

## Practice Incentives Program (PIP) Quality Improvement (QI)

# FACT SHEET

## FOR GENERAL PRACTICES



**The Practice Incentives Program (PIP) Quality Improvement (QI) Incentive is a payment to general practices that participate in quality improvement to improve patient outcomes and deliver best practice care.**

Quality improvement is foundational to contemporary high performing primary care. It includes team-based approaches, peer review, reflection, best practice and data analysis. It can improve uptake of evidence-based practices for better patient outcomes, better professional development, and better system performance.

The PIP QI commenced on **1 August 2019**. Practices will need to register for PIP QI through PRODA.

The PIP QI payment will be paid quarterly by the Department of Human Services to the nominated bank account of the practice.

Eligible practices can receive a maximum payment of \$12,500 per quarter, based on \$5.00 per Standardised Whole Patient Equivalent, per year. In order to receive a payment general practices must:

- be eligible for the Practice Incentives Program
- apply for the PIP QI Incentive via Provider Digital Access (PRODA) online through Health Professional Online Services (HPOS)
- Notify the PHN once you have registered for PIP QI by completing this [form](#).
- submit data to the PHN at least once during the data submission period for that quarter\*
- participate in continuous quality improvement activities in partnership with their local PHN.

**Table 1-** Eligible periods for data submission for PIP QI quarters.

| Reference period        | Data submissions period | Payment month |
|-------------------------|-------------------------|---------------|
| 1 August– 31 October    | 1 August – 15 October   | November      |
| 1 November – 31 January | 1 November – 15 January | February      |
| 1 February – 30 April   | 1 February – 15 April   | May           |
| 1 May to 31 July        | 1 May to 15 July        | August        |

Detailed PIP QI Incentive information is now published on the Department of Health website:

[health.gov.au/internet/main/publishing.nsf/Content/PIP-QI\\_Incentive\\_guidance](http://health.gov.au/internet/main/publishing.nsf/Content/PIP-QI_Incentive_guidance)

*\*Submission of practice data must occur on or after the date the practice registers for PIP QI, and within the data submission period in order for the practice to qualify for payment in the PIP quarter.*

## What does my practice need to do to register and participate in PIP QI?

### 1 Register for PIP QI through PRODA from 1 August 2019

Even if your practice currently participates in one or more other PIPs, you will still need to register for PIP QI. General practices may apply for the PIP QI Incentive online through Health Professional Online Services (HPOS) using their Provider Digital Access (PRODA) account.

Below are some steps to assist in registration through PRODA.

- Log into PRODA using your Registration Authority (RA) number
- Click My programs
- Go to the Practice Incentive Payment (PIP) tile
- Press the update button
- Program and PIP information will appear
- Go to the bottom of the screen hit the exit button
- This will take you to the main menu

- On the left hand side is a red header
- Select Incentive summary
- Go to Quality Improvement Incentive
- Hit the agree button.

If you have been approved you will see 'approved' on the following screen within PRODA.

If you are having trouble registering on the Department of Human Services (DHS) website, please contact DHS. Email: [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au) or phone: 1800 222 032.

Read more at: [humanservices.gov.au/hpos](http://humanservices.gov.au/hpos)

More information on how to register for PRODA is available through the Brisbane South PHN website: [bspfn.org.au/primary-care-support/digitalhealth/other-digital-health-initiatives/?a=6](http://bspfn.org.au/primary-care-support/digitalhealth/other-digital-health-initiatives/?a=6)

### 2 Provide Brisbane South PHN with your PIP Practice Identifier

Once your registration for PIP QI has been approved please ensure you complete this [form](#). This will ensure Brisbane South PHN is notified of your registration for PIP QI.

This form also includes details of the contact person nominated by your practice we will communicate with to maintain your data extraction software. Please ensure you update us by completing a new form if your nominated contact person or their details change.

Brisbane South PHN will use your PIP ID number (assigned to practices by the Department of Human Services) to report to the Department of Health on practice data submission for PIP QI.

We will also use this information to communicate with you to:

- confirm we have received your data extract or notify you if you need to submit data
- maintain your data extraction software, and
- provide secure access to your practice benchmark reports for quality improvement.

