



## General Practice Resources November 2019

### PRACTICE INCENTIVE PROGRAM - QUALITY IMPROVEMENT (PIP QI)

On behalf of the Practice Support & Improvement team we would like to congratulate those practices who have pursued QI PIP compliance and demonstrated your dedication to Quality Improvement to HealthCare delivery and Service in your communities. We look forward to supporting you through this journey. For those who are yet to register we are looking forward to embarking on this journey with you.

Practices who are registered (or intending to register) for QI PIP will need to continue to work through your QI activities. Your Practice Support and improvement officer will be here to guide and support you through your Quality Improvement journey with several options to suit your practices needs.

Further to this we have information on our website including QI activities, they can be found at;

PIP QI resources: <https://www.wnswphn.org.au/support/support-for-health-professionals/quality-health-information-program>

PIP QI Incentive guidance: [https://www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI\\_Incentive\\_guidance](https://www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI_Incentive_guidance)

**REMINDER: PENCAT DATA EXTRACTION:** Please ensure you check each month that your data extraction has been successfully submitted, we have seen cases of scheduler dropping off when software updates are installed. If you have any issues with your Pen data collection feel free to contact your Practice Support officer or contact PEN on 1800 762 993. Data must be submitted to PHN for QI PIP compliance.

### **WEBINARS: PIP QI, Topbar & PenCat**

Click on the link to view upcoming webinars <https://www.pencs.com.au/support/webinars/>

Click on the link to view recorded webinar on PIP QI, Pen & Topbar: <https://vimeo.com/pencs>

**PRODA:** PRODA plays a pivotal part of registration for all PIP streams and other functions such as downloading your NASH certificate. All staff MUST each have their own PRODA account, using your GPs PRODA account (while common) is not the most effective use. As practice staff you can be a delegate to your GP and access a larger suite of options. I encourage all staff to get a PRODA account as moving forward this is become a more used method of registrations, forms and certificates. We can support you and practice staff through this process.

## **DIGITAL HEALTH**

### **Argus Secure Messaging**

**REMINDER:** Can all Practices who are using ARGUS to please make sure you check your **Message Manager DAILY** to make sure all Referrals or Letters have been sent. If the staff member responsible for this is on leave, please make sure you have another staff member who knows how to check the Argus Messenger. Please contact your PSO if you need help with this.

Please make sure you contact Argus to update your GP list when you have a GP leave or you have a new GP start. Argus contact number is 1800 432 584. Please visit Argus website for User Guides & Argus training videos.

<https://telstrahealth.com/home/products/argus.html>.

## **New Resources for Practice Managers**

Do you work in Healthcare Practice Management? The Australian Association of Practice Management (AAPM) and the Australian Digital Health Agency have partnered to develop new resources to help practice managers and owners register and connect their practice to My Health Record.

The handbook takes practice managers and owners through the process of registering their practice to access the My Health Record System along with advice around compliance, consent and privacy.

[Download: My Health Record Handbook for Practice Managers.](#)

This step-by-step guide takes practice managers and owners through registering their organisation to use My Health Record in their practice.

[Download: My Health Record Practice Manager Registration Guide.](#)

## **Upgrade of On Demand Training Platform**

The On Demand Training platform has recently been upgraded. The impact of these changes is an increase in the performance and improved compatibility with newer versions of Internet browser programs, particularly Microsoft Edge.

Please note that the URL for accessing the [On Demand Training](#) has not changed. The screen has a new look and feel. There are no functionality changes. To select and open a virtual machine, double click on the icon of the product you want to use. This new version of Horizon now allows you run concurrent instances of the virtual machines in the one browser.

## **Upcoming Webinars**

- ***How to register your practice for My Health Record***

7.00pm - 8.00pm (AEDT), Wednesday 20<sup>th</sup> November 2019

Registration link: <https://login.redbackconferencing.com.au/landers/page/387118>

If you would like a copy of the presentation slide for the below presentation, please email

[brooke.winterton@nswphn.org.au](mailto:brooke.winterton@nswphn.org.au)

- Leveraging My Health Record to improve practice workflow – a session for Practice Managers
- My Health Record – a tool to support clinicians coordinating care for those with Mental Health conditions
- RACGP privacy and managing health information in general practice webinar

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## **GENERAL INFORMATION**

### **Orange Health Service Online Directory**

The PHN has put together an online Health Service Directory for Orange. Click on link to view directory

<https://www.nswphn.org.au/resources-2/health-services-directory>. Please email Kathleen Ryan on [kathleen.ryan@nswphn.org.au](mailto:kathleen.ryan@nswphn.org.au) if you have any changes or would like to add any services to this directory. Dubbo & Warren directory will be available shortly

### **STRONG MINDS PROGRAM**

Unfortunately, this program in Dubbo, Narromine, Nyngan & Wellington have their books closed until further notice.

