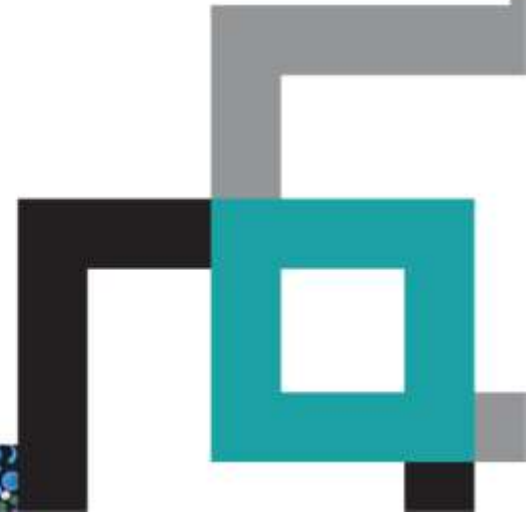


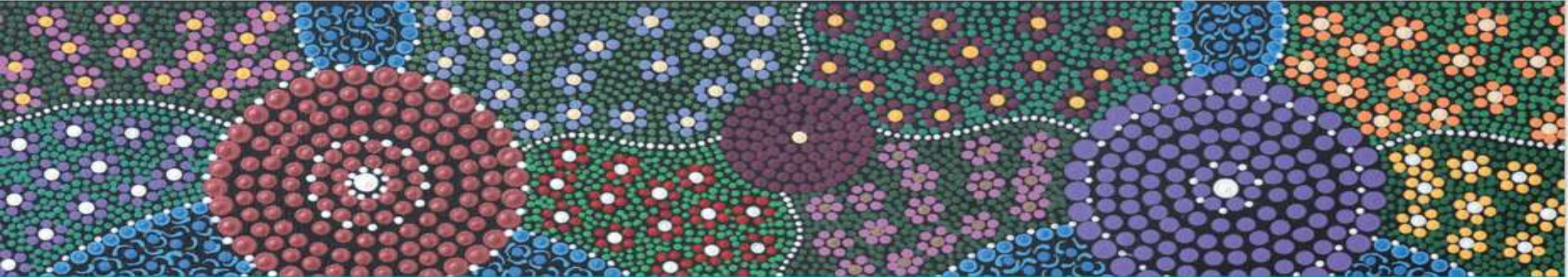
Data & Creating a Sustainable Business

- PM Virtual Workshop -

Katrina Otto, Train IT Medical Pty Ltd

katrina@trainitmedical.com.au
www.trainitmedical.com.au
courses.trainitmedical.com.au





Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.





Agenda for today:

1. Let's meet
2. What does online training and support look like?
3. Our vision
4. Your vision



Connecting

Email: katrina@trainitmedical.com.au

Resources: www.trainitmedical.com.au


Online Learning: Courses.trainitmedical.com.au

Facebook: [trainitmedical](https://www.facebook.com/trainitmedical)

Twitter: [trainitmedical](https://twitter.com/trainitmedical)

Blog: [Subscribe](#)

PM's:

Bingarra	Anne Maree	pm.rhbingara@rarms.org.au
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Braidwood	Deb	pm.rhbraidwood@rarms.org.au
Brewarrina	Viv	pm.rhbre@rarms.org.au
Collarenebri	Ash	pm.rhcolly@rarms.org.au
Gilgandra	Ellie -  Nov - Veronica 2IC)	pm.rhgmc@rarms.org.au
Lightning Ridge	Helen	pm.rhridge@rarms.org.au
Walgett	Jo	pm.rhwalgett@rarms.org.au
Warialda	Chloe	pm.rhwarialda@rarms.org.au
Warren	Chris	pm.rhwarren@rarms.org.au





How this works

1. Today – yay
2. Book online session with us
3. [Undertake online course https://courses.trainitmedical.com.au/](https://courses.trainitmedical.com.au/)
4. Book 2nd online session with us
5. Share, share, share

Access courses

<https://courses.trainitmedical.com.au/>

PHN Enrolment Code: RARMS2020



Welcome to your RARMS Group Learning Management System (LMS)

This is a place you will find all your Train IT Medical online learning content.

To access

Register for a [free account](#) and log in

1. Enter your **Group Code**.
2. Once you have logged in, your **MY PROFILE** page should display your list of courses (both from any code/s you enter and any courses you purchase directly from our shop)

Email help@trainitmedical.com.au for your Group Code or if you need any assistance.

Certificates

On completion of all lessons you will be marked 100% course complete and a certificate will be available on your 'My Profile' page.

Learning 'Materials'

Keep checking back regularly for more free learning resources – found under the **Materials** tab. You will also find more free resources [here](#)

