Train IT Medical

Leading Your Practice Into The Digital Future

Quality Data & Practice Improvements

Presented by Katrina Otto, Train IT Medical

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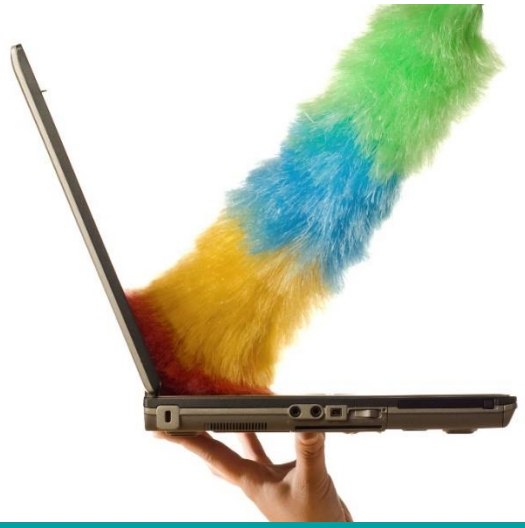
Agenda

1. Improve clinical data quality
2. Meet accreditation requirements
3. Maximise benefits of eHealth
4. Streamline electronic communication & workflow
5. Improve chronic condition management & identify revenue opportunities.

1. Improve Data Quality



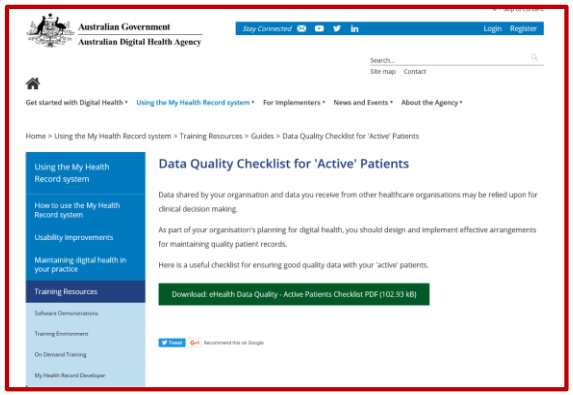
The ‘Data Quality’ Checklist

1. **Demographics** – are the contact details up-to-date?
   - Double-click on the patient’s telephone number to check & update details ☐
2. **Medication** List – is the Current Meds list accurate?
   - Right click to delete/cease medications no longer relevant (they can then be found in the Old/Past Scripts thereafter)
   - If none, tick No medications ☐
3. **Past History** List – does it contain only significant conditions that a hospital or specialist would need to know?
   - Right click to edit, delete or add new
   - If none, tick No significant past history (PMH) box ☐
4. **Allergies** – have you also recorded adverse reactions?
   - Double-click in allergies box and Add, Edit, Delete
   - If none, tick No Known Allergies/Adverse Reactions/Nil Known ☐
5. **Immunisations** – have immunisations been recorded? ☐

Resources:

Download the Data Quality Checklist

https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides/879-data-quality-checklist-for-active-patients



RACGP Compliance Checklist:

http://trainitmedical.com.au/wp-content/uploads/2016/10/QHRComplianceChecklist.pdf

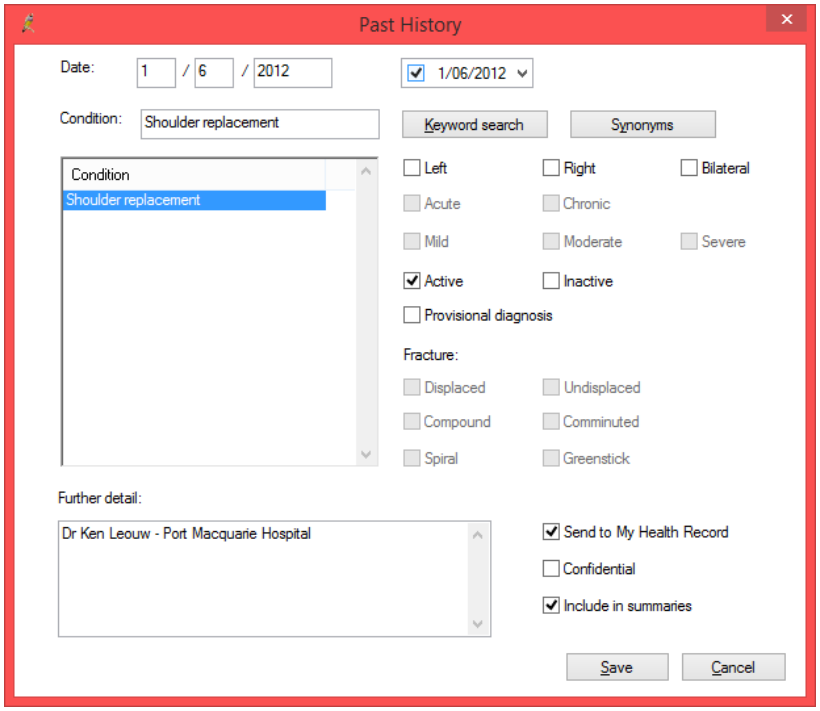
Meeting Accreditation Standards for Digital Health

