

# PIP QI Frequently Asked Questions

## 1. What activities are general practice required to undertake as part of the PIP QI?

There are **two components** a general practice needs to meet to qualify for a PIP QI Incentive payment:

- a) Participate in Continuous Quality Improvement
- b) Provide the PIP Eligible Data Set to your local PHN

## 2. What are continuous quality improvement activities?

Continuous quality improvement (CQI) activities usually follow a *Plan Do Study Act* cycle. The amount of time it takes to complete each activity and the number undertaken will depend on the specific needs of each practice and the areas being focused on. A general practice does not need to undertake a new CQI activity each quarter as some activities may take more than one quarter to complete.

## 3. Can general practices choose any topic area for quality improvement activities?

Each practice can identify the priority area they wish to focus on and set their own targets according to their goals.

- Practices may focus their quality improvement activities on the specified Improvement Measures OR
- Practices may choose to focus their quality improvement activities on any other areas informed by their **clinical information system data** that meets the needs of their practice population.

Refer to PIP QI guidelines, page 4, Item 1

[https://www1.health.gov.au/internet/main/publishing.nsf/Content/46506AF50A4824B6CA25848600113FFF/\\$File/Practice-Incentives-Program-Quality-Improvement-Incentive-Guidelines.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/46506AF50A4824B6CA25848600113FFF/$File/Practice-Incentives-Program-Quality-Improvement-Incentive-Guidelines.pdf)

## 4. Do general practices need to submit evidence of Quality Improvement activities to EMPHN?

As per the PIP QI guidelines, general practices are to retain practice documentation for 6 years in case they are selected for an audit. It is the responsibility of the general practice to retain this evidence and **not** a requirement to submit this information to the local PHN. It is up to the general practice as to how they will record and store this evidence.

Refer to PIP QI guidelines, page 4, Item 1

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## 5. Where can general practice access sample Quality Improvement activities and resources?

EMPHN provides a suite of QI training resources on the EMPHN QI learning module located on the EMPHN website:

<https://www.emphn.org.au/what-we-do/general-practice-support/quality-improvement/quality-improvement-learning-modules>

These resources include a series of examples such as:

**PDSA cheat sheet** <https://www.emphn.org.au/images/uploads/files/MFI-and-PDSA-cheat-sheet.pdf>

**PDSA Example** <https://www.emphn.org.au/images/uploads/files/MFI-and-PDSA-Example.pdf>

**QI plan template** <https://www.emphn.org.au/images/uploads/files/Developing-a-QI-plan-short-version-form.pdf>

## 6. What is an example of a quality improvement activity for my general practice to start with?

Before undertaking any topic specific quality improvement activities, general practices should consider reviewing their processes on archiving inactive patients. By implementing an archiving policy whereby all team members agree on a definition of active patient and archive patients according to this definition, you will develop disease registers that are accurate and up to date.

To assist with developing QI activities relating to this topic, refer to the following EMPHN resource: QI Activity – Archiving inactive patients <https://www.emphn.org.au/images/uploads/files/QI-in-general-practice-QI-Activity-data-cleansing-20181024.pdf>

## 7. How can EMPHN support my general practice with Quality Improvement?

EMPHN offers general practice the following quality improvement support:

- a) The EMPHN Quality Improvement (QI) learning module aims to provide a useful starting point for general practice to implement continuous quality improvement.

The EMPHN QI learning module contains online training videos that are supported with practical guides, checklists and resources that aim to guide general practice teams through the quality improvement journey.

EMPHN are currently in the process of developing further resources in line with the PIP QI measures and topic areas and will have these available to general practices early 2020.

This learning module can be accessed via the EMPHN website: <https://www.emphn.org.au/what-we-do/general-practice-support/quality-improvement/quality-improvement-learning-modules>

- b) The EMPHN practice data quality report provides a 'snapshot' in time of your practice data to:
  - demonstrate practice performance against benchmarks
  - identify areas of improvement in your practice leading to better patient outcomes
  - Provide information to present to the practice team to support QI conversations and decision making
  - Provide monthly data to track improvement activity

The EMPHN practice data quality report is a hard copy report using information from POLAR and is available upon request. EMPHN offer practice report delivery face to face **once** per year per practice involving a comprehensive discussion with you to discuss data and assist with identifying improvement areas. Further report can be requested via email to be received monthly, bi-monthly, quarterly or annually.

**To request a report or for further information on POLAR, please contact:**

polar@emphn.org.au