

Inspire. Empower. Improve.

improvement foundation

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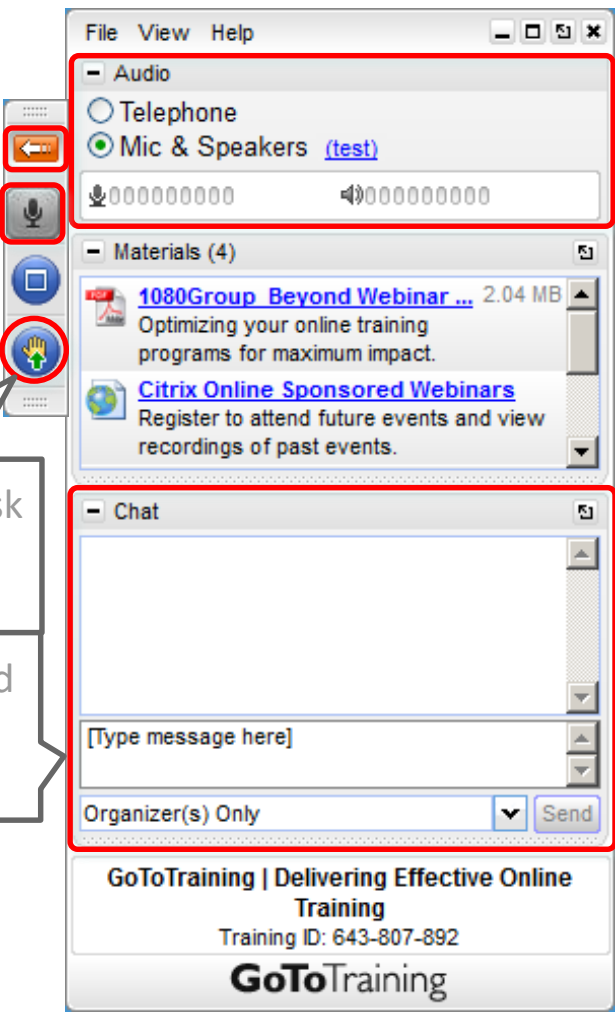
Preparing for the PIP QI

Presenter: Cati Smith, Improvement Consultant

Topic: Introduction to QI & the PIP QI

Go to training

Open and hide your control panel



Raise your hand to ask a question
or

Submit questions and comments via the Chat panel

Join audio:

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- Choose "Telephone" and dial using the information provided

Learning Objectives



1. Explain what quality improvement (QI) is
2. Discuss the role of QI within general practice
3. Describe what my practice needs to do to be eligible for the PIP QI incentive

What is Quality Improvement (QI)?

A formal approach to the analysis of performance and systematic efforts to improve it.

“The combined and unceasing efforts of everyone to make the changes that will lead to better patient outcomes (**health**), better **system** performance (**care**) and better professional development (**learning**)”.



What does
quality mean
in
healthcare?



Quality of care

Doing the right thing, at the right time, in the right way, for the right person—and having the best possible results

Delivering the right care for every person every time



Safety and Quality

- Adult Australians receive appropriate care 57% of the time
- Compliance with indicators of appropriate care: 13% - 90% from patient review
- Health care provider review shows compliance between: 32% - 86%

Runciman W., Hunt T., Hannaford N., Hibbert P., Westbrook J., Coiera E., Day R., Hindmarsh D., McGlynn E. & Braithwaite J. 'CareTrack: assessing the appropriateness of health care delivery in Australia' *Med J Aust* 2012; 197 (2): 100-105.

The Quadruple Aim



Why QI?



A business or organisation will never realise their full potential until improvement becomes part of every worker's day job, rather than a temporary phenomenon.

Why QI in general practice?

- To do better, to thrive
- To be proactive
- Remain at the forefront of external changes
- Protect against risks
- Increase efficiency
- Improve the bottom line

All while making staff and patients happier



QI Activity examples....

