



## One PIP QI Quarter - Quality Improvement Record

### GOAL SETTING

**NOTE:** This document can be used for **ONE** "Practice Incentive Payment Quality Improvement (PIP QI)" Quarter

**This record can also be used to assist with preparation for RACGP Accreditation**

Practice name:

PIP QI Quarter:

Record completed by:

Date:

### Focus Area & Aim | What are you trying to achieve? | What is your goal?

Use **Specific, Measurable, Achievable, Relevant, Time-based, Agreed (S.M.A.R.T.A)** goals.

*Example: Our practice would like to increase clinical coding/recording of smoking status, weight, alcohol intake and physical activity in each patient's clinical record within the next 3/6/9/12 months.*

Increase in number of MBS item 2712 (Mental Health Treatment Plan Review) being billed over the 6-month period of this PDSA cycle.

### What are the ways that you can review and measure the activity?

*Example: The practice nurse can use the Primary Health Network practice dashboard (or run a CAT 4 report in PEN CS) to observe the baseline data. This can be reviewed at monthly intervals and at the end of the PIP QI Quarter.*

*\*PCIO TIP\* insert image of baseline data or scan dashboard report and attach to this document. Your PCIO can help with this if you need.*

Run CAT4 report to identify number of patients eligible for review. Review 6-monthly PHN dashboard report

### IDEAS | What activities and changes can you make to help you reach your GOAL?

Develop ideas that you would like to test towards achieving your goal. Use the **S.M.A.R.T.A** approach when developing your ideas.

*Example: By August 2021, record 100% allergy status for all active patients.*

#### Idea 1.

Have a discussion with clinical and administrative staff determine how the practice will structure appointments to ensure there is time for patients to be seen for the review by *<insert date here>*. E.g., decide to dedicate 1 hour every second Tuesday afternoon for Mental Health Treatment Plan reviews.

#### Idea 2.

Determine and tailor communication to be sent to patients who are due/overdue for review of their plan. Include information on the benefits of attending the practice for the review.

#### Idea 3.

Find all active patients that are eligible for a Mental Health Treatment Plan review and remind them to book in for an appointment.  
Tip - To identify patients eligible for a Mental Health Treatment Plan using CAT4, please search for 'mental health treatment plan review' on the PenCS website.

#### Idea 4.

Identify and implement system whereby patients book in for review prior to leaving practice after having Mental Health Treatment Plan appointment.



## Quality Improvement Record

### Plan, Do, Study, Act (PDSA) Cycle

<p><b>IDEA</b> <i>(From page 1)</i></p>	<p>Find all active patients that are eligible for a Mental Health Treatment Plan review and remind them to book in for an appointment.</p>
<p><b>PLAN</b> <i>Who is going to undertake this activity? When are they going to do it? What resources/software will they need?</i></p>	<p><b>Who:</b> Practice nurse and/or practice manager</p> <p><b>When:</b> &lt;insert date here&gt;</p> <p><b>Where:</b> Practice computer with CAT4 installed</p> <p><b>Data to be collected:</b> Use PenCS recipe and CAT4 to identify patients eligible for Mental Health Treatment Plan review.</p> <p><b>Data predictions:</b> Predict that 60 patients with a Mental Health Treatment Plan will be eligible for a review.</p>
<p><b>DO (DID)</b> <i>Was the plan executed? Were there any unexpected events or problems? Record data.</i></p>	<p>CAT4 was used and 100 patients were identified as eligible for Mental Health Treatment plan review. Reminder was sent out via text to all 100 patients asking them to book in a for a review.</p> <p>25% of patients who were sent a reminder booked in for a review.</p> <p>A second reminder was sent to the remaining 75% of eligible patients.</p>
<p><b>STUDY</b> <i>Review actions and reflect on outcome. Compare to predictions</i></p>	<p>Data prediction reviewed: over 100 eligible patients had not received a review of their Mental Health Treatment Plan.</p> <p>Using the reminders, we were able to successfully book in 25% of patients for their review. Data confirmed that attention needs to be given by the practice to ensure that reviews are booked at the time of the creating of the Mental Health Treatment Plan.</p>
<p><b>ACT</b> <i>What now? What will you take forward? What is the next step?</i></p>	<p>Implement idea 4. Identify and implement system whereby patients are booked in for review prior to leaving practice after having Mental Health Plan appointment where possible.</p> <p>Continue to follow up outstanding 75% of eligible patients for their Mental Health Treatment Plan review.</p>