



# TRAIN IT MEDICAL CONSULTANT REPORT



## Primary Care Data Quality Education Project



### **PROJECT 4 EDUCATION & TRAINING MATERIAL**

Improving patients' electronic health records in primary care health services.



# TRAIN IT MEDICAL PROJECT REPORT

## Introduction

Train IT Medical Pty Ltd was commissioned by CSIRO in 2018 for Project 4 - Education & Training - of the Primary Care Data Quality Foundations project, funded by Australian Dept of Health.

## Project Objectives

To support healthcare providers better understand the benefits of recording and maintaining high quality data in their clinical information systems.

To develop a training program and supporting materials for use by key stakeholders.

### Training Objectives:

1. Increase awareness of how improvements can be made to the quality of data in patients' electronic health records.
2. Increase understanding of the most important clinical data in the patient's record that is needed for co-ordinating patient care with other healthcare providers.
3. Improve the amount of structured and coded information being entered by health services.



## Project Team

**Katrina Otto**, BEd, Dip Bus, Cert IV Training & Assessment, TAE40110,

**Project Lead**, Managing Director & Owner of Train IT Medical Pty Ltd (established 2006). Train IT Medical provides medical software training and consulting services to medical practices, vendors and peak bodies. Training provided on all major clinical information systems as well as leading training related to Government initiatives such as: My Health Record, Practice Incentives Program - Quality Improvements, Health Care Homes etc

Katrina is an experienced practice manager and qualified teacher who has significant experience designing and delivering training and leading change in the area of increased use of health IT.

### Approved trainer for:

- MedicalDirector software
- Best Practice software
- Data extraction clinical systems: Pen CS & Outcome Health (POLAR)
- Medical Indemnifiers including Avant and MDA
- Australian Health Practitioner Regulation Agency
- Government organisations including Australian Digital Health Agency.
- Peak bodies: Royal Australian College of General Practitioners (RACGP), Australian Council of Rural and Remote Medicine (ACCRM), Australian Primary Care Nurses Association (APNA), Australian Practice Managers Association (AAPM).

**Sue Cummins**, BA, Dip IT, Cert IV Training & Assessment, TAE40110

Senior Training & Practice Management Consultant. Sue delivers data quality improvement projects and software training services for Train IT Medical across Australia. In addition, Sue works 1 day per week at Redfern Aboriginal Medical Service Co-operative for Train IT Medical on a long-term data improvement project.

Sue has previously worked as a digital health officer for a Medicare Local and has significant experience in change and project management, specifically in relation to health IT and data improvements.

**Margaret Windsor, RN, Cert IV Project Management, Cert IV Training & Assessment**

Margaret has been Managing Director of DARTA Medical, a medical software training company, for the past 20 years and has been training clinical software since the first version was launched. Marg worked as a Practice Nurse for 17 years before starting her consultancy business and continues to provide nursing education, software training and consultancy services to practices and Aboriginal community-controlled health organisations across Australia. She is currently also contracted to Queensland Health Service, based in Longreach, Western Queensland on a long-term data quality and health IT project.

**Jason Hahne, RN, BN, MBA, MPH, AFACHSM, MPHAA, PGDipAdvNurs, Cert IV Training & Assessment**


Jason is Managing Director of Look Both Ways, a training and consultancy service providing services predominantly to the Aboriginal and Torres Strait Islander Community Health sector. Jason is a registered nurse and has significant experience working on projects related to data and health service improvements.



**KATRINA OTTO**  
Managing Director – Train IT Medical  
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<p><b>Margaret Windsor</b> Registered Nurse, Cert IV Training &amp; Assessment</p> 		<p><b>Jason Hahne,</b> RN, BN, MBA, MPH, AFACHSM, MPHAA, PGDipAdv Nurs, Cert IV Training &amp; Assessment</p>	<p><b>Sue Cummins</b> BA, Dip IT, Cert IV Training &amp; Assessment</p> 
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**Train IT Medical Project Training Team**