If you need support please email us: help@trainitmedical.com.au

Course Content

Expand All

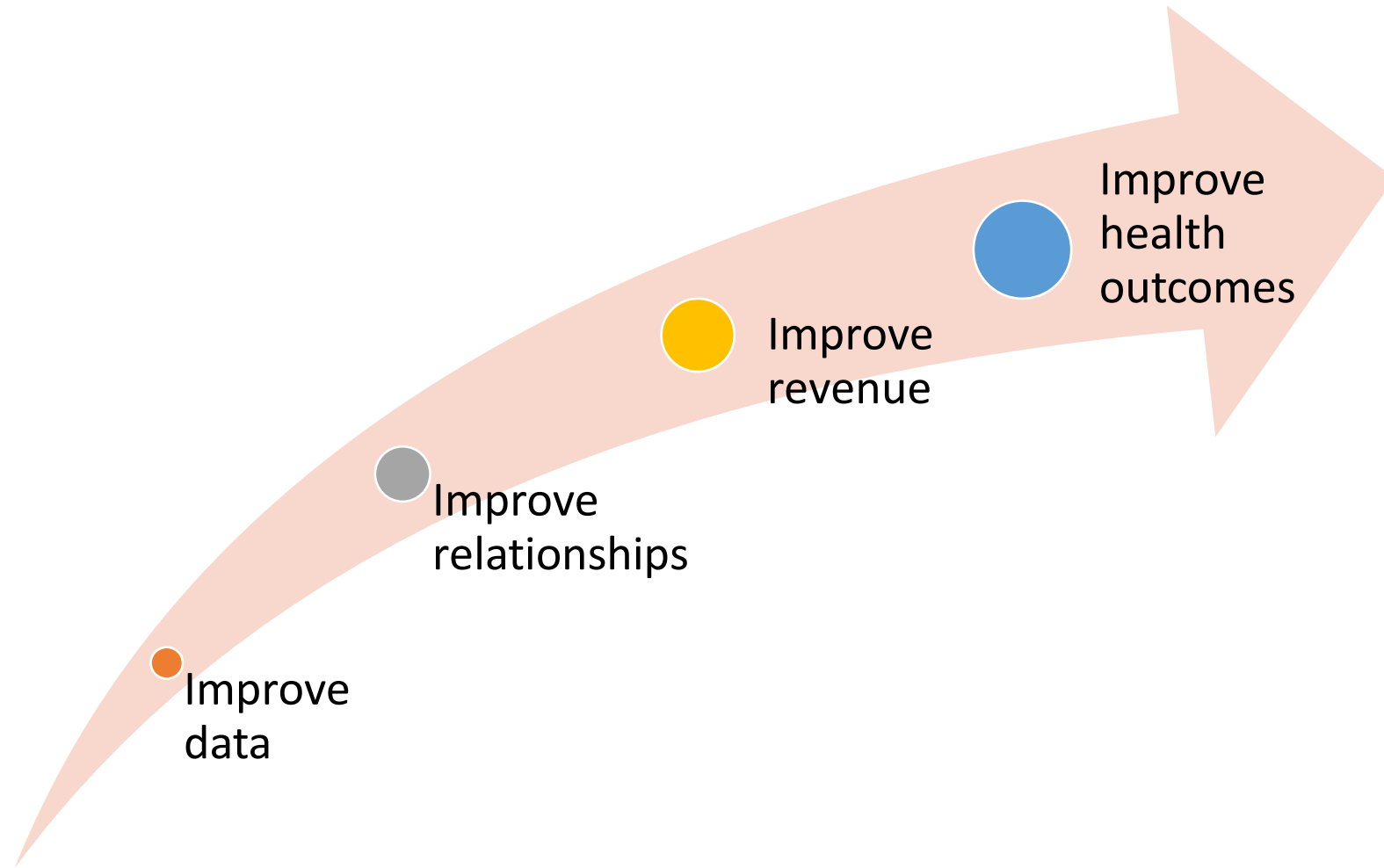
☐ RARMS HEALTH EVENT PRESENTATIONS, WEBINAR RECORDINGS ETC.

2 Lessons

Expand



Our vision



1

Unconsciously Unskilled

When you don't know that
you don't know



Connecting

Who knows who?

What's something about you?

What do others say?

PM's:

Bingarra	Anne Maree
Bourke	Tracey
Braidwood	Deb
Brewarrina	Viv
Collarenebri	Ash
Gilgandra	Ellie -  Nov - Veronica 2IC)
Lightning Ridge	Helen
Walgett	Jo
Warialda	Chloe
Warren	Chris



Your vision





ACTIVITY

Think about your practice
compared to others

Give yourself a score out of 10 -
type your answer.





ACTIVITY

When you thought about your practice compared to others, what aspects/criteria for a ‘good’ practice were you thinking?

Each person state one aspect that makes a practice ‘good’



ACTIVITY

What are some better terms for 'good' practice?