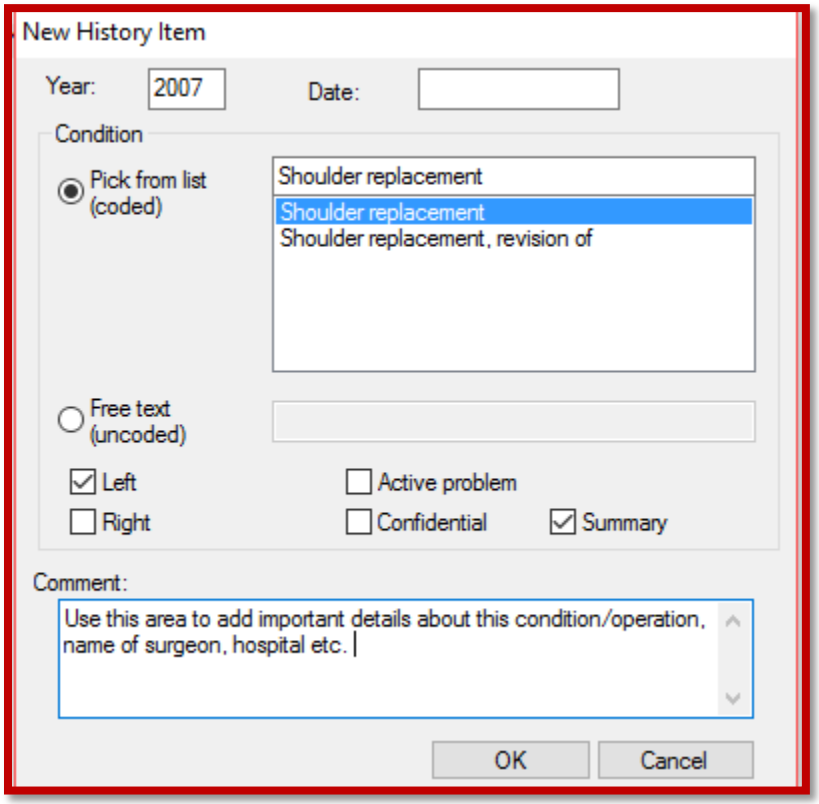
http://trainitmedical.com.au/wp-content/uploads/2016/10/Agency-Webinar-Data-Quality-010916-Meeting-Accreditation_FINAL-Katrina-Otto.pdf

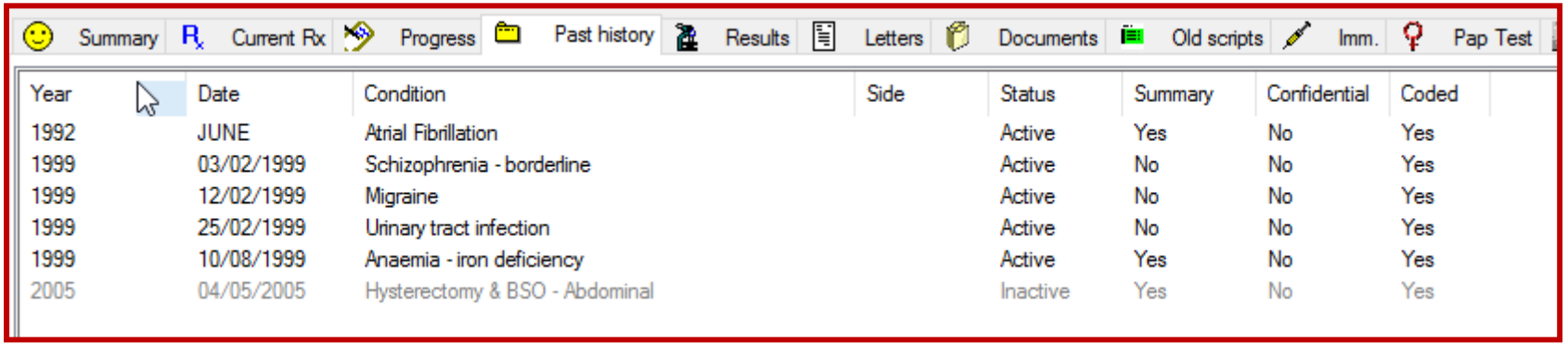
Read ’5 Steps to Data Quality Success’:

http://trainitmedical.com.au/5-steps-to-data-quality-success

Past History List – only chronic conditions & significant events







Year	Date	Condition	Side	Status	Summary	Confidential	Coded
1992	JUNE	Atrial Fibrillation		Active	Yes	No	Yes
1999	03/02/1999	Schizophrenia - borderline		Active	No	No	Yes
1999	12/02/1999	Migraine		Active	No	No	Yes
1999	25/02/1999	Urinary tract infection		Active	No	No	Yes
1999	10/08/1999	Anaemia - iron deficiency		Active	Yes	No	Yes
2005	04/05/2005	Hysterectomy & BSO - Abdominal		Inactive	Yes	No	Yes

"Consistent data **coding** systems drive meaningful quality improvement activities."