# Project Plan

VISION	SKILLS	INCENTIVES	RESOURCES	IMPLEMENTATION
<ul style="list-style-type: none"> <li>Person-centred care</li> <li>Population Health</li> <li>Standardised quality data</li> <li>Multi-disciplinary team care</li> <li>Sustainable practice               <ul style="list-style-type: none"> <li>Understand current capacity of practice</li> <li>Know your business</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Leadership and teamwork</li> <li>Profile/skillset of practice staff</li> <li>Quality &amp; Safety</li> <li>Essentials for improving data quality</li> <li>Clinical Software/tools for improving quality</li> </ul>	<ul style="list-style-type: none"> <li>Patient outcomes</li> <li>Practice Incentive Payments               <ul style="list-style-type: none"> <li>ePIP</li> <li>QIPIP</li> </ul> </li> <li>Digital Future               <ul style="list-style-type: none"> <li>My Health Record</li> <li>Health Care Homes</li> </ul> </li> <li>Minimisation of medico-legal risk</li> <li>Meeting new QI standards - Accreditation</li> <li>Time and efficiency improvements</li> </ul>	<ul style="list-style-type: none"> <li>Peak Bodies / PHN Trainer the Trainer Packs</li> <li>Videos: Recordings of data entry/collecting of minimum data set for:               <ul style="list-style-type: none"> <li>Best Practice</li> <li>Communicare</li> <li>MedicalDirector</li> <li>Case studies</li> </ul> </li> <li>Summary Sheets:               <ul style="list-style-type: none"> <li>Best Practice</li> <li>Communicare</li> <li>MedicalDirector</li> </ul> </li> <li>Learning Workbook:               <ul style="list-style-type: none"> <li>Best Practice</li> <li>Communicare</li> <li>MedicalDirector</li> <li>Interactive activities</li> <li>Case studies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Action Plan</li> <li>Communication Plan with staff</li> <li>Embed and monitor</li> <li>Build the team</li> </ul>

## Core Common Data Set

Through a consultative process the coded core common data set increased from original expectations and a final decision was made that the educational materials should support the core common data set of:

1. Aboriginal and/or Torres Strait Islander status
2. Allergies and adverse reactions
3. Medications
4. Reason for Medication
5. Diagnosis
6. Immunisations



# Deliverables

Provided as at 30 June 2019:

- Draft Education & Training Plan
- Final Education & Training Plan
- Draft Training Material specific to MedicalDirector, Best Practice and Communicare
- Delivery of Training Program to Peaks
- Final Training Materials
- Training Program Delivered as per agreed plan

## Resources as per draft education plan

### Training Package:

Train the Trainer/Peak Bodies Presentation Slides

Webinar Presentation Slides (1 hour)

Face to Face Presentation Slides (1 hour)

Teamwork Practice Questionnaire  
Draft Quality Improvement Activity (PDSA)  
eg raise awareness of clinical coding

#### 1-page Summary Guides

- Best Practice
- MedicalDirector
- Communicare

#### Training Workbooks

- Best Practice
- MedicalDirector
- Communicare

#### Videos

- Best Practice
- MedicalDirector
- Communicare

# Training resources delivered (vendor specific)

## Vendor Specific Material

Practice specific training material	Medical Director	Bp PREMIER		COMMUNICARE		
	For practices	For peak bodies, PHNs, Vendors, Trainers	For practices	For peak bodies, PHNs, Vendors, Trainers	For practices	For peak bodies, PHNs, Vendors, Trainers
<b>Module 1 - Adding Aboriginal &amp; Torres Strait Islander status</b>						
Video (MP4)	✓	✓	✓	✓	✓	✓
Video (YouTube with closed captions)	✓	✓	✓	✓	✓	✓
Video transcript		✓		✓		✓
Extra page of learning links	✓	✓	✓	✓	✓	✓
Key reasons to code Aboriginal and Torres Strait Islander status (pdf)	✓	✓	✓	✓	✓	✓
Summary sheet (pdf)	✓	✓	✓	✓	✓	✓
<b>Module 2 - Adding Allergies &amp; Adverse Reactions</b>						
Video (MP4)	✓	✓	✓	✓	✓	✓
Video (YouTube with closed captions)	✓	✓	✓	✓	✓	✓
Video transcript		✓		✓		✓
Key reasons to code allergies (pdf)	✓		✓	✓	✓	
Summary sheet (pdf)	✓	✓	✓	✓	✓	✓
<b>Module 3 - Adding a Diagnosis (Past History)</b>						
Video (MP4)	✓	✓	✓	✓	✓	✓
Video (YouTube with closed captions)	✓	✓	✓	✓	✓	✓
Video transcript		✓		✓		✓
Key reasons to code diagnosis (pdf)	✓	✓	✓	✓	✓	✓
Summary sheet (pdf)	✓	✓	✓	✓	✓	✓
<b>Module 4 - Adding a Medication &amp; Reason for Medication</b>						
Video (MP4)	✓	✓	✓	✓	✓	✓
Video (YouTube with closed captions)	✓	✓	✓	✓	✓	✓
Video transcript	✓	✓	✓	✓		✓
Key reasons to code for medication (pdf)	✓	✓	✓	✓	✓	✓
Summary sheet (pdf)	✓	✓	✓	✓	✓	✓
<b>Module 5 - Adding an Immunisation</b>						
Video (MP4)	✓	✓	✓	✓	✓	✓
Video (YouTube with closed captions)	✓	✓	✓	✓	✓	✓
<b>Additional Resources</b>						
Summary sheet - Reason for Visit (pdf)					✓	✓
Summary sheet - how to configure options to help maintain data quality (pdf)					✓	✓
Training Manual /Learning Workbook (pdf)					✓	✓