Changes to the day-to-day operations of the practice:

- Opening hours
- Scheduling of appointments
- Record-keeping practices
- How patient complaints are handled

Any change to a daily system and process



Or activities designed to improve clinical care:

- ❖ Improving immunisation rates
- ❖ How the practice cares for patients with chronic disease
- ❖ Systems used to identify patients with risk factors

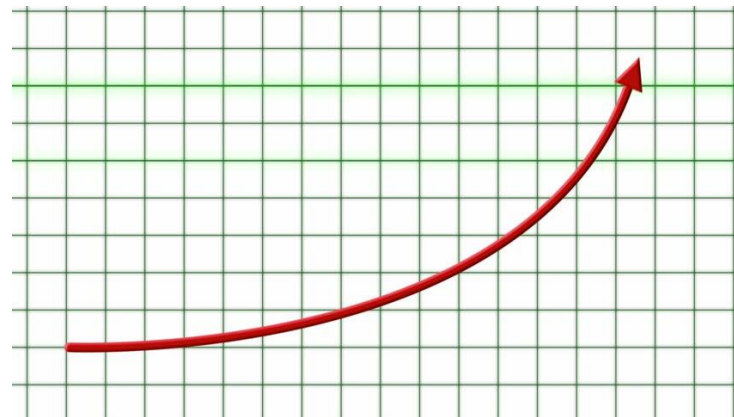
Evolution of QI in primary health care

- 1992: Introduction of Divisions of General Practice
- 1995: Introduction of CDM Medicare item numbers
- 1998: RACGP Accreditation
- 1998: Introduction of the PIP scheme
- 1999: Introduction of the EPC Program
- 2002: Funding for PNs
- 2010: First National Primary Health Care Strategy
- 2011: Medicare Locals
- 2015: Primary Health Networks
- ❖ **2019: PIP Quality Improvement Incentive**



QI is on an upward trajectory

- Accreditation: 5th standards (a new module on QI)
- My HR: Shared Health Summaries
- PIP QI Incentive



Accreditation: QI Mandatory Indicators

QI1.1 B Our practice team internally shares information about quality improvement and patient safety.

- **You must:** *have a system to identify quality improvement activities.*

QI1.3 B Our practice uses relevant patient and practice data to improve clinical practice (e.g. chronic disease management, preventive health).

- **You must:** *show evidence that you have conducted a quality improvement activity, such as a PDSA cycle or clinical audit, at least once every three years.*

The PIP QI Incentive

A quarterly payment to general practices who participate in activities that support CQI in patient outcomes and the delivery of best practice care

Two Key Components

1. Electronic submission of the 10 specified Improvement Measures on a quarterly basis
2. Participation in QI activities

Eligibility for receipt of the PIP QI

1. Be eligible for PIP
2. Register for the PIP QI Incentive
3. Electronically submit the 10 Improvement Measures to Gippsland PHN quarterly
4. Undertake QI activities in partnership with Gippsland PHN

Ten Improvement Measures

Proportion of:

1. Patients with diabetes with a current HbA1c result
2. Patients with a smoking status
3. Patients with a weight classification
4. Patients aged 65 and over who were immunised against influenza
5. Patients with diabetes who were immunised against influenza

Ten Improvement Measures

Proportion of:

6. Patients with COPD who were immunised against influenza
7. Patients with an alcohol consumption status
8. Patients with the necessary risk factors assessed to enable CVD assessment
9. Female patients with an up-to-date cervical screening
10. Patients with diabetes with a blood pressure result

PIP QI Incentive Guidance - DoH

“The PIP QI Incentive rewards practices for participating in continuous quality improvement activities in partnership with their local Primary Health Network (PHN). Practices may focus their quality improvement activities on specified Improvement Measures. **There are no set targets for the Improvement Measures.**”

How? Practical Steps to Submit Data

- Register for PIP QI via HPOS online through HPOS from 1st August 2019 using your PRODA account (www.humanservices.gov.au/hpos)
- Install POLAR
- Provide GPHN with your PIP ID
- Quarterly submission of the 10 Improvement Measures will be automated