1.7.1 Patient Health Records http://www.racgp.org.au/your-practice/standards/standards4thedition/practice-services/1-7/patient-health-records/

2. Meet Accreditation Requirements

GPA Accreditation*plus*

AGPAL · Accreditation for Practices

RACGP Accreditation Standards

4th Standards for General Practices were released 2010
5th Standards currently in consultation phase until 30/9/16
due for release October 2017

http://www.racgp.org.au/your-practice/standards/standardsdevelopment/

Webinar on proposed changes:
http://www.racgp.org.au/your-practice/standards/standardsdevelopment/webinar/

Standards for Patient-Centred Medical Homes:
http://www.racgp.org.au/your-practice/standards/standards-for-patient-centred-medical-homes/

Accreditation Bodies

GPA Accreditation*plus*

AGPAL · Accreditation for Practices

Indicators

► A. Our practice has a patient identification process using three approved patient identifiers and the practice team can describe how it is applied.

Explanation

Key points

- Correct patient identification is vital for patient safety and the maintenance of patient confidentiality
- Use at least three approved identifiers for each patient encounter or activity such as making appointments, writing prescriptions, writing referrals to other providers, giving results or entering results or correspondence into records
- Don't assume you have the correct patient record when treating familiar patients
- This criterion cross references to Criterion 1.7.1 Patient health records.

Approved patient identifiers

All practice staff should be trained to check for approved patient identifiers as a matter of course.

Approved patient identifiers are those items of information accepted for use in patient identification and include

- patient name (family and given names)
- date of birth
- gender (as identified by the patient themselves)
- address

http://www.racgp.org.au/your-practice/standards/standards4thedition/safety,-quality-improvement-and-education/3-1/patient-identification/

Meeting Accreditation Standards for Digital Health

http://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/webinars/1146-webinar-meeting-accreditation-standards-for-digital-health

ePIP checklist in MedicalDirector

	Practice Incentives Program eHealth Incentive Requirements		
1	Requirement 1-Integrating Healthcare Identifiers into Electronic Practice Records **MedicalDirector Clinical & PracSoft (3.14d or higher)**	View Document	View MedicalDirector Clinical Video View MedicalDirector PracSoft Video
2	Requirement 2-Secure Messaging Capability MedicalDirector software version: From MD3.14 *When used in conjunction with SMD compliant vendors.	View Document	
3	Requirement 3-Data Records and Clinical Coding Search the full text across all the available medicines information including discontinued products	View Document	View Video
4	Requirement 4-Electronic Transfer of Prescriptions MedicalDirector software version: From MD3.11 *When ePrescribing is enabled in MD via eRX Script Exchange.	View Document	View Video
5	Requirement 5-My Health Record system Configure PCEHR/My Health Record	View Document	View Video
	Create & Manage CDA Documents for PCEHR/My Health Record	View Document	View Video

http://medicaldirector.com/gp+cl+ehealth/resources

MedicalDirector

3. Maximise benefits of eHealth / Digital Health

Digital Health

- Secure Messaging
- My Health Record
- ePrescribing
- Telehealth
- Wearable Technologies etc

Digital Health – depending on quality data!