## Additional non vendor specific training resources

Generic, non-vendor specific training materials	For practices	For peak bodies, PHNs, Vendors, Trainers
Master Slide-deck used in recording videos (ppt)		✓
Master Slide-deck used in recording videos (ppt)		✓
Data Quality Practice Assessment (pdf)	✓	✓
Barriers to quality clinical data capture (pdf)	✓	✓
Adaptable lesson plan/guide for trainers presenting on coding and data quality (pdf)	✓	✓
Adaptable slide-deck for trainers presenting on coding and data quality (pdf)	✓	✓
<b>Case studies</b>		
Albert - Aboriginal & Torres Strait Islander (ADHA) (pdf)	✓	✓
Albert - Aboriginal & Torres Strait Islander (ADHA) (pdf)	✓	✓
Esther - Aboriginal & Torres Strait Islander (ADHA) (pdf)	✓	✓
Pharmacy 1 (pdf)	✓	✓
Pharmacy 2 (pdf)	✓	✓
After hours deputising service (RACGP) (pdf)	✓	✓
General practice (RACGP) (pdf)	✓	✓
Practice management - Kylie's approach to high quality data	✓	✓
Accreditation taskforce (pdf)	✓	✓
Allergies and adverse Reactions - Kate (pdf)	✓	✓
<b>Quality Improvement Activity samples (PDSA)</b>		
Improving recording of Aboriginal & Torres Strait Islander Status (pdf)	✓	✓
Clinical Coding (pdf)	✓	✓
Current Medications (pdf)	✓	✓





# Stakeholder Engagement

## Plan

A stakeholder engagement plan was developed to ensure we obtained commitment, input and feedback from key stakeholder groups and individual healthcare organisations on the suitability of the education program for each cohort. This included a review of both the format and content of the education program and associated learning resources via a walkthrough of the program detail and a request for case studies specific to each sector.

## Engagement & Feedback

As the Train IT Medical project team are all delivering training to healthcare providers, peak bodies and vendors on a regular basis, there was continual trialling as the training materials were developed and adaptation to suit training delivery.

Feedback was sought via social media discussion groups, surveys on social media channels and in software training workshops across Australia. Materials were continually trialled and improved based on stakeholder feedback.