N.B. If you don't have POLAR installed, GPHN will work with you to extract the relevant data

Outcome Health - POLAR

- Quarterly reporting of the Improvement Measures to Gippsland PHN will be automated
- Quarterly reports will show performance at the end of each PIP quarter
- Access to an activity based dashboard, identifying patients that require additional work to improve results (currently in a beta testing phase)
- Bookmarks to work on general indicators

Example QI Activities



Practice accreditation

- Data cleansing
- Clinical coding
- Clinical audits
- Plan, Do, Study, Act (PDSA) cycles
- Small group learning

Turning QI activities into CQI

Three components:

1. Systematic data-guided activities
2. Design focused on local conditions
3. Iterative development and testing



Rubenstein R, Khodyakov D, Hempel S, Danz M, Salem-Schatz S, Foy R, O'Neill S, Dalal S & Shekelle P, 'How can we recognize continuous quality improvement?', International Journal for Quality in Health Care, Volume 26, Issue 1, 1 February 2014, Pages 6–15, <https://doi.org/10.1093/intqhc/mzt085>

PIP QI Dates

First PIP QI Quarter	1 August – 31 October 2019
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Data Submission Period	1 August – 15 October 2019
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Payment Month	November 2019
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PIP QI

SWPE	PER QUARTER	PER ANNUM	SWPE	PER QUARTER	PER ANNUM
1,000	\$1,250	\$5,000	6,000	\$7,500	\$30,000
2,000	\$2,500	\$10,000	7,000	\$8,750	\$35,000
3,000	\$3,750	\$15,000	8,000	\$10,000	\$40,000
4,000	\$5,000	\$20,000	9,000	\$11,250	\$45,000
5,000	\$6,250	\$25,000	10,000	\$12,500	\$50,000

For more information



phn
GIPPSLAND
An Australian Government Initiative

Practice Incentive Program Quality Improvement Fact sheet for GPs

Practice Incentives Program Quality Improvement

The Practice Incentives Program (PIP) Quality Improvement (QI) supports general practice activities that encourage continuing improvements, quality improvement, quality care, enhancing capacity and improving access and health outcomes for patients.

What is PIP QI?

The PIP QI Incentive is a payment to general practices for activities that support continuous quality improvement in patient outcomes and the delivery of best practice care.

General practices wishing to participate in the PIP QI incentive will work with Gippsland PHN to implement quality improvement activities that support their role in managing patient health.

When will PIP QI be available?

The number and type of incentives available within PIP will change from 1 August 2019 when four of the existing incentives will cease and a new incentive, the PIP Quality Improvement (QI) Incentive will commence.

Which incentives will cease?

The following four Incentives will continue through to 31 July 2019 and then cease:

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

The seven PIP Incentives that will remain unchanged are:

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

Does my practice need to provide data?

Yes. Through Gippsland PHN, general practices will be required to provide general practice data against ten key Improvement Measures representing key health priority areas.

The data provided is de-identified and any measures from an individual practice will not be made available to the Department of Health.

How can I get more information on PIP QI?

Gippsland PHN will continue to update practices prior to implementation on 1 August via the website - gphn.org.au/PIP and Gippsland PHN Practice News each week.

For more information contact:
Daniel Webster
p: 0409 836 222
e: daniel.webster@gphn.org.au

<https://www.gphn.org.au/programs/practice-support/practice-incentive-program/>

Next Steps

- Visit www.gphn.org.au for:
 - Flowchart - Steps to Meet PIP QI Requirements
 - Webinar Recording
- For further support, contact:
 - Daniel Webster, Coordinator Regional Services,
Daniel.Webster@gphn.org.au
- Next webinar is 'Planning for QI'
 - Wed 14 August, 12:30-1:30pm AEST
 - Thurs 15 August, 5:30-6:30pm AEST

Flowchart

Available:

<https://www.gphn.org.au/programs/practice-support/practice-incentive-program/>





*Thank
you*

