

QUALITY IMPROVEMENT PROGRAM

SHAPE MANAGEMENT OF TYPE 2 DIABETES

GENERAL PRACTICE ACTIVITIES

The program provided a platform to teach general practices strategies to improve data quality through:

- using POLAR clinical audit tool
- accurate recording of information within clinical software
- establishment of accurate diabetes registers
- development processes and policies to support data cleansing
- monthly data quality activities such as archiving inactive patients
- implementation of data cleansing processes to support demographic data, medical history, My Health Record and chronic disease management

OVERVIEW

The Eastern Melbourne PHN (EMPHN) Quality Improvement (QI) program focused on improving the management of people with Type 2 diabetes through providing an opportunity for general practices to:

1. implement team building activities to improve communication
2. build knowledge and skills to analyse and use data to measure change and identify improvement(s)
3. use data to ensure that care is based on best practice guidelines
4. use Model For Improvement and PDSA templates to help visualise their goals
5. review and improve Shared Health Summary processes and workflows

6 month program

14 practices

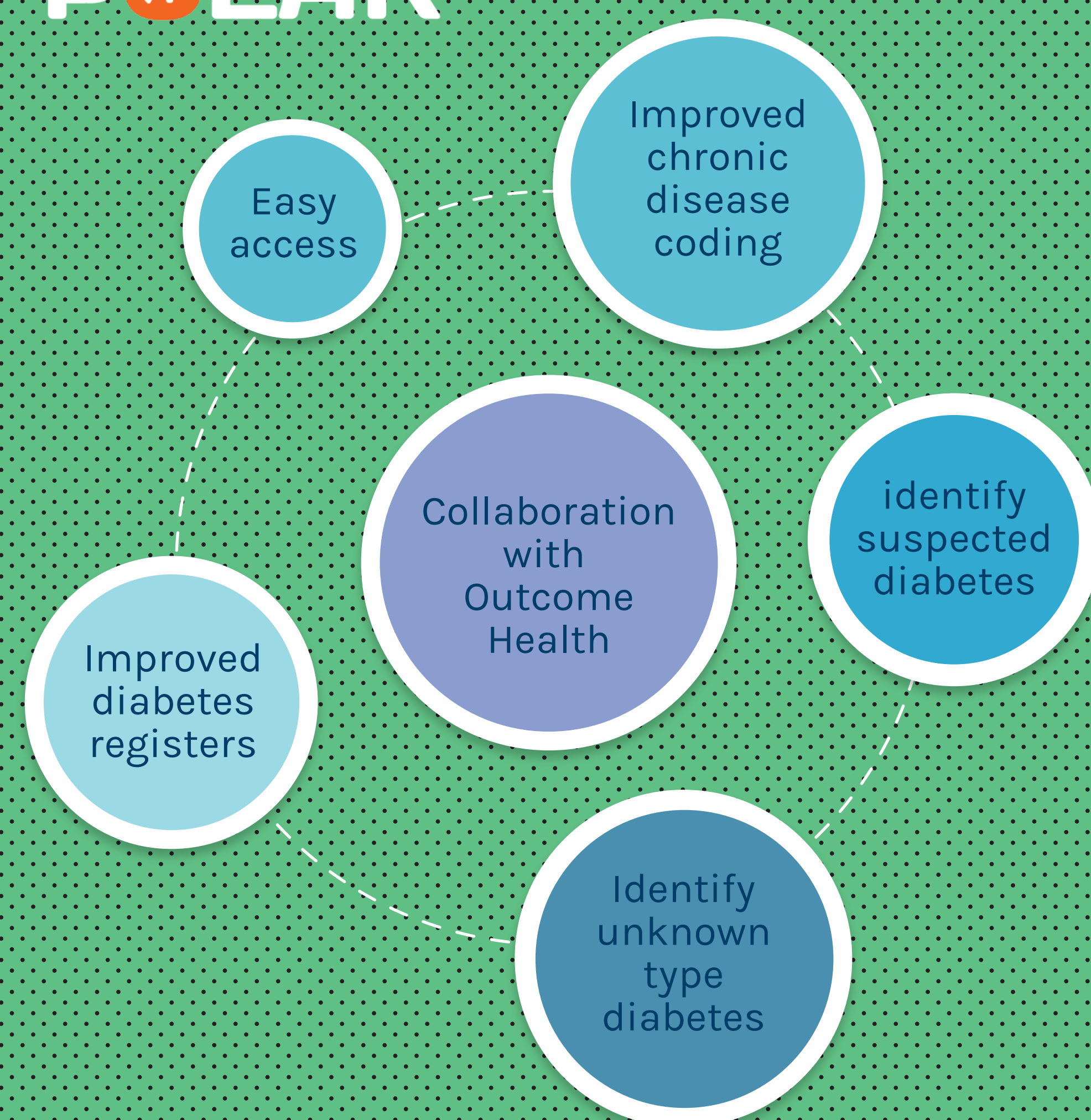
45 health care professionals



"I HAVE NOW BEEN MADE AWARE OF THE POSITIVE PURPOSE OF QUALITY IMPROVEMENT. THE RESULT OF THIS PROGRAM HAS SHOWN ME THAT WITH THE HELP OF EVERYONE IN THE PRACTICE WE CAN PROVIDE IMPROVED MEDICAL CARE FOR OUR PATIENTS."