## DOCTORS

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
Dr Charlotte Middleton	MedicalDirector	Chief Medical Advisor & GP	Designed and recorded video content focusing on importance of data for improved health management. Examples and patient stories provided on core common data set. Recordings to be available on MedicalDirector website.
Dr David Rimmer	Central West Hospital & Health Service	Executive Director of Medical Services at Longreach, Central West Qld.	In person engagement by project team member & RN, Margaret Windsor. Margaret and Dr Rimmer started DARTA Medical 20 years ago to train doctors how to enter quality data. Dr Rimmer's expertise was shared freely in this project.
Dr Frank Pyefinch	Best Practice Software	GP & CEO	Project team engagement
Dr Frank Oliver		GP & SA University Senior Research Fellow	Project team engagement Dr Oliver's many articles on data improvements for Australian Doctor were also used in development of educational resources.
Dr Trina Gregory		GP	Project team engagement
Dr Nathan Pinskiar		GP	Project team engagement
Dr Peter Del Fante		GP & Advisor to Australian Digital Health Agency	Project team engagement
Dr Charlotte Hespe		GP	Project team engagement Dr Hespe's podcast ' <a href="#">Just a GP</a> ' in particular episodes with GPs sharing data quality scenarios were used in design of educational materials.
Dr Kean Seng Lim	Mt Druitt Medical Centre Australian Medical Association (NSW) &	GP & Owner  President	
Dr Chris Bollen	BPM Consulting	GP & GP Educator	
Dr Walid Jammal	Hills Family General Practice	GP Health Care Home Leader	
Dr Paresh Dawda	Prestantia Health	GP & Director	

Dr Todd Cameron	Scale My Clinic	GP & Business Owner	
Dr Nick Tellis	Partridge GP, SA	GP & Owner	
Direct engagement with doctors in training events delivered by Katrina Otto 1/1-30/6/19	Education Project Team	Principal	Training trialled/delivered to 212 GPs as part of event education, onsite training visits or online education.
Direct engagement with doctors in training events delivered by Sue Cummins 1/1-30/6/19	Education Project Team	Principal	Training trialled/delivered to 159 GPs as part of event education, onsite training visits or online education.

## NURSES

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
272 Practice Nurses Engagement at training events delivered by Katrina Otto 1/1/19 - 30/6/19	Education Project Team	Trainer	Training trialled/delivered to 272 practice nurses as part of event education, onsite training visits or online education.
58 nurses Engagement at training events delivered by Sue Cummins 1/1-30/6/19	Education Project Team	Principal	Training trialled/delivered to 58 nurses as part of event education, onsite training visits or online education.
Margaret Windsor	DARTA Medical Qld Health	RN & Managing Director	Education project team member
Jason Hahne	Look Both Ways	RN & Managing Director.	
Jane Bollen	BMP Consulting & RN	Primary Healthcare Nurse Consultant	
Morag Joseph	Hunter New England Central Coast PHN	RN, Diabetes Alliance Quality Improvement Officer	
Melissa Cromarty	Hunter New England Central Coast PHN	RN & Health Care Homes Team Leader	
Ros Rolleston	Worrigeer Medical Centre APNA Board Member	Primary Health Care Nurse, Educator and Facilitator	

Denise Lyons	Kotara Family Practice APNA Board Member	Nurse Practitioner	Via social media
1054 General Practice Nurses in facebook group	Hunter New England & Central Coast Regions Primary Care Nurses group.	Nurse networking & education	Facebook forum for education and networking.
573 General Practice Nurses in facebook group	GP Nurses Southern NSW	Nurse networking & education	Facebook forum for education and networking.

## ABORIGINAL & TORRES STRAIT ISLANDER ORGANISATIONS

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
Karen Silva	Redfern Aboriginal Service Co-operative	Practice Manager & Midwife	
Katie Worthington	Condobolin Aboriginal Medical Service	Midwife	
Dean Wright	AH&MRC	Data Management Officer	
Janina DeSilva	VACCHO	Aboriginal Community Ally	Train IT Medical and Look Both Ways are training providers for VACCHO, having delivered training for all Victorian ACCOs.
Aunty Annette Webb	Kurrunulla Aboriginal Corporation	Community advisor, artist	Met with local community. Purchased artwork with permission to use for project and education to improve health services.
Kate Freeman	RACGP	Project Co-ordinator	Project Working Group Meetings

## PRACTICE MANAGERS & SUPPORT STAFF

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
712 Practice Managers	'Support for Practice Managers' Group	Practice Manager networking & education	Practice Manager Facebook group
1978 Practice Managers	"Practice Managers Network' group	Practice Manager networking & education	Practice Manager Facebook group
Madeline Jammal	Practice Manager	Hills Family General Practice	
Helen Siegerstz		Practice Manager & Business Leader	
Maggie McPherson	North Richmond Community Health Services	Practice Manager	
Engagement with 484 Practice Managers and medical admin support staff at training events delivered by Katrina Otto 1/1/19 - 30/6/19	Education Project Team	Trainer	Training trialled/delivered to 484 Practice Managers & support staff - 18 onsite practice visits - 6 Webinars - 13 individual online sessions - 29 event presentations
Engagement with 340 Practice Managers and medical admin support staff at training events delivered by Sue Cummins 1/1/19 - 30/6/19	Education Project Team	Trainer	Training trialled/delivered to 340 Practice Managers & support staff - 42 onsite practice visits - 10 individual online sessions - 8 event presentations