### 3 Install CAT4 in preparation to share data securely with the PHN

#### **If your practice already has CAT4 installed:**

*Over 80% of General Practices in Brisbane South PHN have CAT4 installed and are sharing data with the PHN.*

Familiarise yourself with how to use CAT4 in your practice. Check your extract record to make sure we are already receiving data extracts every month. If you need any help or training you can contact the digital health team on [ehealth@bspn.org.au](mailto:ehealth@bspn.org.au) or 07 3864 7555.

More resources to help you get the most out of your CAT4 and digital health tools are available here: [bspn.org.au/primary-care-support/digital-health/building-digital-health-program/](https://bspn.org.au/primary-care-support/digital-health/building-digital-health-program/).

If your practice does not have CAT4 installed, we recommend practices connect with our digital health team as soon as practical to:

- answer your questions
- send you a data agreement/data sharing agreement
- arrange installation of CAT4 through our secure data extraction tool provider PenCS
- provide training for your practice team in how to use CAT4.

Contact the Brisbane South PHN digital health team. Phone: 07 3864 7555 or email: [ehealth@bspn.org.au](mailto:ehealth@bspn.org.au).

### 4 Prime your practice team for Quality Improvement success by following these tips:

- Use a consistent QI approach e.g. [the Model for Improvement](#)
- Involve and value input from the whole practice team
- Remain genuinely curious and adopt a solution focused mindset
- Select activities that are easy to do-early wins, bite size
- Maintain focus and momentum – communicate constantly e.g. include QI on the agenda of every staff meeting
- Increase visibility e.g. pin up plans and track data/progress in staff room
- Build a core coalition of the willing. You will need three or more team members to drive QI action – a business, clinical and reception lead.
- Celebrate success

### 5 Start planning your Continuous Quality Improvement (QI) activities

If your practice has CAT4 installed you will receive benchmark reports from the Brisbane South PHN. Practices can review these and identify areas to focus on for continuous Quality Improvement activities.

Brisbane South PHN has a range of resources that practices can use to start planning QI activities. Brisbane South PHN use [ShareFile](#); a secure file sharing software to provide secure access to your benchmark reports. We encourage practices to engage their teams in identifying options. Our new [Quality Improvement Toolkits](#) can be used to step your practice through QI activities.

We also publish a range of [sub regional population health profiles](#) that your practice can use to reflect on the population health priorities in your area.

Each year, general practices that participate in PIP are also required to sign and return an annual confirmation statement.

The annual confirmation statement is a legal declaration of compliance or non-compliance and is the sole responsibility of the general practice to sign and return this statement to the Department of Human Services.

# Frequently asked questions



## What is the purpose of the PIP QI?

- The PIP QI Incentive rewards practices for participating in continuous quality improvement activities in partnership with their local PHN.
- As part of the Incentive, practices will undertake continuous quality improvement activities through the collection and review of practice data or information.
- It is voluntary for general practices to participate in the PIP QI.

## What are the changes to other PIPs?

The following four incentives ceased on 31 July 2019:

- Asthma Incentive
- Quality Prescribing Incentive
- Cervical Screening Incentive
- Diabetes Incentive.

## The other seven incentives do not change:

- eHealth Incentive
- After Hours Incentive
- Rural Loading Incentive
- Teaching Payment
- Indigenous Health Incentive
- Procedural General Practitioner Payment
- General Practitioner Aged Care Access Incentive.

**More information is available at:**  
[humanservices.gov.au/organisations/health-professionals/services/medicare/practice-incentives-program/resources/incentives-news-update](https://humanservices.gov.au/organisations/health-professionals/services/medicare/practice-incentives-program/resources/incentives-news-update)

## What are the data sharing arrangements for general practices with Brisbane South PHN?

There is no change to the data practices already provide to Brisbane South PHN through PenCS CAT4 software; all patient data is de-identified and aggregated.

Brisbane South PHN provides CAT4 software to practices to support secure data extraction and submission at no cost, and also provide training and support in how to use CAT4 as part of quality improvement activities. Data submissions will continue as normal and are automatically scheduled between the first and fourth day of each month for most (91%) general practices in Brisbane South PHN region.

A small number (9%) of practices will continue to submit data manually if they are not able to submit data automatically.