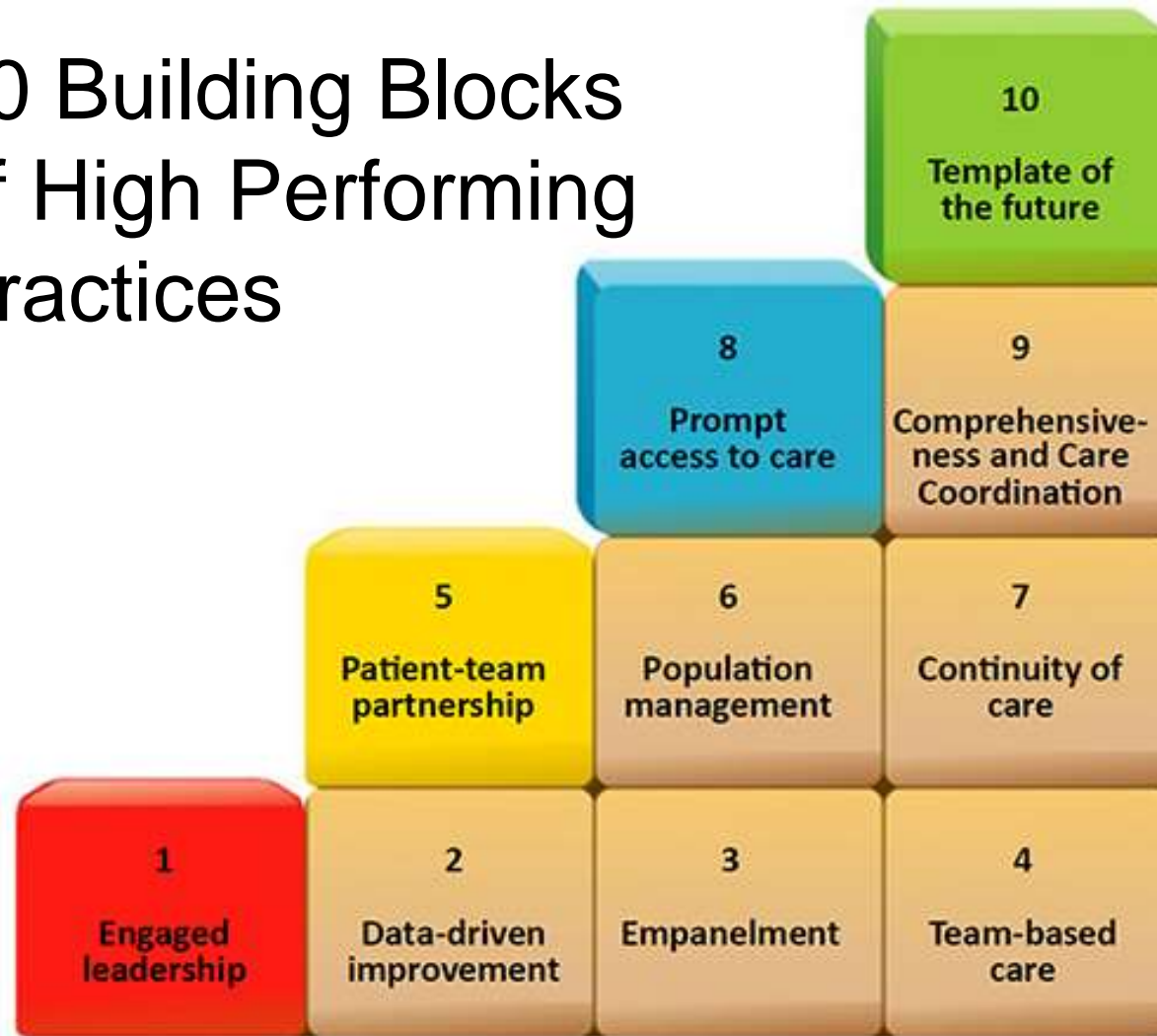
Type your suggestion/s

Let's build a sustainable, brighter practice of the future:

- Set small (achievable) goals
- Focus on key data items
- Celebrate progress – no matter how small
- Document and review improvement activities
- Train all staff on software & new processes
- Create a team spirit
- Monitor and communicate performance
- Celebrate progress (yes – again!)



10 Building Blocks of High Performing Practices



© The Center for Excellence in Primary Care

TEAMWORK





ACTIVITY

If you could improve one thing about your team,
what would it be?

Type your answer.



PATIENT DATA: WHO DOES WHAT

DOCTOR

(Progress Notes) SHS
BP/HEIGHT

ALLERGY
CLINICAL DIAGNOSIS
FAMILY HISTORY
MEDICATIONS

COED
L>RECENT
TEST RESULTS

RECEPTION

DEMOGRAPHICS - EC.
PHONE/ADDRESS
MEDICARE

NOK
ETHN.
PRIVATE HEALTH

NON-URGENT RECALLS
L>APPTS
DATA QUERY LISTS
FOR HEALTH ASSESS^{MTS}

NURSE

ALLERGY STATUS

BP/HEIGHT/WEIGHT
WAIST SHS
SPIRO.
ECG

FAMILY HISTORY

CARE PLANS/HEALTH
ASSESSMENT
IMMUNISATIONS

MEDICAL PRACTICE ASSISTANT (MPA)

ALLERGY STATUS
SMOKING/ALCOHOL
HEIGHT/WAIST/BMI
RECALLS

DATA QUERY -> HEALTH
ASSESSMENT
SPIRO +
ECG



Quick break time



Yoga poses you can do at your desk.



Scale pose



High alter pose



Twist



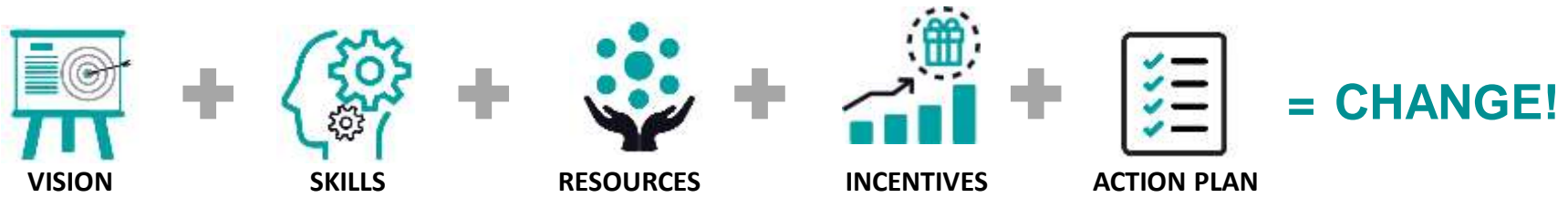
Ankle to knee

aetna

[HTTP://WWW.HEALTH.COM/HEALTH/GALLERY/0,,20899500,00.HTML](http://www.health.com/health/gallery/0,,20899500,00.html)