## PHARMACISTS & ALLIED HEALTH

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
Mayli Joong	Pharmaceutical Society of Australia	GP Pharmacist	Collaborated on collection of case studies relevant to importance of entering a 'reason for medication'.
Jarrod McNaugh	Chronic Pain Australia Pharmaceutical Society of Australia	GP Pharmacist Project Pharmacist	<p>Conducted twitter survey to engage pharmacists specifically in regard to the medication aspects of the project.</p> <p>297 Pharmacists responded to the survey with strong consensus that reason for medication should be a core data requirement.</p> <p>Case studies were provided for safety benefits of entering a coded reason for medication.</p>
Cathy Love	Nacre Consulting	Allied Health Business Coach	<p>Katrina Otto was guest presenter on a podcast for allied health focusing on improving co-ordination of care for patients and increasing quality electronic data sharing.</p> <p><a href="https://www.nacre.com.au/katrina-otto-allied-health-medical-training-technology">https://www.nacre.com.au/katrina-otto-allied-health-medical-training-technology</a></p>
Philipp Hermann	Allied Health Professions Australia	Manager, Policy and Communications	

## VENDORS

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT
<p>Matthew Bardsley,</p> <p>Carla Neto</p>	<p>MedicalDirector</p> <p>MedicalDirector</p>	<p>CEO</p> <p>Marketing Manager</p>	<p>Worked with trainers to ensure consistency of educational message and resource development.</p> <p>Liaised with managers to co-design program development and educational messaging.</p> <p>Worked closely with Marketing Dept to create content to support project educational materials.</p> <p>Designed role-related video education, wrote scripts and recruited and co-ordinated participants.</p> <p>Videos are generic and freely available via MedicalDirector's website.</p> <p>New users of MedicalDirector will be directed to the educational materials on the website.</p>
<p>Frank Pyefinch, CEO</p> <p>Jessica White, Manager Commercial &amp; Customer Enablement Manager</p> <p>William Durnford, Commercial Analyst</p> <p>Shar, Suzi, Mark, Jay</p>	<p>Best Practice Software</p>	<p>CEO</p> <p>Training &amp; Deployment Team</p>	<p>Engagement with Best Practice software trainers to ensure they would be happy with the resources and in their training. Very helpful and positive feedback received.</p> <p>Continuing liaison with Jess and William to discuss how materials can be leveraged for maximum educational value. Best Practice has a Summit scheduled for 2020 which both Marg Windsor &amp; Katrina Otto will be presenting, and project learning materials incorporated.</p>
<p>James Portz</p>	<p>Zedmed</p>	<p>Sales Consultant</p>	<p>Commenced discussions in regard to the possible inclusion of their educational resources to the repository we have created for MD, BP &amp; Communicare.</p>

	Genie Solutions		Genie Solutions attended Project Working Group Day and commenced discussions in regard to the possible inclusion of their educational resources to the repository we have created for MD, BP & Communicare.
Matt Galetto	Medirecords	CEO	Engaged with MediRecords in regard to possible inclusion of their educational resources to the repository we have created for MD, BP & Communicare.
Jan Chaffey	Stat Health	CEO	Engaged with Stat Health at the Project Working Group Day and commenced discussions in regard to the possible inclusion of their educational resources to the repository we have created for MD, BP & Communicare.
Matthias Merzenich James Alcorn	Pen CS	Trainers	
Shane Lowe	Outcome Health (POLAR)		
Rachel Hayhurst	NPS Medicinewise	Business Growth Manager	
Mark Donato Tonya deSilva	Precedence Health Care	Head of Partnerships	
Brett Esler	Oridashi	CEO	
Tim Blake	Semantic Consulting	Managing Director	
Peter Birch	Talking Healthtech	General Manager, MetaOptima Technology.	Katrina Otto was guest presenter on a podcast focusing on sharing quality health data. <a href="https://www.talkinghealthtech.com.au/e/12-katrina-otto/">https://www.talkinghealthtech.com.au/e/12-katrina-otto/</a>



