

FACT SHEET FOR GENERAL PRACTICE

Practice Incentives Program (PIP) Quality Improvement (QI)

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 the PIP QI notification form and return to healthdatapoint@brisbanenorthphn.org.au
- 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 – 31 July	1 May – 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.

*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 or phone: 1800 222 032.

Read more at: humanservices.gov.au/hpos.

2

Provide Brisbane North PHN with your PIP Practice Identifier

Once your registration for PIP QI has been approved, please ensure you complete the Brisbane North PHNs PIP QI Notification form.

Brisbane North 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 familiarise yourself with how to use CAT4 in your practice. Check your extract record to make sure we are already receiving data extracts quarterly.

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/MOU

- arrange installation of CAT4 through our secure data extraction tool provider PenCS
- provide training for your practice team in how to use CAT4.

If you need assistance or training contact the Brisbane North PHN Primary Care Liaison Officers on 07 3630 7300.

You can also visit our website www.brisbanenorthphn.org.au.

4

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

- use a consistent QI approach e.g. the Plan, Do, Study, Act cycle
- 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 Brisbane North PHN. Practices can review these and identify areas to focus on for continuous quality improvement activities.

Brisbane North PHN has a range of resources that practices can use to start planning QI activities.

Brisbane North PHN provides access to your benchmark reports through a secure practice portal.

We encourage practices to engage their teams in identifying options for quality improvement.

Contact your Primary Care Liaison Officer for more information.

Frequently asked questions

What is the purpose of the PIP QI?

- The PIP QI Incentives 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.

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

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

Brisbane North PHN provide 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 general practices in Brisbane North PHN region.

A small number 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. To ensure we can support the maintenance of your CAT4 software, Brisbane North PHN requires practices to keep contact details up-to-date. If your practice details change please contact us on 07 3630 7300.

Brisbane North 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.

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 North PHN.

Brisbane North PHN will provide the Department of Health with the following information 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.

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.

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 at www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI_Incentive_guidance.

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.

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 often do I need to complete quality improvement activities?

Brisbane North PHN recommend your practice adopt a consistent approach to QI. We also recommend you keep and maintain a register of your QI activities for audit purposes.

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 www.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI_Incentive_guidance.

How is my practice data kept secure?

Brisbane North PHN have 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 North PHN server, the extract is packaged in a zipped file and sent securely and encrypted (HTTPS). Brisbane North PHN store data on highly secure servers based in Australia.

More information on PenCS data security can be found here: help.pencs.com.au/display/CPK/CAT+Plus+Data+Security. Your practice will also have a data sharing agreement with Brisbane North 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 PHNs regional data custodians 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.

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

The approach fits in with the quality improvement process to improve patient records for accreditation:

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.

- The PHN will receive de-identified CAT4 information from practices once a quarter to review and assist the practice with improving patient record keeping by identifying clinical records that have missing information.
- Comprehensive patient records kept at the practice will assist to ensure when Smart Referrals are introduced, essential patient information is available for an accurate clinical referral.
- The PHN will provide the practice information (data) back to the practice in a collated format that provides an aggregated view that allows the practice to easily identify areas for improvement.
- The new Department of Health PIP QI (payment) will involve the use of a clinical audit tool and sending patient information to the PHN.

For more information contact your Primary Care Liaison Officers at Brisbane North PHN:

phone: 07 3630 7300

email: info@brisbanenorthphn.org.au

web: www.brisbanenorthphn.org.au