Clinician to Clinician Communication

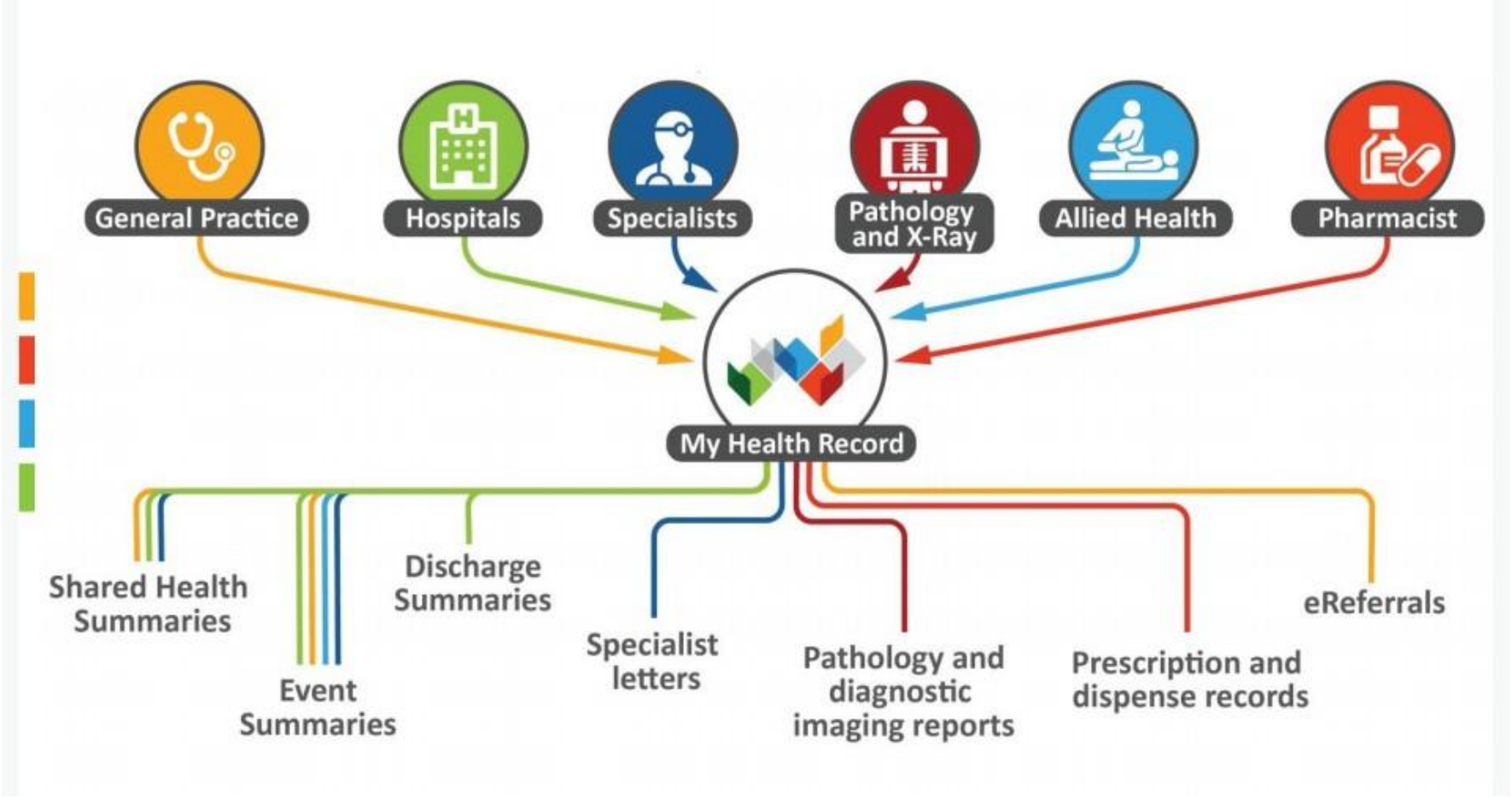
(Secure Messaging Delivery – SMD)

- HealthLink
- Argus
- Medical Objects
- MDExchange
- ReferralNet

Sharing summary health data with both clinician and patient:

My Health Record

(www.myhealthrecord.gov.au)



www.digitalhealth.gov.au
www.myhealthrecord.gov.au
Download 'My Health Record' detailed presentation: www.trainitmedical.com.au/presentations

Action List for ‘My Health Record’

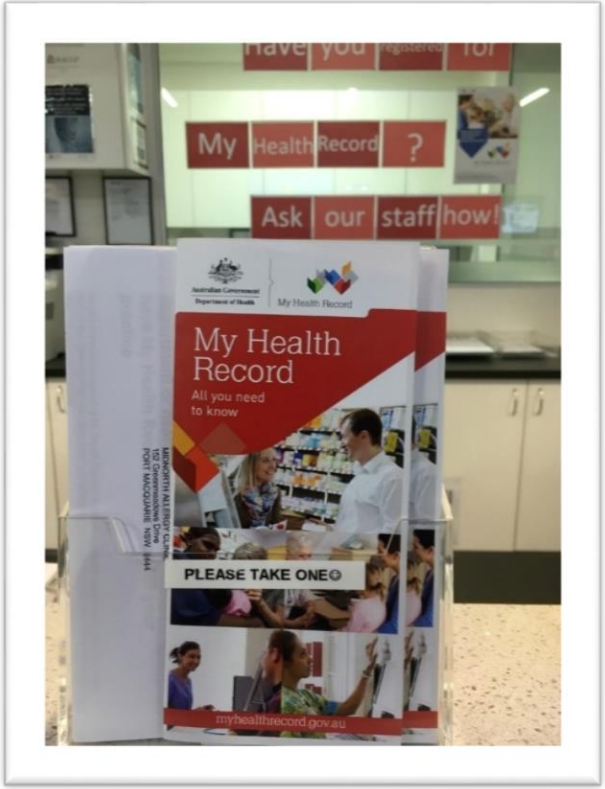
1. Complete the (free) eLearning module on the My Health Record system: https://training.digitalhealth.gov.au
2. Download the ‘cheatsheets for your software’ https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides
3. Watch the software demonstration for your software https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/software-demonstrations
4. Practise in the ‘On-Demand’ Training Environment https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand
5. Register your patients.
6. View and upload health summaries.