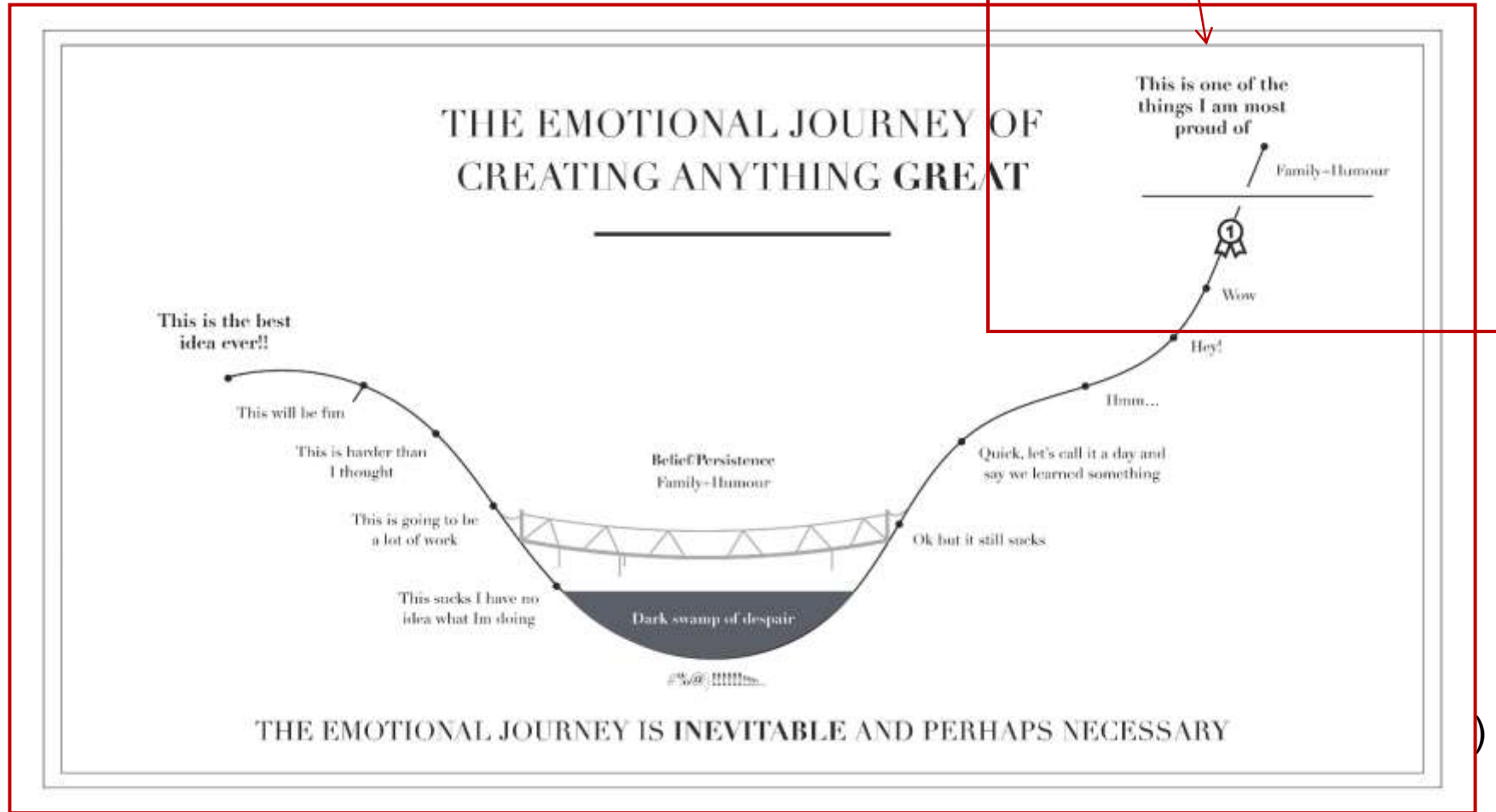


Leading Improvements:



Success!

Oh, what a feeling - celebrate!



Use change as a way of leading improvements

**Accreditation needs good
data & systems**



AGPAL - Accreditation for Practices

**Practice Incentive Payments
require evidence of
improvements**



“If you don’t enter it, you can’t measure it”



What data do you need to improve?



Data Quality Dashboard

Data Quality Dashboard

Data Completeness Report

Data Completeness Patient Graph

Duplicate Number Patient Report

Duplicate

1

of 1

100%

Find

Next

Data Quality Dashboard

Report Date: 12/02/2015 9:57 AM

Practice Name: Deidentified Practice

Data is taken from the Data Completeness Report and Duplicate Patients Report.

Allergies and adverse reactions	<div></div>	72.33 %	View Guidelines
Medicines	<div></div>	24.40 %	View Guidelines
Medical History	<div></div>	87.67 %	View Guidelines
Health Risk Factors	<div></div>	57.54 %	View Guidelines
Immunisations	<div></div>	61.59 %	View Guidelines
Relevant Family History	<div></div>	44.54 %	View Guidelines
Relevant Social History	<div></div>	73.80 %	View Guidelines
Non-Duplicate Patients	<div></div>	0.00 %	

How do we identify areas for practice improvement?

- Data quality dashboard
- Financial reports
- Patient surveys
- Happy or not
- Staff feedback
- Near misses
- Patient complaints
- PREMS and PROMS



Design a planned approach for practice data improvements





Quality Improvement Activities

Description:

Check for inactive patients with COPD who have not been to the practice for two years.

Plan

Do

Study

Act

Using data to identify at-risk patients

Data Cleaning

Missing Demographics Missing Clinical/Accreditation Items **Indicated CKD with no diagnosis** Indicated Diabetes with no diagnosis Indicated Mental Health with no diagnosis Indicated COPD with no diagnosis Medication Review

Indicated Reviewed

Patient List page 1 of 8 [count = 150]

Double-click a patient to open it in your clinical system (MD, BP, Zedmed) Page No. 1 Go Save & Remove Export

Clinical Action Plan 1-3mths 3-6mths 12mths Note: CKD Stage is calculated using the most recent eGFR and ACR.

