

1. Winter Strategy 2019 Practice Guide

Phase one: Preparation and Enrolment - December 1 to February 28

Task	What is involved	Support offered/ notes	Date to be completed by
Attend Training Workshop one	<i>A minimum of two (GP and PN) practice staff compulsory workshop attendance on Wednesday February 13 at University of Notre Dame, Hawkesbury Clinical School. (GP3.1►A)</i>		13.02.2019
Build your team	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure ALL staff in the practice know about WS19. <input type="checkbox"/> Use <i>appendix one</i> in this guide to clarify who will be responsible for the different roles in the Winter Strategy. <input type="checkbox"/> Will there be protected time arranged? <input type="checkbox"/> How will the team meet and communicate in-house? This could be done by regular team meetings? (C3.4►A) <input type="checkbox"/> How will WS19 developments be communicated throughout the practice team? <input type="checkbox"/> Does your practice have a Quality Improvement register where you can record changes and Improvements that have been made to the practice for accreditation purposes? (Q1.1►D) 	<i>Resource 3: Sample Quality Improvement register. Soft copy template available online</i>	28.02.2018
Commence PDSA one	<i>Develop the PDSA. Complete the 3 Fundamental questions and the Plan. Commence the Do. (Q1.3► B)</i>	<i>Your PSO can assist you Resource 4: PDSA Template</i>	
Software Installation, Secure messaging, HealthPathways, My Health Record and Training.	<ul style="list-style-type: none"> <input type="checkbox"/> Does your practice have CAT4 on at least one workstation? <input type="checkbox"/> Does your practice have Topbar installed and configured on all workstations? <input type="checkbox"/> Do clinical staff use Topbar? <input type="checkbox"/> Are clinical staff trained in using Topbar? <input type="checkbox"/> Is your practice registered for My Health Record (MHR)? (<i>eHealth PIP Requirement.</i>) <input type="checkbox"/> Have clinical staff been trained on how to view and upload to the My Health Record? <input type="checkbox"/> Do all staff know the benefits of MHR and is there information to give to patients? <input type="checkbox"/> Does your practice use secure messaging (HealthLink)? (C6.3C & <i>eHealth PIP rx.</i>) <input type="checkbox"/> Does anyone know how to update the address book in your clinical software by using the healthlink directory. <input type="checkbox"/> Do clinical staff know how to send a secure referral? 	<i>Your PSO can assist with the installation and training of all software. Resource 8: What is secure messaging? Resource 9: HealthLink Guide Resource10: HealthPathways</i>	

	<input type="checkbox"/> Does your referral templates have your EDI on them so that specialists and other providers know they are able to send correspondence via secure messaging? <input type="checkbox"/> Do staff know how to access Nepean Blue Mountains HealthPathways? (GP2.3 ► A)		
Identify at least 20 patients	<i>Clinicians can choose the WS19 cohort based on clinical knowledge of who is most at risk of unavoidable hospitalisation presentation and who would benefit most from this additional support. Ensure the patients selected are eligible to take part in WS19. (This may be a manual process to determine if patients have been to hospital).</i>	<i>Resource 5: Identifying eligible patients for the Winter Strategy</i> <i>Resource 6: How to identify patients with two or more chronic conditions using PENCAT</i> <i>Your PSO can also assist</i>	
Complete PDSA one	<input type="checkbox"/> Completed the Study and Act part of the PDSA Cycle.		28.02.2018
Submit tax invoice to PHN with all required information. Please send to: sarah.keelan@nbmphn.com.au		<i>Resource 15: Practice Tax Invoice Requirements</i>	
Phase two: Patient recruitment - March 1 to June 30			
Task	What is involved	Support offered/ notes	To be completed by
GPMP/ Clinical resources	<input type="checkbox"/> Do nurses and GPs know how to complete a GPMP/ Review? <input type="checkbox"/> Do practice staff know the correct MBS Item numbers and requirements? <input type="checkbox"/> Do clinical staff know the eligibility criteria for pneumococcal AND Influenza vaccinations? <input type="checkbox"/> Do clinical staff know where to enter immunisations in the clinical software?	<i>Resource: https://vtphna.org.au/education/</i>	
Sick Day Action Plans (SDAP)	<input type="checkbox"/> Do GPs know the aim, evidence and how to complete a SDAP? <input type="checkbox"/> Import relevant SDAP into clinical software. This could be added to the end of a GPMP?	<i>Resource 11: What is a Sick Day Action Plan (SDAP)?</i> <i>Resource 12: Sick Day Action Plan Templates</i> <i>Your PSO can assist you to import the relevant SDAP into your clinical software</i>	
PDSA two	<input type="checkbox"/> Complete PDSA	<i>Your PSO can assist you</i>	
Patient recruitment planning	<input type="checkbox"/> What will be the best way to recruit patients? You could contact patients individually or advertise at the practice and be opportunistic. <input type="checkbox"/> Establish a process for who will enroll patients and who will give information to the patients?	<i>Resource: WS19 patient information flyer and practice poster to assist with patient recruitment</i>	