Marathon Health are in the process of trying to recruit to these positions in these towns. Your PSO Officer we will keep your Practice updated if things change.

The other options in the meantime would be to use the NewAccess Program, which is low intensity program and the wait time for this is only a couple of days. For further information regarding both these programs please visit our website:

<https://www.nswphn.org.au/services/mental-health> or click on the resource attachment link below.

### **FREE Mental Health Training**

Black Dog is running free training for GPs in drought affected NSW. Please see the link below for more details.

<https://www.blackdoginstitute.org.au/news/news-detail/2019/10/22/free-mental-health-training-workshops-to-support-drought-affected-western-nsw>

### **MBS ITEMS**

12 new Medicare Benefits Schedule (MBS) items for telehealth video consultations with patients living in rural and remote areas. Can it please pass this information on to all your Healthcare Providers in your Practice?

<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-GPTeleHealth>

## **Human Services Contact Numbers**

Click on link below for all the contact numbers for Human Services

<https://www.humanservices.gov.au/organisations/health-professionals/health-professionals-contact-information>

## **Thinking of having a Baby**

Your Practice may be interested in displaying in your surgeries? This is preconception information for women.

<https://www.health.nsw.gov.au/kidsfamilies/MCFhealth/Pages/thinking-of-having-a-baby.aspx>

## **NSW Rural Doctors Network Health Workforce Scholarship Program**

You may be eligible for up to \$10,000 in funding through the Health Workforce Scholarship Program for these events and many others. The Health Workforce Scholarship Program provides bursaries and scholarships to help health professionals in rural and remote Australia retain and enhance their skills, capacity and scope of practice.

**Scholarships:** A payment up to \$10,000 per year, for up to two years, toward the cost of completing a course leading to a postgraduate qualification.

**Bursaries:** Payments up to \$10,000 per year for professional development and upskilling course fees and a contribution to associated accommodation and travel-related expenses.

Health professionals in the fields of medicine, nursing, midwifery, allied health, dentistry and Aboriginal health in rural and regional areas, and working in the Aboriginal Community Controlled Health Service (ACCHS) sector, non-government organisations or private practice may be eligible.

[https://www.nswrdn.com.au/hwsp?utm\\_source=RDN&utm\\_campaign=4a58ac26da-EMAIL\\_CAMPAIGN\\_HWSPSep2019\\_1&utm\\_medium=email&utm\\_term=0\\_51a89a7fe1-4a58ac26da-584984917&mc\\_cid=4a58ac26da&mc\\_eid=54f1eab12d](https://www.nswrdn.com.au/hwsp?utm_source=RDN&utm_campaign=4a58ac26da-EMAIL_CAMPAIGN_HWSPSep2019_1&utm_medium=email&utm_term=0_51a89a7fe1-4a58ac26da-584984917&mc_cid=4a58ac26da&mc_eid=54f1eab12d)

## **WEBINAR APNA's Cancer and its Care**

*From diagnosis to survivorship: Understanding your patient's journey*

In one of our surveys earlier this year, 85% out of 756 nurses said they felt they were lacking knowledge about cancer and its care. In response, APNA has developed a comprehensive one-hour webinar with a range of diverse panelists. Hear from different voices to build your knowledge, and use this rare opportunity to get your questions answered.

Our focus topics will be:

- The role of primary health care nurses in detection, diagnosis, treatment and support for patients with cancer
- What occurs during the acute stage of cancer treatment
- Common issues related to cancer that primary health care nurses may encounter

Tune in on Friday 1<sup>st</sup> of November, 12:30pm – 1:30pm AEDT.

**Find out more and register here:** <https://login.redbackconferencing.com.au/landers/page/f355ef>

This is the first of four webinars produced for APNA's Chronic Disease Management and Healthy Ageing Program. You do not have to be a participant in the program to register for the webinar – but if interested, [click here for more information](#).