	Surname	Firstname	DOB	Indication Date	Sex	eGFR	ACR	CKD	BSL	FBG	Smoking	Diabetes (Dx or HbA1c >= 6.5, BSL > 11.1 or FBG > 7)	Hypertension (Dx or BP > 140/90)	Obesity (BMI > 30)	CVD Dx	Indigenous and Age > 30	Assigned Provider	Confirm Condition Does Not Exist
▶	Surname	Firstname_103	24/01/1965	28/07/2015	M	90.0	3.2	Stage 1	4.6		Smoker	Y	Y				Surname_1E	<input type="checkbox"/>
	Surname	Firstname_1036	24/01/1941	19/10/2016	M	59.0	1.4	Stage 3a	5.3		Ex smoker		Y		Y		Surname_3	<input type="checkbox"/>
	Surname	Firstname_1054	24/01/1935	23/02/2016	F	58.0	2.2	Stage 3a	6.0			Y	Y		Y		Surname_20	<input type="checkbox"/>
	Surname	Firstname_1075	24/01/1946	30/11/2016	M	89.0	2.7	Stage 2	7.1		Never smoked	Y	Y	Y			Surname_2	<input type="checkbox"/>
	Surname	Firstname_1108	24/01/1927	18/01/2017	F	45.0	23.4	Stage 3a	11.8	5.7	Never smoked	Y	Y				Surname_20	<input type="checkbox"/>
	Surname	Firstname_1102	24/01/1936	21/09/2016	M	55.0	2.0	Stage 3a	7.0	7.0	Ex smoker	Y					Surname_2	<input type="checkbox"/>
	Surname	Firstname_111	24/01/1944	11/01/2017	M	47.0	0.5	Stage 3a	5.6	5.6	Ex smoker		Y	Y			Surname_7	<input type="checkbox"/>
	Surname	Firstname_1112	24/01/1957	12/10/2016	F	57.0	0.8	Stage 3a	5.2	5.9	Ex smoker		Y				Surname_2	<input type="checkbox"/>
	Surname	Firstname_1147	24/01/1967	07/12/2016	M	66.0	7.4	Stage 2		5.7	Smoker	Y					Surname_3	<input type="checkbox"/>
	Surname	Firstname_1156	24/01/1953	27/10/2016	M	57.0	0.4	Stage 3a	5.9		Never smoked						Surname_7	<input type="checkbox"/>
	Surname	Firstname_1224	24/01/1992	02/05/2016	M	90.0	30.8	Stage 3	14.0			Y	Y	Y			Surname_7	<input type="checkbox"/>
	Surname	Firstname_127	24/01/1954	19/01/2017	M	59.0	0.6	Stage 3a	6.4	5.2	Never smoked	Y			Y		Surname_0	<input type="checkbox"/>
	Surname	Firstname_131	24/01/1979	07/11/2016	M	90.0	1055.8	Stage 1	7.0	4.9	Smoker	Y	Y				Surname_3	<input type="checkbox"/>
	Surname	Firstname_1333	24/01/1961	10/07/2015	M	90.0	4.2	Stage 1	9.1	12.9	Never smoked	Y	Y				Surname_3	<input type="checkbox"/>
	Surname	Firstname_1444	24/01/1947	15/04/2016	M	60.3	117.6	Stage 2	5.3	6.2	Never smoked		Y				Surname_16	<input type="checkbox"/>
	Surname	Firstname_1483	24/01/1929	03/06/2016	F	52.0	1.2	Stage 3a		5.1	Never smoked						Surname_2	<input type="checkbox"/>
	Surname	Firstname_1526	24/01/1957	28/07/2016	M	88.0	5.3	Stage 2	6.4	5.7	Smoker	Y	Y	Y	Y		Surname_14	<input type="checkbox"/>
	Surname	Firstname_1541	24/01/1945	26/05/2016	F	45.0	1.5	Stage 3a	6.0		Ex smoker	Y	Y				Surname_0	<input type="checkbox"/>
	Surname	Firstname_1549	24/01/1951	04/10/2016	M	80.0	3.2	Stage 2	9.1	10.3	Ex smoker	Y	Y		Y		Surname_2	<input type="checkbox"/>
	Surname	Firstname_1563	24/01/1952	21/01/2017	M	54.0	8.1	Stage 3a	6.5		Never smoked	Y	Y	Y			Surname_20	<input type="checkbox"/>

Income Estimator

Condition	MBS Item #	Description	Item price	Total Active Patients	Predicted occasions of service	Potential income
Patients >= 5 meds	900	Domicilliary Medication Management Reviews	\$154.80	446	446	\$69,040.80
Mental Health	2717	Assessment and development of GPMHTP	\$134.10	433	228	\$30,574.80
	2712	Review of GPMHTP	\$71.10		290	\$20,619.00
Diabetes	721	Preparation of GPMP	\$144.25	74	9	\$1,298.25
	723	Coordination of TCA	\$114.30		9	\$1,028.70
	732	Review of GPMP	\$72.05		62	\$4,467.10
	732	Coordinate review of TCA	\$72.05		62	\$4,467.10
CHD	721	Preparation of GPMP	\$144.25	112	13	\$1,875.25
	723	Coordination of TCA	\$114.30		13	\$1,485.90
	732	Review of GPMP	\$72.05		102	\$7,349.10
	732	Coordinate review of TCA	\$72.05		102	\$7,349.10
COPD	721	Preparation of GPMP	\$144.25	53	18	\$2,596.50
	723	Coordination of TCA	\$114.30		20	\$2,286.00
	732	Review of GPMP	\$72.05		47	\$3,386.35
	732	Coordinate review of TCA	\$72.05		47	\$3,386.35
Asthma	721	Preparation of GPMP	\$144.25	269	231	\$33,321.75
	723	Coordination of TCA	\$114.30		231	\$26,403.30
	732	Review of GPMP	\$72.05		263	\$18,949.15
	732	Coordinate review of TCA	\$72.05		263	\$18,949.15
Health Checks	705	Health check taking ≥45 mins, ≤60 mins (75+ age)	\$190.30	210	188	\$35,776.40
	705	Health check taking ≥45 mins, ≤60 mins (45-49YO)	\$190.30	186	175	\$33,302.50
	705	Health check (≥45 mins, ≤60 mins) (HKids Check 4YO)	\$190.30	64	28	\$5,328.40
ATSI	715	Aboriginal / TSI health check	\$212.25	7	1	\$212.25
	10987	Follow up to 715 by nurse or Aboriginal health worker	\$24.00	7	1	\$24.00