## PRIMARY HEALTH NETWORKS

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT MECHANISM
24 PHNs	Primary Health Networks	Practice Support Digital Health Health Care Homes Practice Nursing QI	Continual liaison with PHNs as much of our work currently involves the provision of educational delivery and resource development for PHNs on topics such as data driven improvements.
PHN Practice Support & Digital Health Teams	Education Project		Project Trainer Sue Cummins provided training for 66 Primary Health Network staff from 1/1/19 to 30/6/19 with relevance to data quality and coding and adapted training materials for use.
PHN teams: Practice support Digital Health Health Care Homes PIP QI	Education Project Team	Principal	Project Trainer Katrina Otto provided training for 109 Primary Health Network staff related to data coded data quality improvements from 1/1/19 to 30/6/19 In collaboration with Primary Health Networks, education on data improvements was delivered to 1822 practice staff (GPs, nurses, practice managers and receptionists).

## PEAK BODIES

STAKEHOLDER	ORGANISATION	ROLE	ENGAGEMENT MECHANISM
Joanne Hereward	Royal Australian College of General Practitioners (RACGP)	Program Manager, Practice Technology & Management	Project Working Group meetings. RACGP supplied GP specific case studies to complement and contextualise education materials.
Matt Hall	Australian Primary Care Nurse Association (APNA)	General Manager, Membership Nursing and Health Association	Project Working Group meetings. APNA supplied GP specific case studies to complement and contextualise education materials.
Nicholas Voudouris Miranda Grace	Australian Association of Practice Managers (AAPM)	Manager, Partnerships & Engagement	Project Working Group meetings. AAPM supplied GP specific case studies to complement and contextualise education materials.
Jane Connelly	Australian College of Rural and Remote Medicine (ACCRM)	Project Co-ordinator eHealth	Project Working Group meetings. ACCRM supplied GP specific case studies to complement and contextualise education materials.



## Observations & Comments from the Education team

Feedback from using the educational materials in context led to continual improvements and confirmation that adaptation of the program is an essential component.

We have continually adapted the training materials to include as part of topic focused, contextualised training. For example, when training My Health Record, we have used the entire core common data set. When training Health Care Home sites, we adapt according to the data and change management focus required by the Health Care Home team.

We have been able to easily adapt for current training initiatives and specifically the new Practice Incentive Program - Quality Improvement (PIP QI) where we focus on improving coded data entry for:

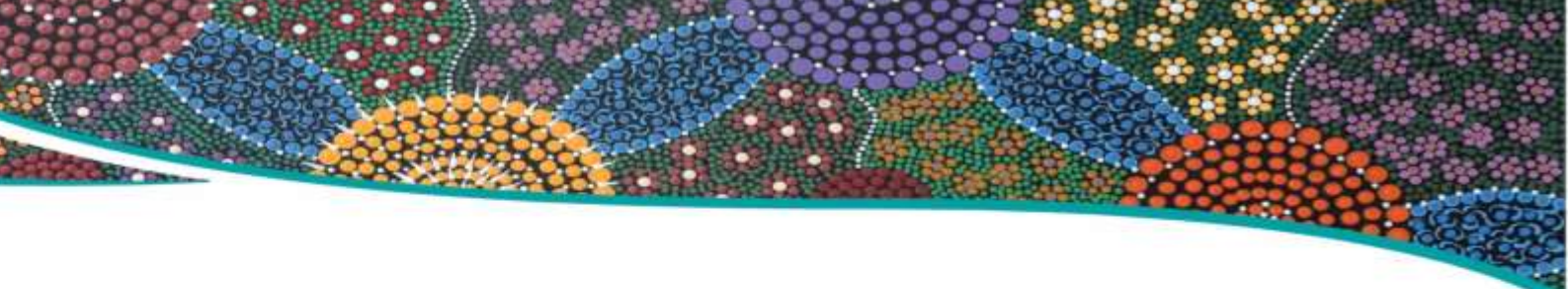
1. Aboriginal and Torres Strait Islander status
2. Coded diagnosis (Diabetes, COPD, Atrial Fibrillation, CVD)
3. Immunisations.