## **Bathurst Hospital High Risk Foot Clinic Podiatry Services – Gaza Aboki**

### **Eligibility**

Anyone who has had a wound for 4 weeks or more or has a history of recurring wounds. Exceptional cases include; post-surgical wounds and stabilized traumatic wounds, such as lacerations and burns that have been stabilized through GP, or ambulatory care. As to the Catchment area, it should be the same as the vascular surgery range, or as acceptable by the hospital.

All referrals must include: (Download referral from our website

- Relevant clinical history for the patient including blood test and other tests results,
- List of current medications,
- the reason for referral,
- patient details including address, date of birth and contact phone numbers, family, social history,
- clinician's details and provider number.

All referrals should have a General Practitioner Management Plan (**GPMP**) or Team Care Arrangement (**TCA**).

The initial assessment can take about 30 - 60 minutes. At this time, we will properly assess the wound and devise a management plan together with the patient.

## **Best Practice & Medical Director Referral Templates**

We have added some new templates to our website. Please click on link if relevant to your Practice to download into your clinical software: <https://www.wnswphn.org.au/resources-2/gp-referral-templates>

- LHD Bathurst Hospital - High Risk Foot Clinic
- LHD Dubbo - Direct Access Colonoscopy
- Far West Referral Outpatient Clinic



# **ATTACHMENTS**

Please click on this link to our website <https://www.wnswphn.org.au/resources-2/sources> to view the following attachments relating to General Practice.

1. Snake – Bite First Aid Factsheet
2. MBS Items Quick Guide – October 2019 Update
3. Communicating in Recovery; Communities under stress Red Cross Dubbo Workshop
4. Direct Access for Colonoscopy (DAC) Information Sheet – Now at Dubbo Health Service
5. PIP QI Improvement Measures
6. PIP QI FAQ
7. Quality Improvement Guide & tools
8. Pen CS and PIP QI FAQs for PHN
9. PIP QI Planning Activity Sheet
10. PIP QI Toolkit Patient Population
11. PIP QI Toolkit PIP QI 10 Measures
12. RACGP PIP QI Factsheet
13. RACGP Secondary use of de-identified data
14. RACGP PIP QI Fact sheet
15. GP Psychiatry Support Line
16. NewAccess Mental Health Referral Form – Marathon Health
17. Strong Minds – Fact Sheet

## **What's On**

1 Nov – 30 Nov	Pancreatic Cancer Awareness	<a href="https://pancreaticcanceraction.org/">https://pancreaticcanceraction.org/</a>
1 Nov – 30 Nov	Pulmonary Hypertension Awareness	<a href="https://lungfoundation.com.au/events/pulmonary-hypertension-awareness-month/">https://lungfoundation.com.au/events/pulmonary-hypertension-awareness-month/</a>
1 Nov – 30 Nov	Lung Cancer Awareness	<a href="https://canceraustralia.gov.au/healthy-living/campaigns-events/lung-cancer-awareness-month">https://canceraustralia.gov.au/healthy-living/campaigns-events/lung-cancer-awareness-month</a>
1 Nov – 30 Nov	Movember Australia	<a href="https://au.movember.com/get-involved/moustaches">https://au.movember.com/get-involved/moustaches</a>
10 Nov – 16 Nov	Perinatal Depression and Anxiety Awareness	<a href="https://www.panda.org.au/awareness/panda-week">https://www.panda.org.au/awareness/panda-week</a>
11 Nov – 17 Nov	National Cervical Cancer Awareness	<a href="https://accf.org.au/">https://accf.org.au/</a>
17 Nov – 23 Nov	Skin Cancer Action week	<a href="https://www.cancer.org.au/preventing-cancer/sun-protection/campaigns-and-events/national-skin-cancer-action-week.html">https://www.cancer.org.au/preventing-cancer/sun-protection/campaigns-and-events/national-skin-cancer-action-week.html</a>
20 Nov	Pulmonary Hypertension Awareness	<a href="https://lungfoundation.com.au/events/pulmonary-hypertension-awareness-month/">https://lungfoundation.com.au/events/pulmonary-hypertension-awareness-month/</a>
25 Nov	White Ribbon Day	<a href="https://www.whiteribbon.org.au/">https://www.whiteribbon.org.au/</a>

If you require any Practice Support, please contact our Team (Brooke, Allie, Natalie, Fallon, Sue or Therese) on Ph: 1300 699 167.