Enrol patients in the clinical software	<input type="checkbox"/> Check patient eligibility for WS19 <input type="checkbox"/> Depending on the decided process of your practice: enroll the patient into the clinical software or write the patients name down on a list OR enroll them into Topbar. <input type="checkbox"/> Complete and give the patient the WS Identification card and explain its purpose. Ensure to write the GPs AHPRA name not their nickname (This is important for receiving discharge summaries from the hospital). <input type="checkbox"/> Ensure to enroll 20 patients	<i>Resource 13: How to keep track and enrol patients in the Winter Strategy</i> <i>Resource: Patient identification cards</i>	<i>Recruitment to be completed by</i> 1.04.2019
PDSA three	<input type="checkbox"/> Complete PDSA	<i>Your PSO can assist you</i>	
practice meeting and planning (Q11.3A).	<input type="checkbox"/> Arrange a meeting with the team and your PSO <input type="checkbox"/> System implementation may need to occur along with care planning of each individual patient. How will you get patients in for their flu vaccine? <input type="checkbox"/> Who will be uploading Share health summaries to MHR and ensuring they are accurate? <input type="checkbox"/> Does the practice have an efficient reminder system to assist with patients returning for appointments.	<i>Your PSO will attend this meeting and bring the baseline audit report.</i> <i>Resource: MHR Brochures and posters</i>	
PDSA four	<input type="checkbox"/> Complete PDSA		
Attend Training Workshop two	<i>A minimum of two (GP and PN) practice staff have to attend the workshop.</i>		
GPMP/ GPMP Review	<input type="checkbox"/> Do your care plans include goals that the patient has come up with? Are they written in the patient's own words? <input type="checkbox"/> Who will make sure that patients and carers (if relevant) are given a copy of the patients GPMP		
Shared health summary (SHS) upload	<input type="checkbox"/> When will the shared health summary be uploaded?		
Sick Day action plan	<input type="checkbox"/> Who will provide patients and carers with education and support to exercise self-management and use their SDAPs when needed? <input type="checkbox"/> What will be the process for printing out the SDAP and giving it to the patient?		
Vaccination status	<input type="checkbox"/> When will vaccinations occur?		
Access to care and data	<input type="checkbox"/> How will patients be reminded about appointments? <input type="checkbox"/> Explain to patients about the WS19 card and its purpose		

PDSA five	<input type="checkbox"/> Complete PDSA		
Data collection and reporting	<input type="checkbox"/> Ensure to mark the above activities off in Topbar as you go. <input type="checkbox"/> Depending on the date you may need to speak to your PSO and do a manual collection in CAT4. <input type="checkbox"/> Please note: Please wait for your audit report to be presented prior to submitting your tax Invoice	Resource 14: How to send data to the PHN Speak with your PSO for advice	All of the above activities to be completed by 30.06.2019
Submit tax invoice to PHN with all required information. Please send to: sarah.keelan@nbmphn.com.au		Resource 15: Practice Tax Invoice Requirements	

Phase three: Evaluation July 1 to October 31

Task	What is involved	Support offered/ notes	To be completed by
Collect patient surveys	A minimum of 15 anonymous surveys to be collected and given to the PHN		
<i>Finish up with patients</i>	<i>Make patients aware the strategy is now complete, inform patients when their next care plan is due and provide ongoing support for patients.</i>		
PDSA six	Including evaluation and what the practice will do in the future.		
Attend evaluation workshop three	<i>A minimum of two (GP and PN) practice staff have to attend the workshop</i>		
Practitioner surveys	To be collected at evaluation workshop		
Submit tax invoice to PHN with all required information. Please send to: sarah.keelan@nbmphn.com.au		Resource 15: Practice Tax Invoice Requirements	

Appendix One

Role	Staff member responsible
Attend workshop on February 13	
Ensure CAT4, Topbar & My Health record are installed and working on computers	
Update Clinical software address book using the Healthlink directory and place the practices EDI on referral templates.	
Writing PDSA's and submitting them to the PHN	
Submitting Tax invoices	
Attend training workshop two	
Importing SDAP into clinical software	
Enrolling patients in the clinical software	
Enrolling patients in Topbar and completing the manual audit	
Ensuring data is received by the PHN	
Completing the GPMP/ Review and printing it off for the patient	
Completing the SDAP and printing it for the patient	
Administering required vaccinations	
Uploading SHS to the MHR	
Using the practices reminder system to get patients to come in for appointments	
Collect patient surveys	
Attend evaluation workshop three	