http://trainitmedical.com.au/ehealth-free-resources

‘Assisted Registration’

5 Tips for ‘Assisted Registration’

1. Train staff so they are prepared for conversations about My Health Record.
2. Design a workflow that works for your practice eg. Who registers patients and when etc.
3. Write a dialogue with your staff so they know what to say to patients.
4. Educate patients via patient forms / TV screens / website.
5. Focused approach for patients at risk or with chronic conditions.



4. Streamline electronic communication & practice workflow

Secure Messaging - HealthLink

https://secure.hlink.net.au/directory/login.php

Organisations | Providers

Any field | Contains | north sydney | Search | Show all | Details found: 20 Page 1 of 1 | Records Per Page: 25

Print selected | My Practice | My Providers

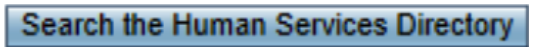
	Organisation Name	Phone Number	Messaging Address(EDI)	Vendor Software	PHN	State/Territory	Last Modified
Providers	Harbour Radiology	(04) 5549 6966	HARBORAD	**Karisma**	Northern Sydney	NSW	21/06/2016
Providers (1)	The Fly-In Doctor	(04) 1189 5199	PEWALKER	**Unknown**	Northern Sydney	NSW	10/06/2016
Providers (4)	Greenwood Medical Centre	(02) 9078 8144	GNWOODMC	**Best Practice**	Northern Sydney	NSW	31/05/2016
Providers (1)	Cartwright Physical Therapy	(02) 9922 6116	CARTWPHY	**Other**	Northern Sydney	NSW	23/02/2016
Providers (1)	Dr David Isaacs	(02) 9922 6900	DRISSACS	**Best Practice**	Hunter New England and Central Coast	NSW	12/10/2015
Providers (3)	Specialist Orthopaedic Group	(02) 9966 1955	SPECORTH	**Shexie**	Hunter New England and Central Coast	NSW	23/07/2015
Providers (1)	Dr Steven Tan	(02) 9923 4222	STEVETAN	**Shexie**	Northern Sydney	NSW	4/07/2015
Providers (8)	Miller Street Medical Practices	(02) 9955 8006	MILLERMP	**Best Practice**	Northern Sydney	NSW	4/07/2015
Providers	Sydney Melanoma Unit	1300 799939	SYDMELAN	**Best Practice**	Northern Sydney	NSW	4/07/2015
Providers (1)	Dr Sue Valmadre	(02) 9922 2330	DRSVALMA	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (2)	North Sydney Plaza Medical Centre	(02) 9923 1122	NTHSDPLM	**Best Practice**	Northern Sydney	NSW	4/07/2015
Providers (1)	Dr Keith Hartman	(02) 8920 0260	KHARTMAN	**Medical Director 3**	Northern Sydney	NSW	4/07/2015
Providers (2)	Dr Raoul Pope	(02) 9911 7280	DRRAOULP	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (5)	Walker Street Doctors	(02) 9955 5566	WALKERSD	**Best Practice**	Northern Sydney	NSW	4/07/2015
Providers (9)	North Sydney Orthopaedic & Sports Medicine Centre	(02) 9409 0500	NSOSMCEN	**SPM**	Northern Sydney	NSW	4/07/2015
Providers	Dr Michael Harden	(02) 9954 1088	DRMHARDE	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (1)	Dr Kylie Snnok	(02) 9911 7250	DRKSNOOK	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (9)	North Sydney Sports Medicine	(02) 9966 4700	NTHSYDSP	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (2)	Dr Katrina Moore and Dr Jenny O'Sullivan	(02) 9463 1475	DRKMOORE	**Genie**	Northern Sydney	NSW	4/07/2015
Providers (9)	North Sydney Medical Practice	(02) 9922 3022	NTHSYDMP	**Medical Director 3**	Northern Sydney	NSW	4/07/2015

Secure Messaging - Argus

1. Open **Argus Address Manager V6** and Login.(Default username is argus and password is argus).

2. Click on 'Add Addresses'.

3. Type in the name (or part name) of the practitioner or practice you'd like to add.
4. Click '**Search the Human Services Directory'**.



5. Click in the checkbox next to the practitioner(s) name so the box(es) now contains a tick.
6. Click on '**Add selected entries to Address Book'**.
7. Repeat the process to populate your address book with all the practitioners you send to.
8. Click on '**Return to SMD Address Book'**.