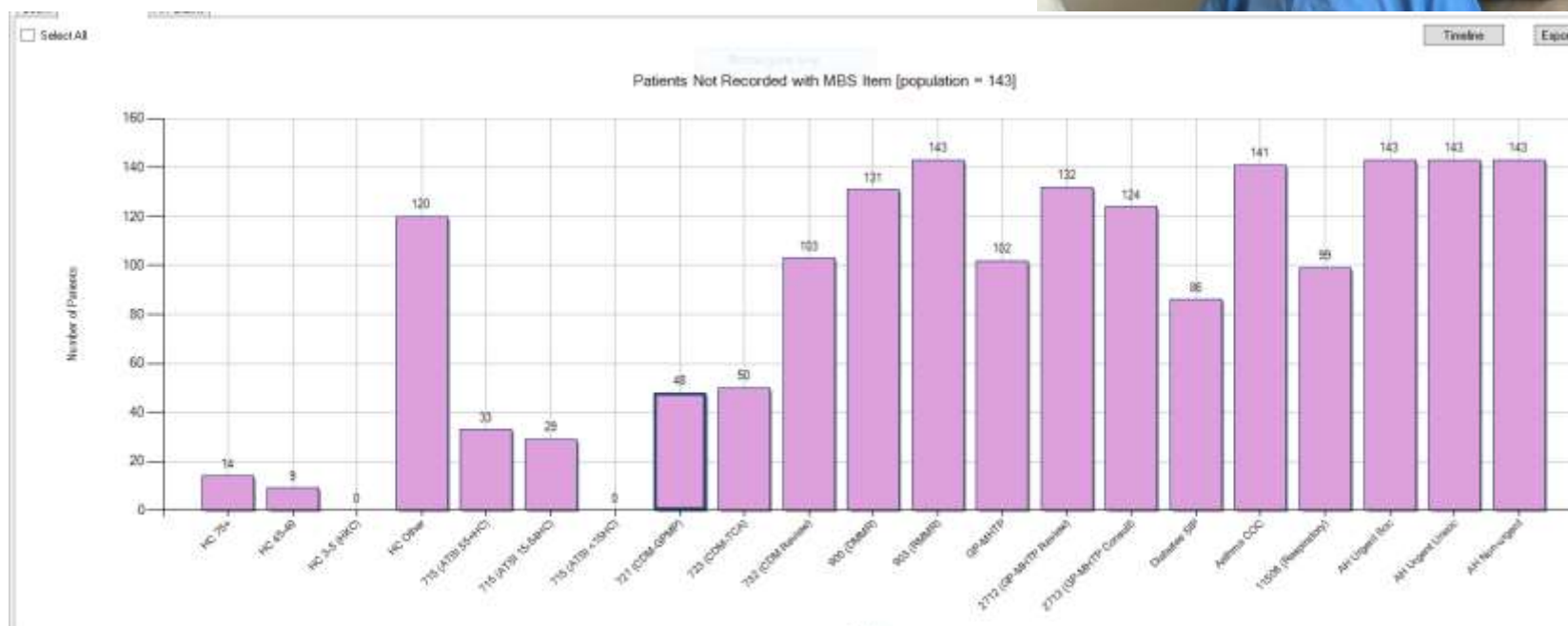
Total potential income

\$264,436.40

Improve Business & Improve Health Outcomes

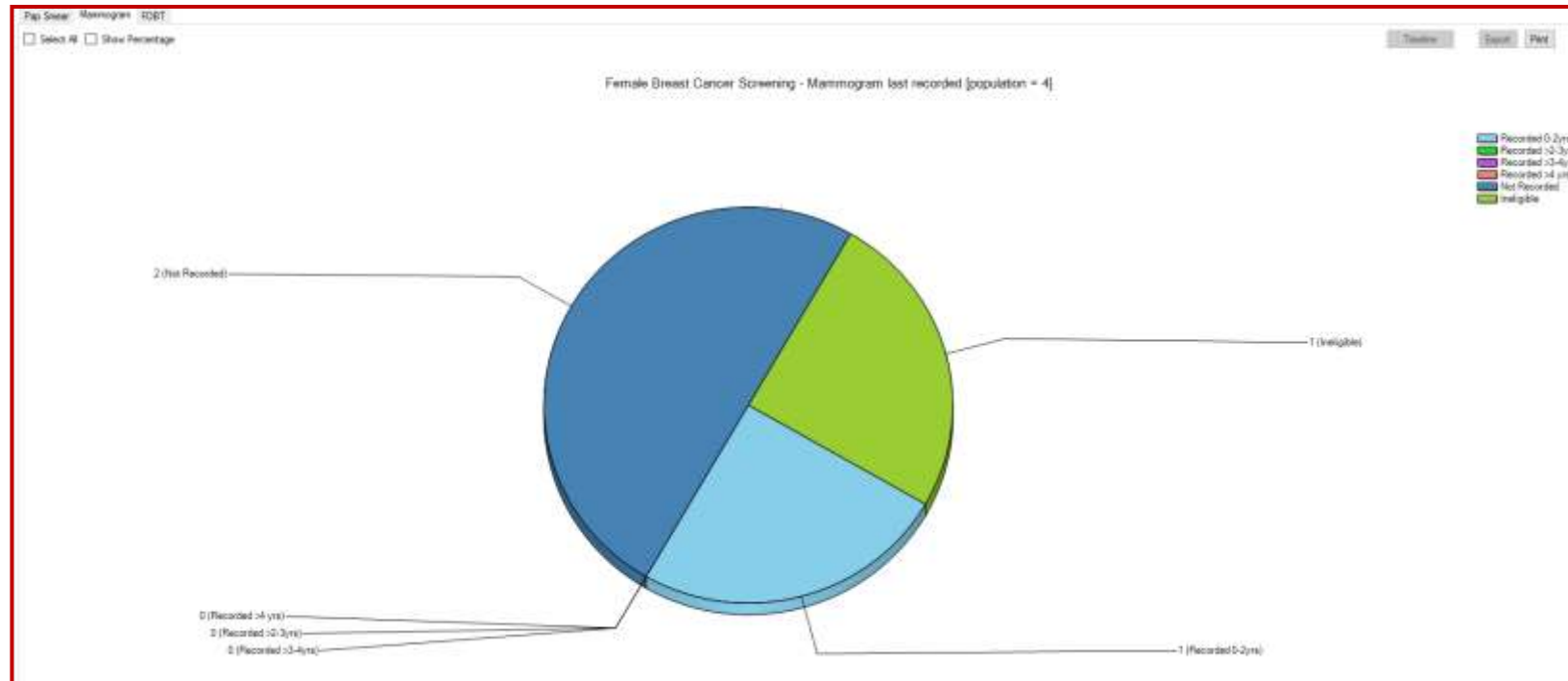
Proactive healthcare – Example:

