

Quality Improvement (QI) toolkits

Overview for general practices

WHAT ARE QI TOOLKITS?



Brisbane South PHN have developed a suite of QI toolkits for general practices.



The toolkits are designed to:

Improve patient care
and outcomes

Help practices fulfil
QI requirements under
the PIP QI incentive

Be completed at
your own pace

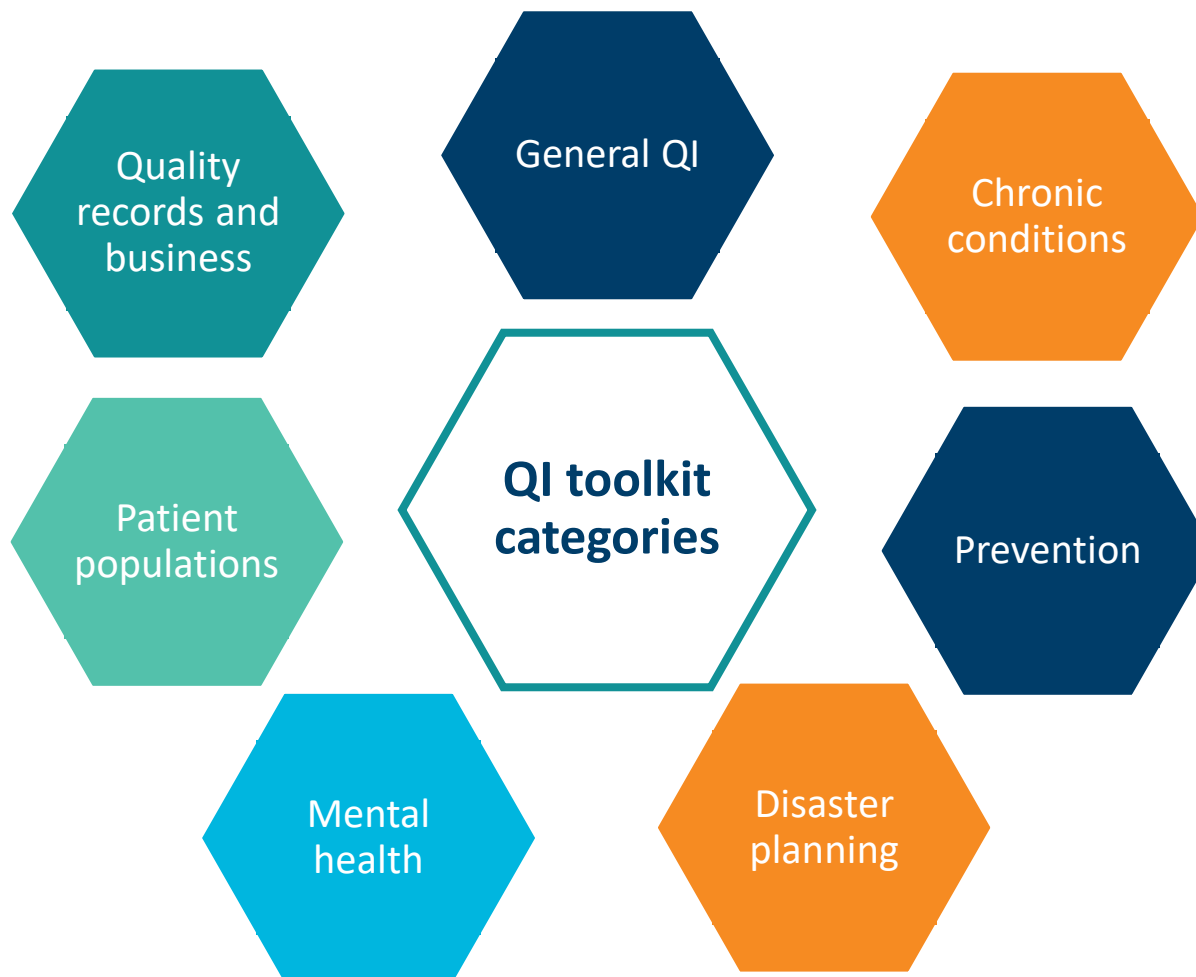
Enable you to choose
your own adventure



WHAT TOPICS ARE AVAILABLE?



