PDSA: Increase the recording of ethnicity status

The Royal Australian College of General Practitioners (RACGP) encourages practices to identify and record the Aboriginal or Torres Strait Islander status and cultural background of all patients, as this information can be an important indicator of clinical risk factors and therefore help practitioners to provide relevant care. Before asking a patient any questions about their cultural background, explain that knowing such information helps the practice provide appropriate healthcare. Routinely ask all patients the following question regardless of the patient's appearance, country of birth, or whether the practice team know of the patient or their family background. 'Are you of Aboriginal or Torres Strait Islander origin?' All patients have the right to respond to this question as they see fit. If a patient indicates that they do not wish to answer the question, record 'Not stated/inadequately described'. The patient's response must be received without question or comment, and the response must be recorded without any amendments or annotations. However, if the patient does not answer this question when it is on a form, you need to follow up immediately in case they missed it by mistake, rather than assume that the patient has refused to answer. Collecting information about a patient's cultural heritage will help you to provide the most appropriate care. Where patients were born, where they grew up, or where their parents are from may indicate that they are at higher risk of developing certain health conditions. Similarly, this and other information, such as the language spoken at home, can help to identify patients who require specific care or targeted interventions. It is good practice to record this information in the patient health record if it is relevant to their patient care.

In the RACGP 5th Standards for General Practice, Criterion C7.1 Content of patient health records Link

Recording of indigenous status is a flagged item and recording of ethnicity status is a recommendation. This PDSA is to assist Clinics to increase ethnicity recording.

Clinic:		Date:	
Title:		Number:	
Goal: What is the overall goal you wish to achieve? Increase the number of patients who have their ethnicity status recorded in the Clinical Information System.			
Idea: Increase the number of patients who have their ethnicity recorded by: • Updating new patient registration form • Implementing an existing patient update form • If using check in kiosk update to ask the question • Educate all practice staff on how and why this is important.			
PLAN: 1) Organise a staff meeting to discuss ideas and how the practice will be implementing this PDSA 2) Collect baseline data from POLAR 3) Implement ideas 4) Track changes in POLAR			

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where
Staff Meeting to discuss implementation			
Decide how you are going to increase the ethnicity recording either all or some of the ideas or you may have your own ideas that suit your practice.			
Collect baseline data from POLAR			
Ensure staff knows how to enter this information in your CIS (see instructions BP & MD)			
Run POLAR search monthly to track changes (see walkthrough attached)			
Feedback to Practice Staff			

What do you predict will happen? Ethnicity recording will increase.

DO: Was the cycle carried out as planned? Yes   No, if not why?
STUDY: Record, analyse and reflect on results. Did the results match your predictions?
ACT: Decide to Adopt, Adapt or Abandon.

	Select		Describe
	Adopt	Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.	
	Adapt	Improve the change and continue testing plan. What will be next PDSA cycle?	
	Abandon	Discard this change idea and try a different one.	