Select the practitioner from either the '**View Email Only Addresses'** or **'View SMD Addresses'.**

9. By clicking on the practitioner or practice, the details will be displayed, copy the 'Argus email' address to your clipboard to enable you to paste their email address into your clinical application.

10. Select '**Return to Addresses'** link or '**Return to SMD Addresses**' link.

Secure Messaging

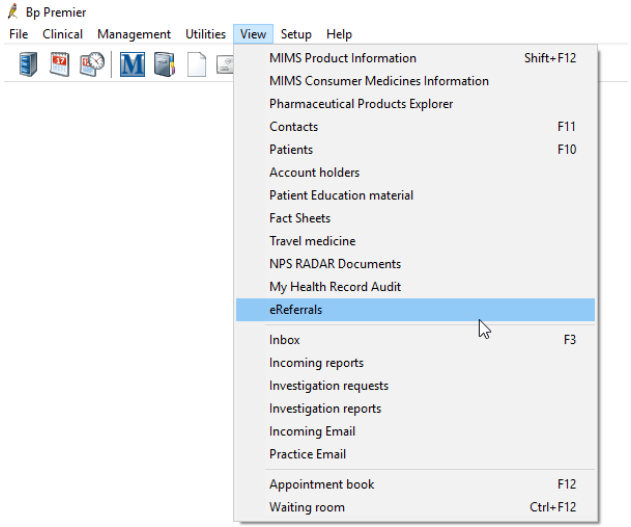
Downloadable Cheatsheet here -
http://trainitmedical.com.au/4-steps-to-secure-messaging-success

Exercise:

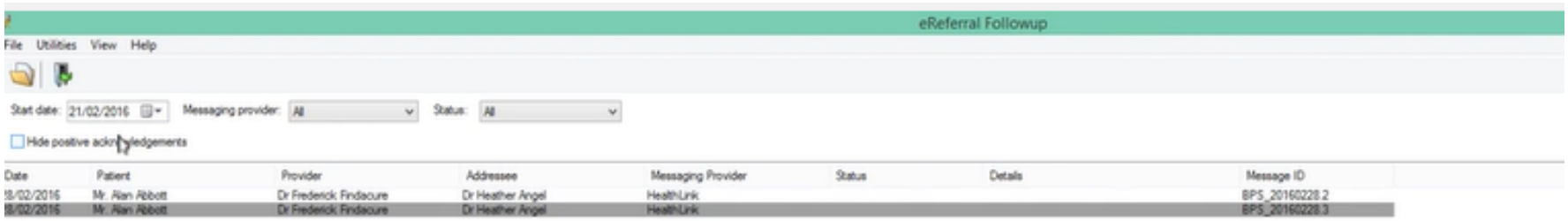
STEP 1 - List the health professionals who you regularly receive and send correspondence to
STEP 2 - Look up SMP portal for provider details or ring them and ask who they use

	Clinician/Organisation	Secure Messaging Provider
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

