

QUALITY IMPROVEMENT TOOLS FOR GENERAL PRACTICE

In general practice, quality improvement (QI) is defined as an ongoing organised activity, based on information we routinely gather and review, to meet the goals of the practice and improve patient safety and care. It is a requirement of the RACGP standards for general practices (5th edition) and the Department of Health's Practice Incentive Payment, Quality Improvement (PIP QI) that practices undertake continuous QI activities based on the collection and review of their practice data and information.

Brisbane South PHN can provide practices, **free of charge**, with tools to support data driven quality improvement and inform QI activities. 99% of clinical software utilised by general practice in the Brisbane South PHN region is compatible with CAT4. More than 73% of practices in our region are already using these tools.

What Brisbane South PHN can offer your practice:

- ✓ Free licence for the CAT plus suite (terms and conditions apply).
- ✓ Complimentary training and support (using the tools and analysing data reports to inform QI).
- ✓ Optional structured QI programs and activities.
- ✓ Automatic de-identified data extraction compatible with PIP QI requirements*.
- ✓ Webinars, online learning modules and face to face education sessions on using the tools.
- ✓ Monthly benchmark report.



Developed by PenCS, CAT Plus is a software suite which equips general practice with tools to support internal processes; provide patient centred care; drive quality improvement and identify business potential.

The CAT Plus suite consists of tools that connect to your clinical software:



Point of care decision support tool designed to save general practice time, money and improve patient outcomes with no extra work for the doctor.



A clinical audit tool aimed at providing medical practices a view of their patient cohort which is easily converted into actionable insights aligned with the PIP QI accreditation and RACGP Guidelines' best practice.



The benefits of using the CAT Plus tool kit in general practice:

Automatic data extraction for PIP QI requirements*

Use your practice data to drive quality improvement

Streamline internal processes

Identify business potential

- ✓ Investigate and detect population health issues specific to your own practice.
- ✓ Improve patient care with early identification of chronic disease risk.
- ✓ Easily identify patients who are not meeting clinical targets or who may be affected by medication changes, recalls or shortages.
- ✓ Drive quality improvement relevant to accreditation and patient outcomes.
- ✓ Identify income potential in areas of chronic disease management.
- ✓ Monitor My Health Record usage.
- ✓ Identify missing demographic and clinical data for patients in the waiting room.
- ✓ Encourage effective teamwork among clinical and non-clinical staff.

For more information or to arrange installation and training contact the Digital Health team at Brisbane South PHN
P: 1300 467 265 or **E:** ehealth@bsphn.org.au

*For 91% of practice software utilised in the BSPHN region

The CAT Plus suite of tools can be utilised by clinical and non-clinical staff therefore encouraging effective teamwork across the whole practice. It is a requirement of the RACGP standards for general practices (5th edition) all practice staff are given the opportunity to contribute to QI activities.

Examples of how the CAT4 and Topbar tools can be utilised across the whole practice team.

Reception

CAT4

Produce reports to accurately target patients for recall and promotion purposes.

TOPBAR

Identify and easily complete patient demographic data as patients arrive in the waiting room.



Clinical

CAT4

Build and investigate patient cohort reports for clinical audit purposes.

Produce individual clinician or whole of practice reports to identify patients who may be:

- eligible for GP management, reviews, health assessments, immunisation etc
- overdue or missing cancer screening (cervical, FOBT, breast)
- missing or overdue relevant clinical tests/pathology (e.g. CKD patients no eGFR recorded >12months)
- undiagnosed or un-coded according to your clinical software
- affected by medication changes, recalls or shortages
- chronic disease patients with 'out of range' results (e.g. Hba1c >8)
- view graphical registrar reports showing the patient demographic and range of clinical presentations seen.

TOPBAR

- Identify patients, at point of care, with missing clinical data (e.g. allergy status, BP, BMI etc).
- Highlights individual patient's eligibility for MBS items**.
- 'Single click' link to 'SpotonHealth Health Pathways' (localised referral pathways).
- Identify patients with outstanding billing (i.e. item completed but not yet billed).
- View summary of patient health data.



Practice management

CAT4

View reports, graphs and timelines to easily:

- monitor compliance with accreditation standards (e.g. percent of patients with smoking status, allergy recorded etc.)
- track number of My Health Record uploads against your practice target for each PIP quarter
- provide evidence to support QI initiatives as part of accreditation and PIP QI
- identify patients eligible for chronic disease and prevention related MBS items**.

TOPBAR

Identify missing patient information at point of arrival.

Create practice specific prompts to align with QI goals.



**Eligibility may need to be confirmed with Medicare