Identify all patients with a chronic condition who would benefit from a GP Management Plan -> Engage

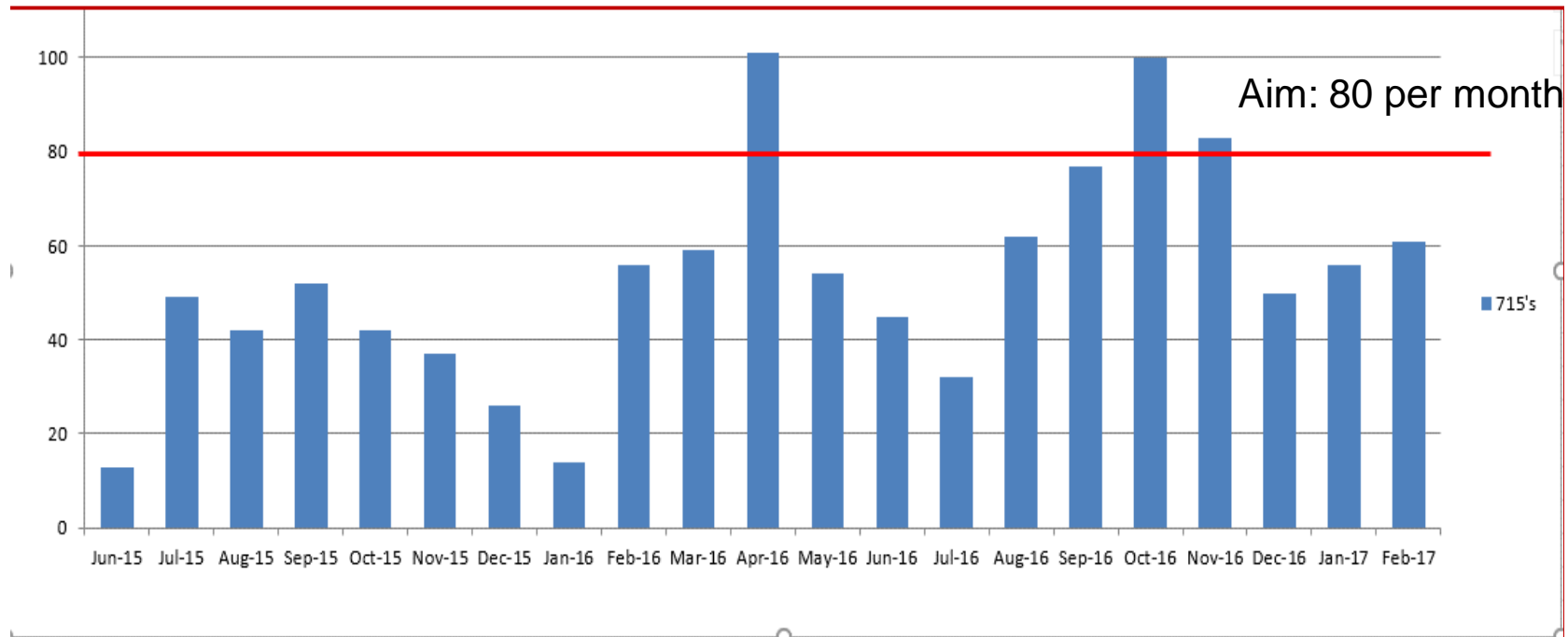


Cancer Screening: care gaps!

Identify all eligible patients NOT screened for FOBT, Cervical Screening (CST) or Mammograms



Set your own practice KPIs & track performance



Tips:



- Encourage a team effort to achieve the goals by setting a target on the graph & place graph in the staff room/noticeboard to encourage a proactive approach.
- Reward/celebrate achievements.



cpd



Alan Abbott, 48 yrs, M



PIP QI 10 Measures

1. Patient with Type 1 or Type 2 Diabetes, and a HbA1c result recorded within the last 12 months



Missing



2. Smoking status recorded in the last 12 months (age 15+yo)



Missing



3. BMI recorded in the last 12 months (age 15+yo)



Missing



4. Patient aged 65 and over, and Immunized for Influenza in the last 15 months



This patient does not meet the eligible criteria.

5. Patient with Diabetes, and Immunized for Influenza in the last 15 months



Missing



6. Patient with COPD, and Immunized for Influenza in the last 15 months (age 15+yo)



Missing



7. Alcohol consumption recorded (age 15+yo)



Missing



9. Female patient, with a Cervical Screening recorded in the last 5 years (age 25-74yo)



This patient does not meet the eligible criteria.