eReferrals



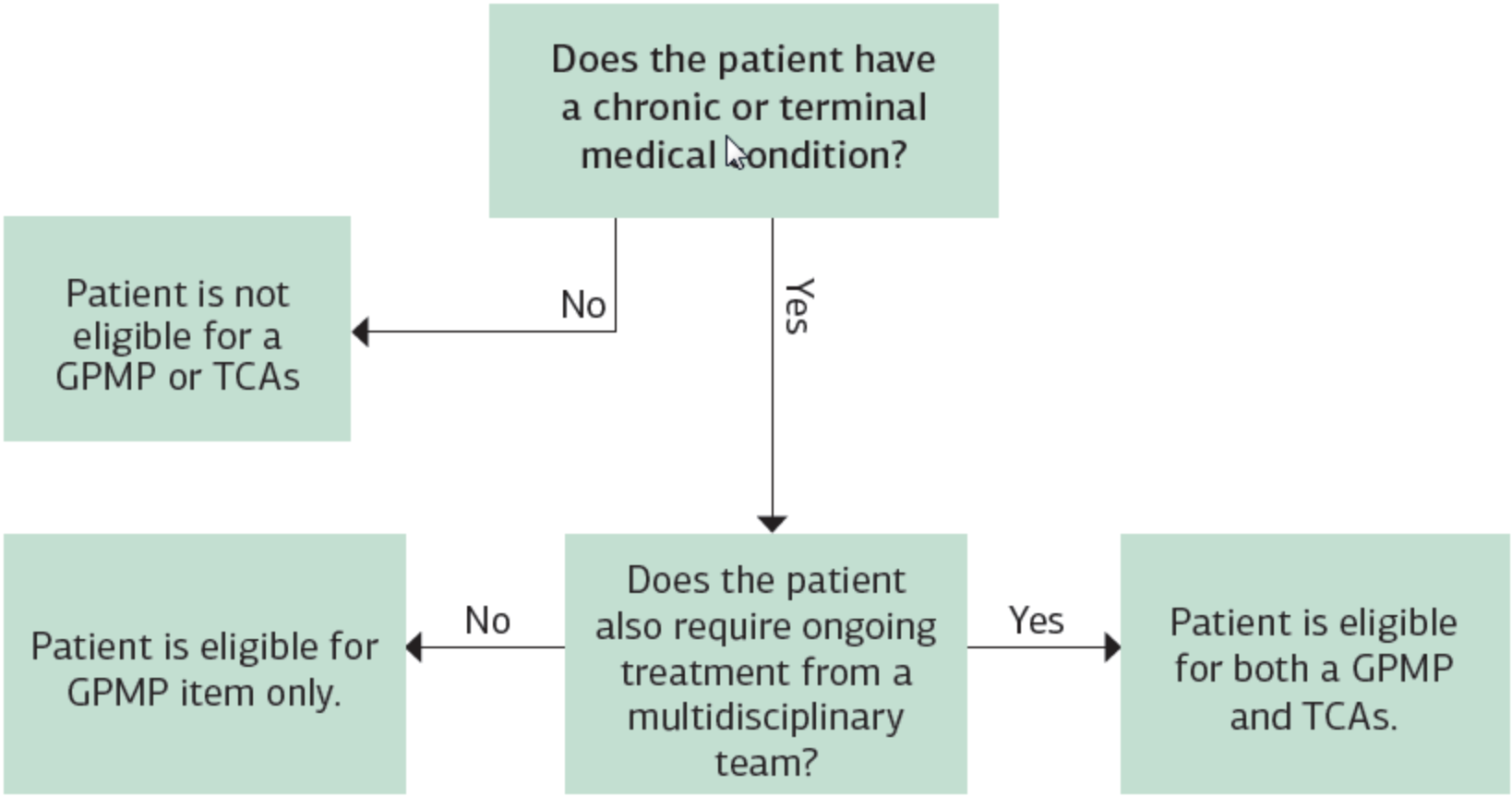
Log of all documents sent via Secure Messaging



5.

Improve Chronic Condition Management

Free Medicare eLearning: http://medicareaust.com/MBS/CDMForGPs/Welcome/index.html


Does the patient have a chronic or terminal medical condition?
No
Yes
Patient is not eligible for a GPMP or TCAs
Does the patient also require ongoing treatment from a multidisciplinary team?
No
Yes
Patient is eligible for GPMP item only.
Patient is eligible for both a GPMP and TCAs.

Identify Revenue Opportunities

Item Number	Description	Frequency
721	Preparation of a GP Management Plan	Recommended every 2 years; minimum of 12 months
723	Preparation of a Team Care Arrangement	Recommended every 2 years; minimum of 12 months
732	Review of a GP Management Plan or Review of a Team Care Arrangement	Recommended every 6 months; minimum of 3months
729	Contribution to a multi disciplinary care plan prepared by another health care provider	Recommended every 6 months; earlier if clinically required
731	Contribution to a multi disciplinary care plan prepared by another health care provider for a resident in an aged care facility	Recommended every 6 months; earlier if clinically required

Chronic Disease Practice Nurse Item Numbers

Item Number	Description	Frequency
10997	Service provided by a person with a chronic disease by a Practice Nurse or Aboriginal & Torres Strait Islander Health Practitoner on behalf of / under supervision of a GP	Maximum of 5 per calendar year. Only relevant to patients already on a GP Management Plan, Team Care Arrangement or a Multidisciplinary Care Plan.

New to Medicare billing rules – complete this free Medicare eLearning:
http://medicareaust.com/MBS/NewHealthProfessionals/Welcome/index.html