Change management and using the training materials as part of a continual quality improvement approach was always intended to be a significant focus.

Continual use of the resources led to an increased collaborative approach with other trainers, peak bodies and PHNs especially in regard to the development of continual quality improvement resources and sample PDSAs.

The timing in regard to both provision of CQI and educational materials is perfect for the PIPQI training need that currently exists, and we anticipate these will be well received and extremely popular with PHNs and training providers.

The training team always intended to create a flexible, modularised training package as it is well known that clinicians are time-poor and software training not often prioritised. Modules were shortened based on feedback, with educational videos limited to five-minute modules. Many practice managers stated these short modules would be ideal to include in their orientation procedure for new staff.



Additional one page 'cheatsheets', case studies and Quality Improvement 'PDSAs' were also included based on feedback from practice managers and other stakeholders who stated these are often the most effective tools for improved coded quality data entry and change management.

## **Aboriginal Health**

Many improvements were made following engagement with Aboriginal community-controlled organisations across Australia to ensure materials were culturally appropriate and optimally effective. Personal thank you to our two long-term clients, namely Karen Silva, practice manager (and midwife) at Redfern Aboriginal Medical Service and Katie Worthington (midwife and previous practice manager) at Condobolin Medical Service for their guidance and ongoing support.

## **Student and Registrar Training**

Embedding clinical software training through use of these modules at university and registrar training organisations also emerged as a possibility and it would good to see further discussion and development in this area. It is often stated that there is a significant need for building awareness of the importance of coded quality data for new clinicians. Early informal discussions with university and registrar training providers were optimistic and it our recommendation that this continue to be explored. Collaborating with PHNs in this regard could be an efficient pathway to integrate this education into current curriculum as there are often existing relationships between PHNs and local universities in relation to delivering education for specific initiatives.



## Software Vendors

Close collaboration with major software vendor MedicalDirector, has led to development of an entire page of their website to which they have not only added the project training materials (videos and summary sheets), with MedicalDirector's Chief Medical Advisor Dr Charlotte Middleton, we created short, engaging videos to highlight the importance and relevance of high quality data entry from a doctor, nurse and practice manager perspective.

MedicalDirector has confirmed new clients will be directed to the website on purchase of their software in the hope coded quality data standards are followed.

We thank MedicalDirector for their support and hope this will become a template for all vendors. We have had a positive response in regard to hosting learning materials from early discussions with Best Practice, Genie, MediRecords, Zedmed, and Stat Health.

## Primary Health Networks

Discussions with numerous Primary Health Networks has resulted in significant interest and some have advised they plan to add the modules to their own PHN Learning Management Systems which would be ideal. As detailed in this report, this core common data education has been provided by Primary Health Networks on an ongoing basis as quality data underpins many initiatives. The educational materials from this project will supplement delivery.

## Accessibility of Educational Materials

All materials are creative commons and free to access from the storage space of Confluence. They can be freely accessed and downloaded here:

<https://confluence.csiro.au/display/primarycaredata/Educational+Materials>



## Summary & Final Recommendation for delivery of education

While Confluence is the current storage site for ease of access and distribution of the educational materials we have now created, we strongly recommend that these materials be incorporated into a modularised Learning Management Solution for each training provider or practice as practicable.

We would be keen to continue involvement with the project and assist with training delivery.

Please know Train IT Medical has additional capacity to:

- Update the learning materials in line with regular software version changes.
- Host all online modules for all disciplines and software on our LearnDash Learning Management Solution.
- Promote availability and use via our extensive network, ongoing engagement with primary care support providers and educational activities.

### Thank You!

We would like to acknowledge the outstanding work done by Project Lead Kate Ebrill and the entire CSIRO team. We would like to thank all stakeholders who freely gave us their time and valuable input with a shared goal of improving sharing of high-quality health information for the benefit of clinicians and patients.

Thank you also to Barbara Whitlock and Liz Gould from the Department of Health for their wonderful support and opportunity to work on this important Primary Care Data Quality Foundations project.

**Katrina Otto, Principal**  
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