Toolkits are available in 7 categories



- Overview of QI
- PIP QI ten measures



Chronic conditions

- Asthma
- Cardiovascular disease
- Chronic kidney disease
- Chronic obstructive pulmonary disease
 - Diabetes
- Osteoporosis



Prevention

- Advance care planning
- Cancer prevention
- Childhood obesity
- Influenza vaccine
- My Health For Life
- Pneumococcal vaccine
 - Shingles vaccine
- Wellness strategy



Disaster planning

- Business planning
- Business continuity
- Infection control
 - Patient management



Mental health

- Mental health overview
- Alcohol and other drugs
- Anxiety and depression
 - Eating disorders
- Improving physical health of people living with a mental illness
- Trauma informed care



Patient populations

- Older people
- Palliative/end-of-life care
- Patient populations
- Children and young people in care
- Visiting residential aged care facilities



Quality records and business

- MBS items
 - Practice team
- Quality patient records
- Recalls and reminders



WHO SHOULD COMPLETE THE QI TOOLKITS?



It is suggested that you meet as a practice team to identify your QI team

Suggested team members may include:

- General practitioner (GP)
- Practice manager
- Practice nurse
- Receptionist



WHAT TOPIC SHOULD I START WITH?



It is a choose your own adventure.

There are plenty of topics available and they can be completed in any order. It's entirely up to the practice as to which toolkit you would like to use as a guide.



**WHAT IF I'M STILL NOT
SURE WHERE TO START?**



Option 1: Quality patient records

- The [Quality patient records QI toolkit](#) assists you to review your practice data
- This toolkit will help you to ensure that your patient records are maintained to the highest quality
- Activities are included to ensure your practice is meeting the e-health PIP criteria and other activities on PRODA



Option 2: Patient populations

- The [Patient populations toolkit](#) includes topics such as:
 - understanding your patient population
 - practice billing procedures
 - patient ethnicities and countries of birth
 - ATSI patients.
- This toolkit will help you identify the demographics of your practice so you can meet the needs of your patient community



Option 3: MBS items

- The [MBS items](#) toolkit assists you to review your practice's use of a variety of MBS item numbers.
- You will learn how to generate reports to identify the number of eligible patients vs the number of MBS item numbers claimed at your practice



Option 4: Shingles vaccine

- The [Shingles vaccine toolkit](#) assists you to review and identify any patients from your practice who may benefit from having a shingles vaccine
- The toolkit will guide you on how to:
 - Review practice data
 - Discuss patient lists with relevant GP
 - Increase the number of patients immunised at your practice



DO I NEED TO COMPLETE ALL OF THE TOOLKIT?



Completing the QI toolkits

- The toolkits have been designed to include a number of activities relevant to the topic
- Practices DO NOT have to complete the full document
- Use it as a guide to identify an area of improvement for your practice
- Ensure you complete a full PDSA cycle using the model for improvement to meet ongoing PIP QI requirements



HOW CAN I ACCESS THE TOOLKITS?



The toolkits are available online

- The [QI toolkit](#) page on our website has all of our current toolkits available for you to download and print as PDFs
- You can also access and complete the toolkits using a PDF fillable document through [DiscoverPHN](#), our online learning portal

Discover PHN



WHAT SOFTWARE DO I NEED TO COMPLETE THE TOOLKITS?



To complete the toolkits you will need access to:

- Pen CS suite (CAT4, cleansing CAT, Topbar)
- Practice clinical software (Best Practice, MedicalDirector etc)



WHO CAN I CONTACT IF I NEED ASSISTANCE?



You can contact Brisbane South PHN on

support@bsphn.org.au

or call 1300 467 265



HOW DO I COMPLETE A QI TOOLKIT?



There are two options:

1. Complete the toolkit manually, by printing the document from the [website](#).
2. Complete the toolkit on your computer using a PDF fillable document – you can access this via [DiscoverPHN](#).





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