Health Assessments

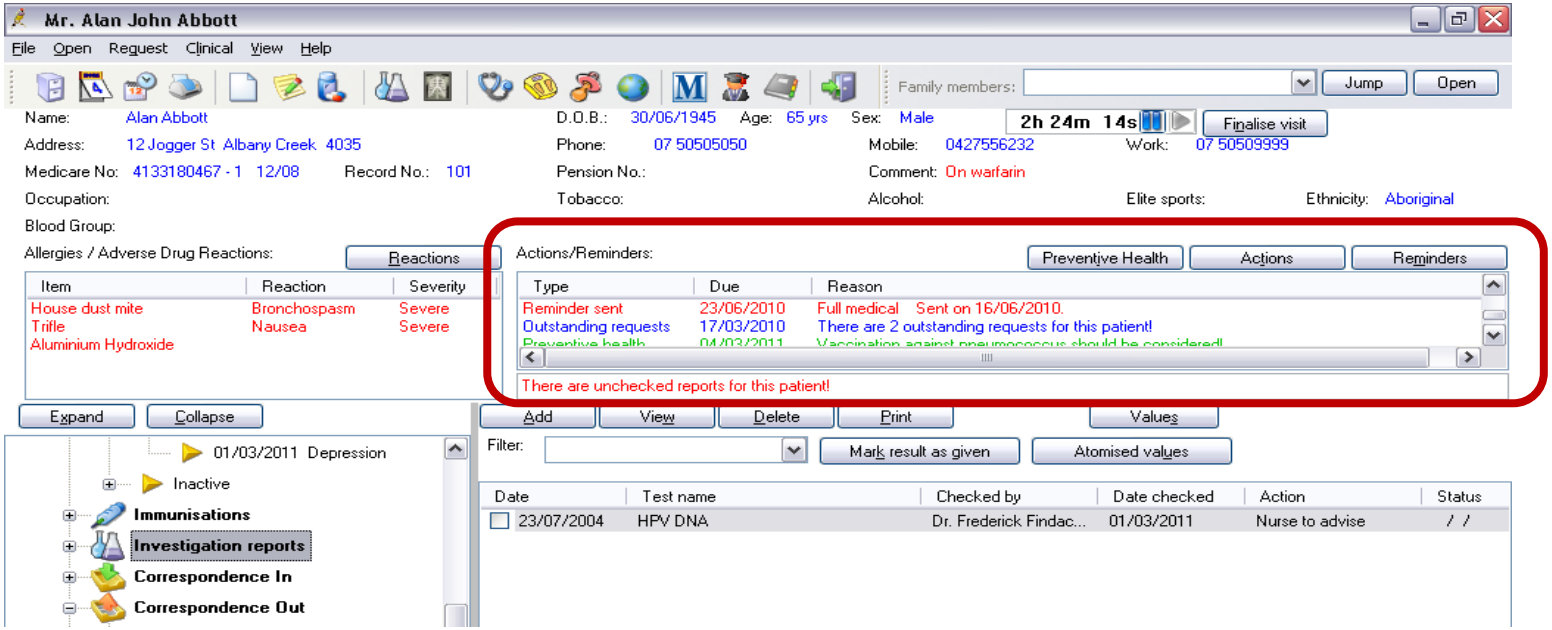
The time period includes the time taken by the doctor and the practice nurse to undertake a health assessment.

701	Brief Health Assessment < 30 minutes duration	12 monthly
703	Standard Health Assessment lasting more than 30 minutes but less than 45 minutes	12 monthly
705	Long Health Assessment lasting more than 45 minutes but less than 60 minutes	12 monthly
707	Prolonged Health Assessment lasting more than 60 minutes	12 monthly
715	Aboriginal and Torres Strait Islander people's health assessment	12 monthly

Diabetes Cycle of Care

Activity	Frequency/Description
Assess diabetes control by measuring HbA1c	At least once every cycle
Ensure that a comprehensive eye examination is carried out††	At least once every two years
Measure weight and height and calculate Body Mass Index (BMI)†††	At least twice every cycle
Measure blood pressure	At least twice every cycle
Examine feet	At least twice every cycle
Measure total cholesterol, triglycerides and HDL cholesterol	At least once every cycle
Test for microalbuminuria	At least once every cycle
Provide self-care education	Patient education regarding diabetes management
Review diet	Reinforce information about appropriate dietary choices
Review levels of physical activity	Reinforce information about appropriate levels of physical activity
Check smoking status	Encourage cessation of smoking (if relevant)
Review of medication	Medication review

Use Reminders



Thanks for inviting me.

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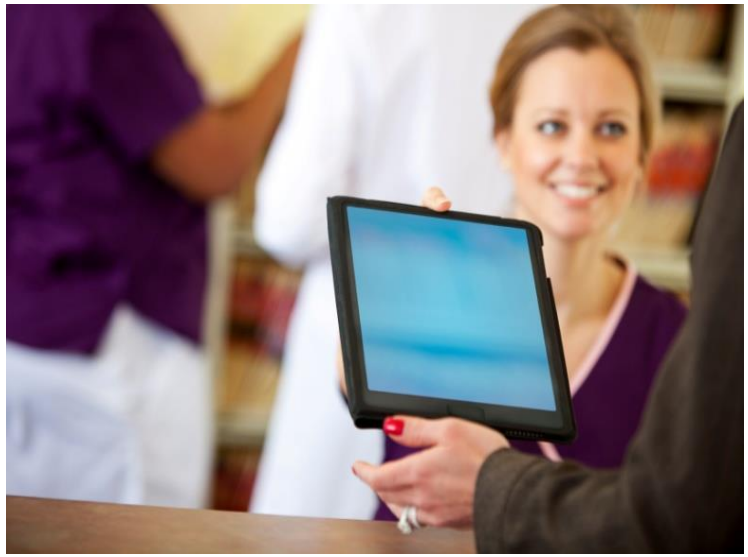
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