Practices are responsible for ensuring that their CAT4 is working on their servers and submitting data. In order to ensure we can support practices to maintain CAT4 software Brisbane South PHN requires each general practice to nominate a primary contact for CAT4 and keep their practice contact details up-to-date. If your practice details change please contact us on [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au) or 07 3864 7555.

Brisbane South PHN will notify practices when we receive a data extract, and send the practice reminders if they are manually submitting data. PenCS will contact practices if there is an error submitting data to help resolve any issues. For more information see our PenCS software fact sheet [bsphn.org.au/wp-content/uploads/2019/07/PenCS-tools-for-general-practice.pdf](https://bsphn.org.au/wp-content/uploads/2019/07/PenCS-tools-for-general-practice.pdf)

## What information does the PHN provide to the Department of Health under PIP QI?

No data from the practice data extract is sent to the Department of Health by Brisbane South PHN.

Brisbane South PHN provide the Department of Health with the following information through a secure portal as part of reporting requirements for each PIP quarter:

- practice PIP identifier
- practice name
- practice address
- date the PHN received the practice data extract, or if there was a data extraction error.

The Department of Health uses this information to authorise payment of the Incentives by the Department of Human Services.

### As part of PIP QI is my practice extract data shared with any third parties?

The AIHW (Australian Institute of Health and Welfare) is the National Data custodian for PIP QI. General practices and clinicians are not identifiable in the aggregated PIP QI data set that PHNs will send the AIHW (level is postcode, PHN, or SA3). Details of data governance under PIP QI is available at [www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI-Incentive\\_guidance](http://www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI-Incentive_guidance).

### How is my practice data kept secure?

Brisbane South PHN has purchased PenCS data extraction software, and provide this free to general practices. De-identified data is extracted from the practice clinical information system, and sent directly from the practice server to the Brisbane South PHN server, the extract is packaged in a zipped file and sent securely and encrypted (HTTPS). Brisbane South PHN stores data on highly secure servers based in Australia. More information on PenCS data security can be found here: <https://help.pencs.com.au/display/CPK/CAT+Plus+Data+Security>. Your practice will also have a data sharing agreement with Brisbane South PHN detailing data security and governance.

### What if patients do not consent, or wish to opt out of their de-identified information being shared?

General practices are responsible for patient consent and privacy of patient information and how this information is used by their practice. The RACGP accreditation standards already require accredited general practices to obtain specific patient consent for transferring health information to third parties for quality improvement and clinical audit activities. These responsibilities do not change for general practices participating in the PIP QI Incentive.

No identifiable patient information is provided as part of the PIP eligible data sent to the PHN (regional data custodian) or the AIHW (national data custodian).

Practices can exclude those patients that do not consent for their de-identified information being transferred to third parties for quality improvement and clinical audit activities, by using CAT4 to withdraw the patient. Detailed instructions are available here: [help.pencs.com.au/display/CG/Patient+Consent+Withdrawn](http://help.pencs.com.au/display/CG/Patient+Consent+Withdrawn).

### Useful resources and guidelines for general practices on patient consent, and secondary use of data are available on the RACGP website.

[www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy](http://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy)

[www.racgp.org.au/download/Documents/e-health/Secondary-use-of-general-practice-data.pdf](http://www.racgp.org.au/download/Documents/e-health/Secondary-use-of-general-practice-data.pdf)

More detailed information relating to data governance under PIP QI is available [here](#).

### Does my practice need to submit quality improvement activities to the PHN?

No, you are not required to submit Quality Improvement Activities to the PHN or other parties as part of PIP QI. Your practice will be required to sign an annual declaration for the Department of Human Services confirming you have completed continuous quality improvement activities. If your practice chooses to share your QI activities with the PHN, we can work more closely with your practice on your QI priorities.

### How often do I need to complete Quality Improvement activities?

As part of PIP QI it is expected that you will be continuously engaging in QI activities i.e. working on one or more QI activities each quarter or extending over a number of quarters. You do not need to *complete* one QI activity each quarter.

### How should my practice approach Quality Improvement activities?

Brisbane South PHN recommend your practice adopt a consistent approach to QI using the Model for Improvement. We also recommend you keep and maintain a register of your QI activities for audit purposes. You can get started with our QI toolkits [available here](#). These population and condition specific toolkits provide a step-by-step guide to using patient information and the model for improvement to action continuous quality improvement. They also include standardised editable PDSA templates.