- Participant

POLAR



POLAR DIABETES QUALITY IMPROVEMENT DATA PAGE DEVELOPMENT

PROGRAM OUTCOMES

Over 168 PDSAs completed

Improved **team work and communication** amongst participants

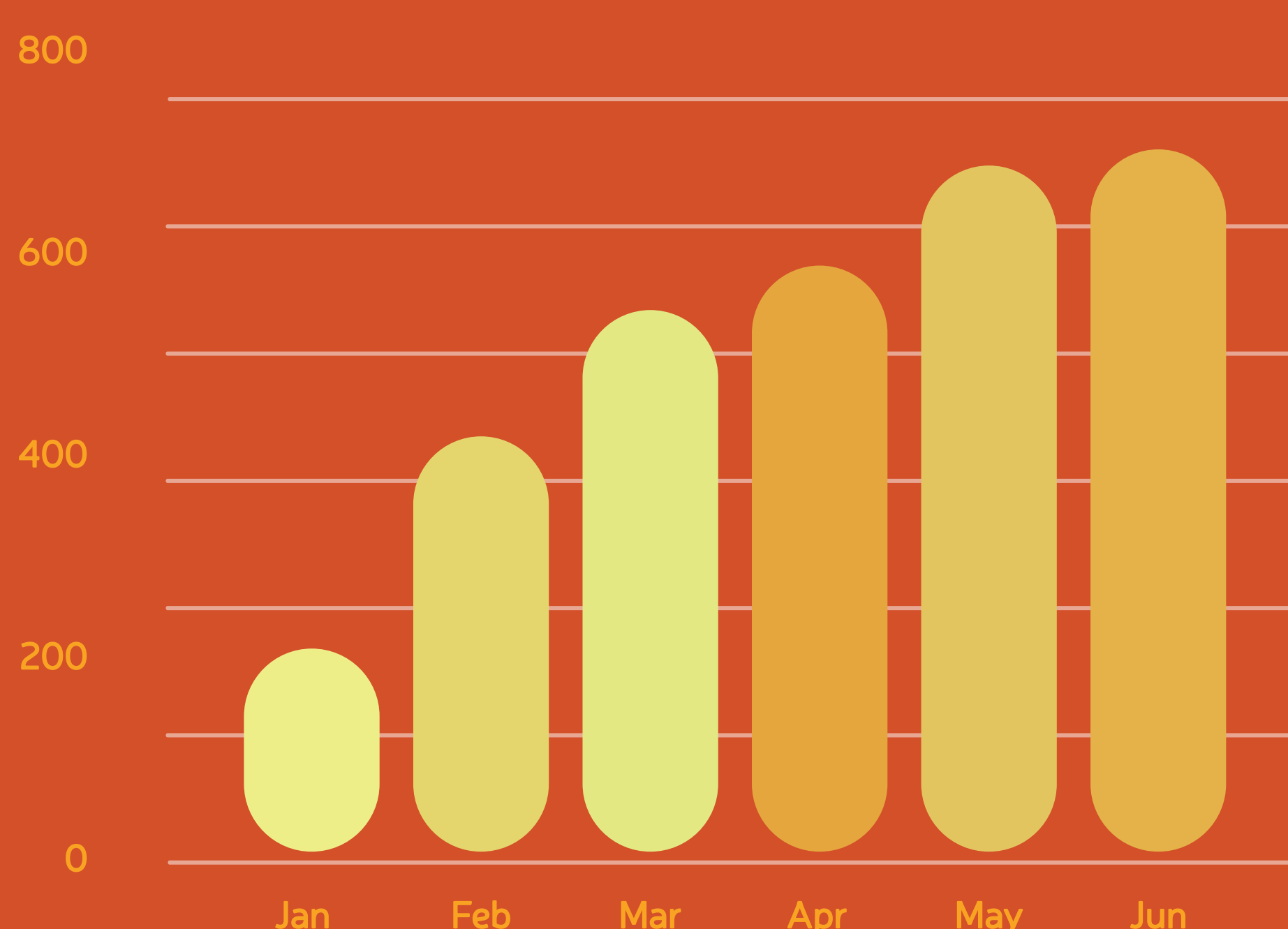
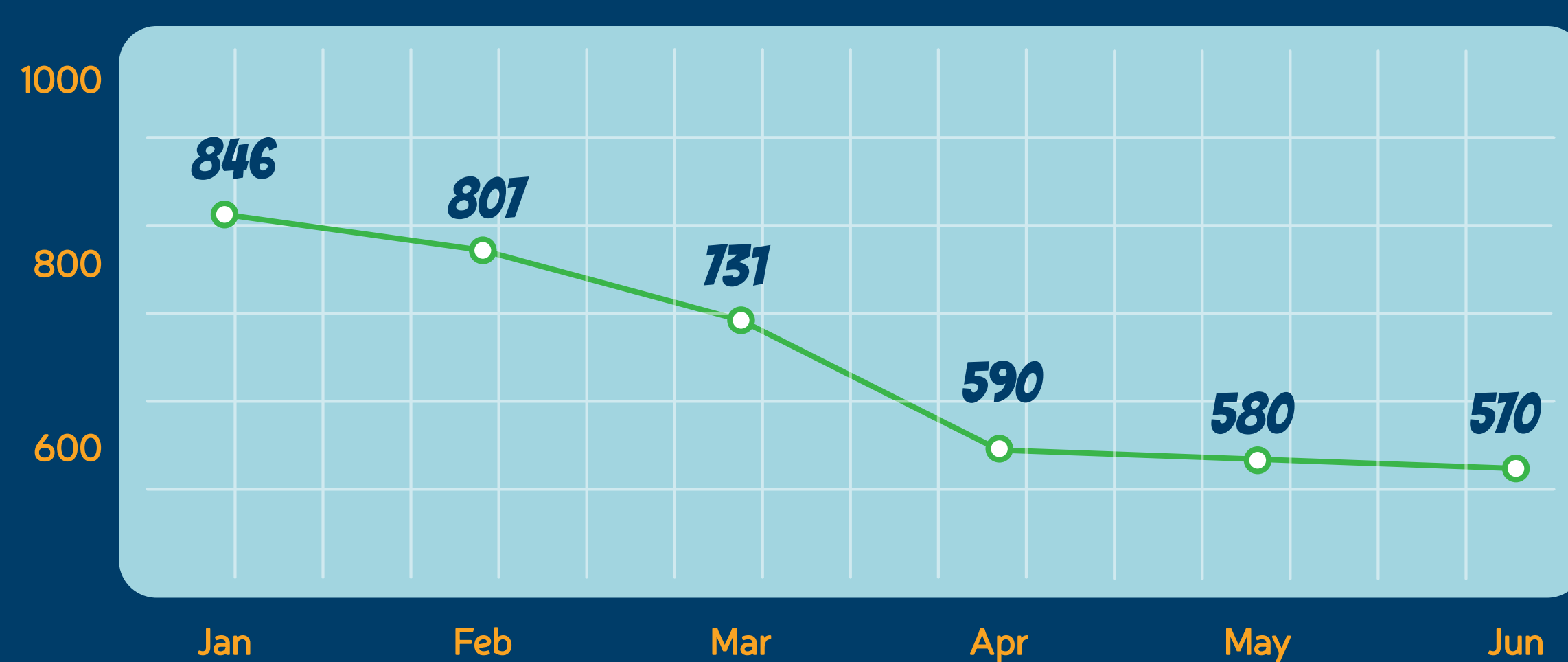
Data quality activities leading to **improved population health data**

83% indicated that the program entirely met expectations

84% plan to use quality improvement skills they learnt to address other topic areas within their general practice

81% of participants found the program workshops met their learning needs

IMPROVED CHRONIC DISEASE CODING



IMPROVED SHARED HEALTH SUMMARY UPLOADING PROCESSES
- 695 SHARED HEALTH SUMMARIES UPLOADED