-Study-Act (PDSA)

| Idea | Plan                                                                                                                                                                                                                                                                                                    | Do                                                                                                                                                                                    | Study                                                                                                                                                                                                                                                                                                                             | Act                                                                                                                                                                                                                                                 |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1  | Practice Nurse to flag patient files of those likely to benefit from MyMedicare registration. Practice Manager to ensure all staff are trained and equipped with key messages for patient conversations. <b>Prediction:</b> <i>Flagging and staff messaging will increase MyMedicare registrations.</i> | Begin flagging eligible patients in the system. When these patients attend appointments, GPs initiate discussions about MyMedicare. Share informational materials via email or print. | Monitor staff feedback and patient responses. Record the number of patients flagged, engaged, and successfully registered. Identify any challenges or missed opportunities.                                                                                                                                                       | Adjust flagging or scripting processes as needed. Refine communication methods (e.g. SMS vs. in-person). Plan next PDSA cycle to build on what worked well.                                                                                         |
| 2.1  | Conduct a <b>data cleansing</b> exercise using Primary Sense to identify patients with diagnosed or potentially undiagnosed chronic conditions. <b>Prediction:</b> <i>improved patient identification</i>                                                                                               | Reviewed 50 patient records (e.g. diabetes cohort) to verify diagnoses and uncover inconsistencies or missing coding.                                                                 | There may be some discrepancies or missing data points in the initial search results, particularly if the chronic conditions are under-diagnosed or not appropriately coded (see <b>Indicated Diagnoses report</b> ). This will require follow-up with clinicians to ensure correct data entry and comprehensive patient records. | Standardise coding practices within the PMS. Use Primary Sense condition <b>Data Mapping</b><br><br>Train staff to enter coded diagnoses (no free text) and use provisional diagnosis fields appropriately. Scale this activity to broader cohorts. |
| 2.2  | Train clinical staff on accurate coding procedures using Primary Sense, Best Practice, and Medical Director tools. Prediction: improved management plan eligibility identification. <b>Prediction:</b> <i>Training will improve coding accuracy and management plan eligibility.</i>                    | Delivered staff training sessions. Provide resources and visual guides. Introduce standardised coding templates.                                                                      | Track updates in chronic disease coding and increases in accurately coded diagnoses. Review feedback from clinicians.                                                                                                                                                                                                             | Continue refining training materials. Monitor coding trends monthly. Use coding data to trigger management plan reminders and patient recalls.                                                                                                      |
| 3.1  | Use Primary Sense to identify MyMedicare-registered patients due for a GPMP/TCA. Aim to optimise both management planning and MBS claiming. <b>Prediction:</b> <i>Recalls will boost attendance</i>                                                                                                     | Review a sample list of 50 patients with diabetes. Initiate recalls via SMS, phone, or opportunistic prompts during visits.                                                           | Assess how many patients responded to recalls and completed management plans. Document process issues or patient feedback.                                                                                                                                                                                                        | Refine recall messaging and intervals. Introduce automated reminders and integrate review scheduling into routine workflows.                                                                                                                        |