### What if my practice uses a Clinical Information Software that is not compatible with the data extraction tool provided by the Brisbane South PHN?

99% of general practices in the Brisbane South PHN use practice Clinical Information Software that is compatible with our data extraction software PenCS CAT4. If you are unsure if your software is compatible, please contact the Brisbane South PHN Digital Health team on [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au) or 07 3864 7555.

If your clinical information system is not compatible with CAT4 at this time, you can apply to the Department of Health for a time-limited exemption more information is [available here](#). To apply for an exemption please complete the following steps:

1. Complete and sign the exemption [form](#)
2. Email exemption form to [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au) (please mark your email as urgent, and use "PIPQI Exemption" as the subject line). The PHN will sign and return the form to you by email.
3. Submit your completed exemption form by emailing the Department of Health: [practice-support@health.gov.au](mailto:practice-support@health.gov.au)

### What if my practice does not want to submit a CAT4 extract, and wishes to only submit the PIP Eligible Data Set? For more information on the PIP QI Eligible Data Set click [here](#).

Over 80% of practices in our region are sharing a full CAT4 data set with Brisbane South PHN, which includes the PIP QI Eligible Data Set, and other deidentified patient data. All practices that share data with the Brisbane South PHN enter into a data sharing agreement outlining how we use this data, and what data is included in the CAT4 extraction ([help.pencs.com.au/display/ds/LOOKING+AT+YOUR+DATA](http://help.pencs.com.au/display/ds/LOOKING+AT+YOUR+DATA))

Brisbane South PHN has worked closely with general practices over many years to use practice data to drive quality improvement through our Optimal Care and Building Digital Health programs; we have purchased [PenCS tools](#) and provide these tools free of charge to general practices.

PenCS tools are used to support practices to action quality improvements informed by comprehensive data that is more detailed and informative than the PIP QI Eligible Data Set.

If your practice wishes to limit the data provided to the Brisbane South PHN to the PIP QI Eligible Data Set we can support your practice to meet this requirement using PenCS tools. Please contact the Brisbane South PHN Digital Health team on [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au) or 07 3864 7555.

Practices that provide only the PIP QI Eligible Data Set will not be providing data required to enable them to participate and fully benefit from Brisbane South PHN general practice support such as:

- monthly benchmark reports
- Person Centred Care practices programs
- Optimal Care Quality Improvement programs
- other commissioning or targeted activities that may be informed by general practice data.

### What if my practice does not want to use the PHN's data extraction tool CAT4?

If your practice wishes to participate in the PIP QI Incentive and does not want to use the extraction tool provided by Brisbane South PHN you can apply to the Department of Health for a time-limited exemption more information is [available here](#)

To apply for an exemption please complete the following steps:

1. Complete and sign the exemption [form](#)
2. Email the exemption form to [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au) (please mark your email as urgent, and use "PIPQI Exemption" as the subject line). The PHN will sign and return the form to you by email.
3. Submit your completed exemption form by emailing the department of health: [practice-support@health.gov.au](mailto:practice-support@health.gov.au)

## Training opportunities for practices

There are many videos and resources available on our [website](#) including:

- [Navigating CAT4 video](#)
- [PenCS Topbar demonstration video](#)

You will find more videos at: [bsphn.org.au/primary-care-support/digital-health/building-digital-health-program/](https://bsphn.org.au/primary-care-support/digital-health/building-digital-health-program/)



## Resources for practices

### **RACGP Improving health record quality in general practice:**

[racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Improving-health-record-quality-in-general-practice.pdf](https://racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Improving-health-record-quality-in-general-practice.pdf)

The approach fits in with the quality improvement process to improve patient records for accreditation: [swsphn.com.au/client\\_images/2064099.pdf](https://swsphn.com.au/client_images/2064099.pdf)

### **Benefits of using a clinical audit tool**

The PHN supports the quality improvement process for patient record keeping by providing PenCS CAT4 free and assisting with training and support:

[bsphn.org.au/primary-care-support/digital-health/building-digital-health-program/](https://bsphn.org.au/primary-care-support/digital-health/building-digital-health-program/)