10. Patient with Diabetes, and with Blood Pressure recorded in the last 6 months



Missing
Previous: 120/90mmHg



8. CVD Risk Factors recorded (45-74yo)



Smoking Status:
Missing



Diabetes Diagnosis:
Type 2 Diabetes



Systolic Blood Pressure:
120/90mmHg
(13 Nov 2018)



Cholesterol:
Missing



HDL:
Missing



Age:
48



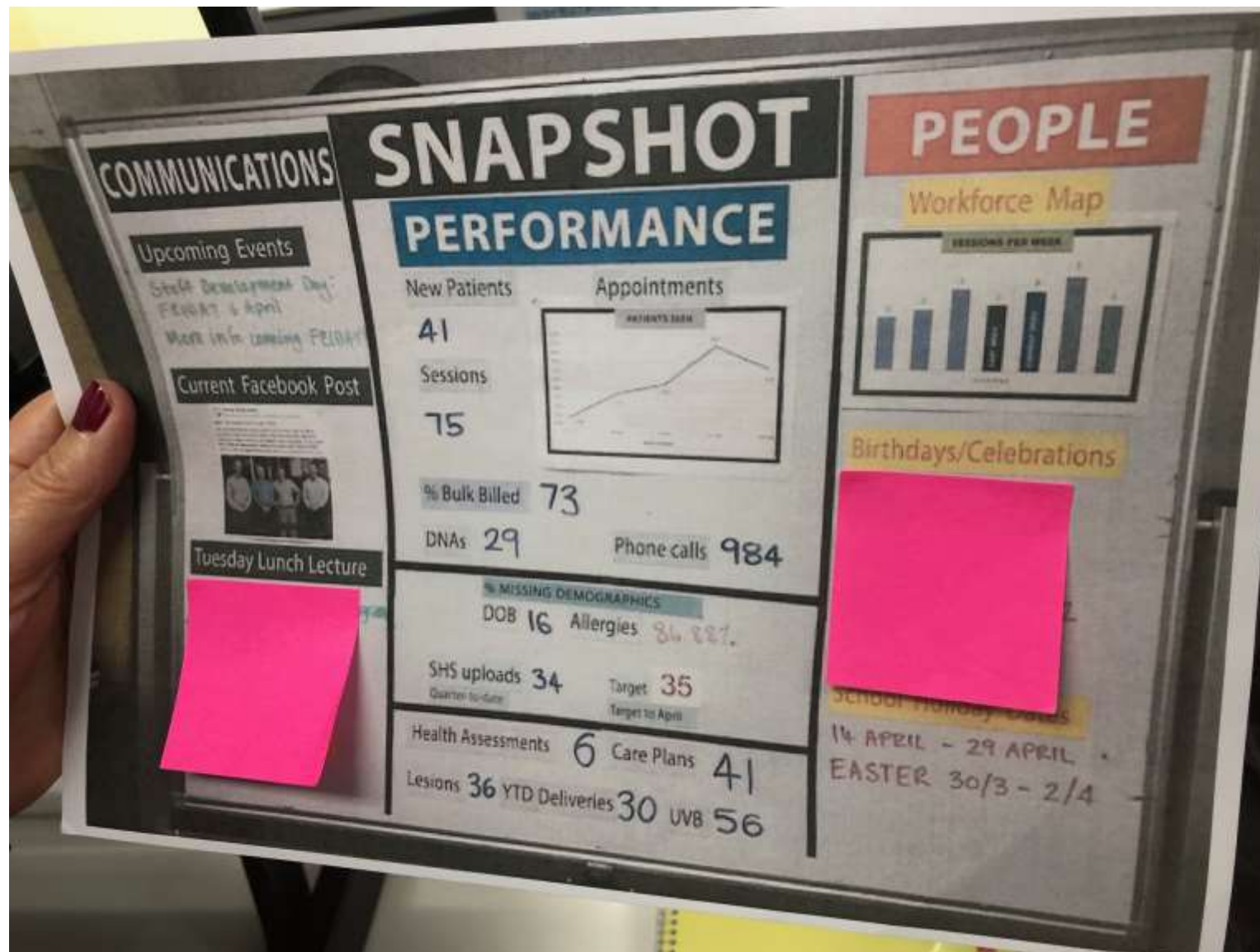
Gender:
Male



Lead improvements, lead your team




Example from the Greenmeadows Medical, Port Macquarie, NSW



Example from rural WA

PDSAs			WINS / Good news	
AREA	FOCUS	By WHEN		
Admin	Allocating patients to 'usual' GP in BP software	ongoing	Happy Or Not 88 %	<p><i>I absolutely love the doctors at Leschenault Medical Centre. Dr Simpson is my go to doctor but I have learnt from the others and they are just as fantastic. They care, they listen and they enjoy their work. It's something you can't find anywhere else. Not only are the doctors great, but the reception staff are great! They go above and beyond for patients. They make you feel welcome and appreciated. The girls are fantastic and they are the reason I keep attending Leschenault. Thanks to all the staff!</i></p>
Clinical	CKD GPM/PCA template review	End of October	Ethnicity 88% recorded	
			Uncoded diagnoses - down to 3%	
			MyHR: 495 SHS uploaded (May/June/July)	
Chronic Disease Management			New patients this month: 140	
DM with HbA1c in past 12/12: June 88% July 89%			WHAT	
COPD with spirometry: June 7% July 6%			We are part of the Urgent Care Clinic Pilot (Phase 1)	
CKD: Diabetics coded & CKD: 9			1 st info session Feb 23/24 - Candice, Tommy, Jackie attending	
CHD 120pts; Smoking Status 99%; BP 98%			CP Urgent Care Skills Workshop SAT 30 th November	
			Candice & Fawcett, Ken, Chris	
PREVENTATIVE HEALTH			IMPROVEMENT OPPORTUNITIES	
75+ Hx: June 11 July 6			Waist circ. 18%	
45-49 Hx: June 0 July 1			HMMR 373 pts have 2 or more chronic conditions and are on >5 medications	
CV RISK: June 0 July 0			Record all spirometry in Best Practice Software (and not just scanned)	
(Item 699)				
HMMR June 1 July 1				

Example from Leschenault Medical, Bunbury, WA



*Evidence has shown that
**quality improvement activities lead
to positive change in practices,**
particularly when a
whole practice team
approach is adopted.*

PDSA station



Example from Leschenault Medical Centre, WA



ACTIVITY

Think about the score you gave your practice in the
'good' practice rating.

What would you need to do if you were to improve your
score by 1 point?







Let's do this!

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