Recording ethnicity in Best Practice Software:	
In the appointment book open the edit patient screen **In Clinical select Open then demographics**	
In Ethnicity select the appropriate heading in other you will see a list	
When you select other you will have the option to select an ethnicity from the list then okay. Please note in Best Practice you can only select one option.	
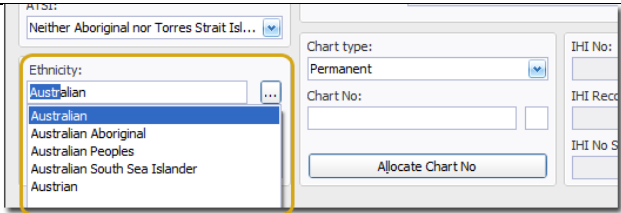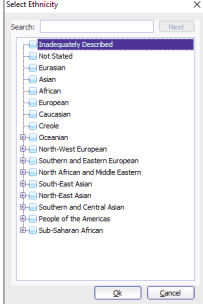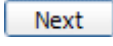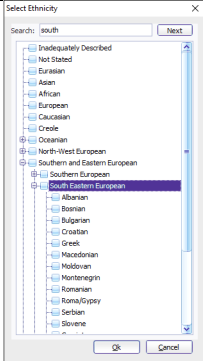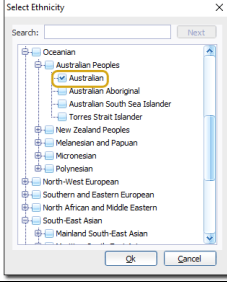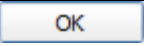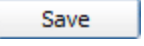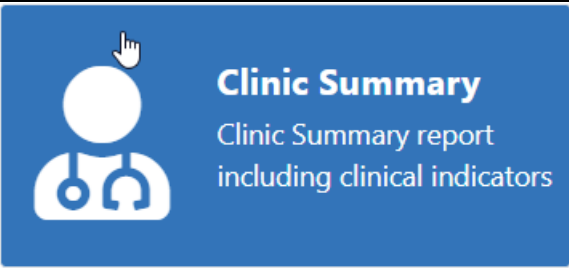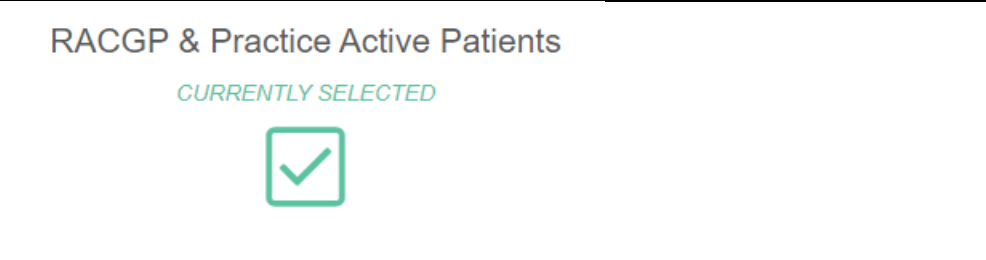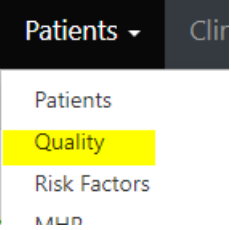
Recording a Patient's ethnicity in Pracsoft or Medical Director	
To record the patients ethnicity, locate the ethnicity field in the upper section of the edit patient details	
Method 1: Click within the Ethnicity field and begin typing. A list of options you can select from will be generated dynamically. Select the option you want, and press Enter. You can record multiple ethnicities for the same patient in this manner.	
Method 2: Click the associated [...] button. The Select Ethnicity window appears.	
Indicate the patient's ethnicity by ticking one or more of the check boxes provided. You can search for a specific ethnicity by typing into the search field provided. In the example following, ethnicities containing the word "South" are being searched for. Click [Next] to progress through the list of results matching your search term.	
To select an ethnicity, tick its associated check box. You can select multiple ethnicities if desired.	
Click [OK] when you are ready to continue.	
The patient details window is populated with the options you selected. If necessary, you can remove an ethnicity by selecting it and pressing the Delete key on your keyboard.	
Once you are satisfied with the selection(s), click [Save] on the Edit Patient Details window to confirm.	

How many patients have their ethnicity recorded Walkthrough for POLAR	
Patient Cohort: RACGP Active Patient Status Active Have an active diagnosis of Diabetes mellitus type 2 Have not had a HbA1c recorded in the last 12 months	
1.Open POLAR and Select Clinic Summary Report	
2. Select RACGP & Practice Active Patients	
3.Under the patients menu Select Quality	
4. Under Ethnicity you can see the statistics of how many patients have their ethnicity recorded. Note for BP this will be mirrored in Indigenous Status	This is your baseline data you will need to record this in your PDSA so you can track success of the PDSA.