

QUALITY IMPROVEMENT PROGRAM

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 of 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 Quality Improvement Program focused on improving the management of people with type 2 diabetes through providing an opportunity for general practices to:

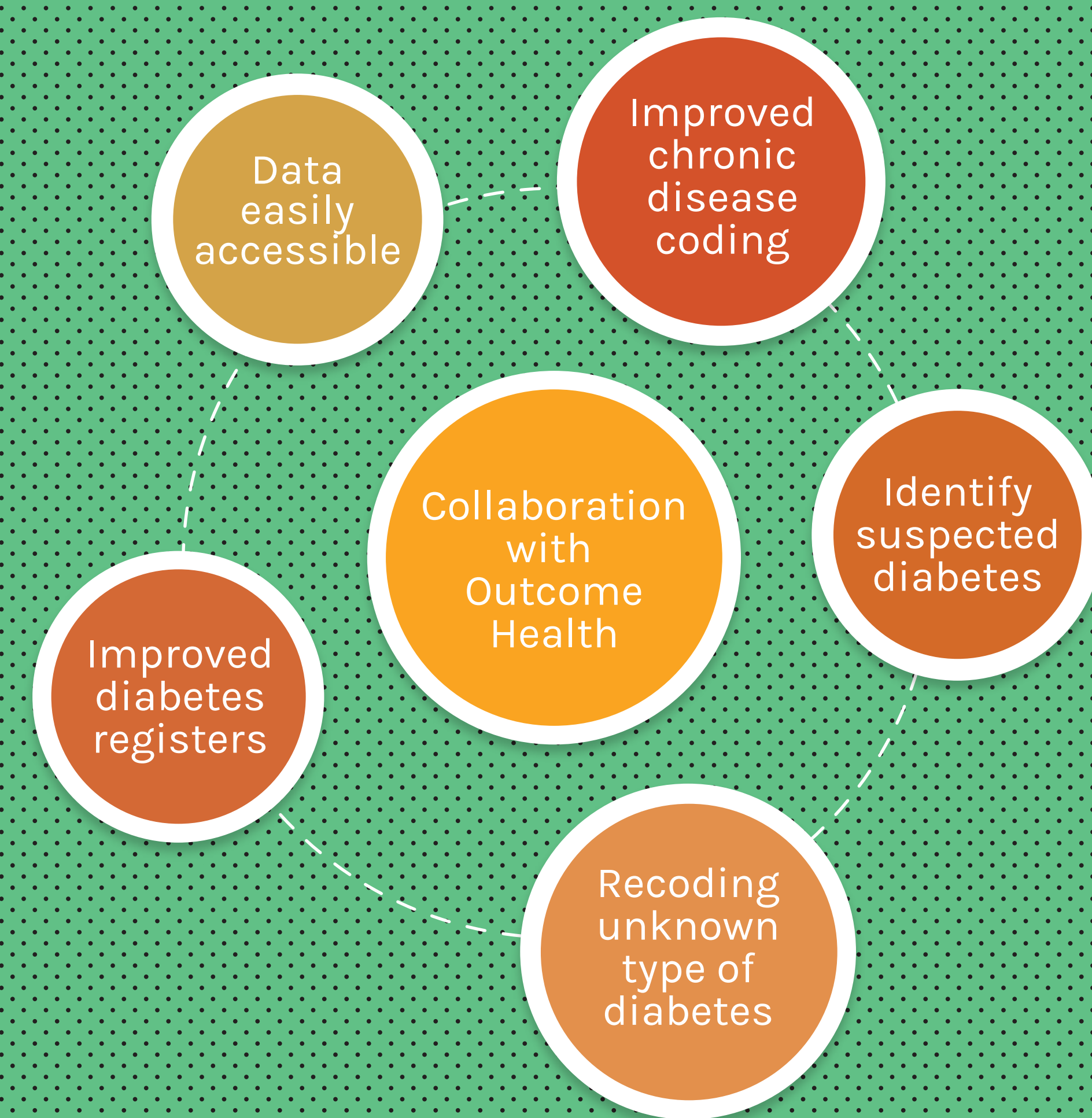
1. implement team building activities to improve communication
2. build knowledge and skills to analyse and use data to measure change and identify improvement(s)
3. use data to ensure that care is based on best practice guidelines
4. use Model For Improvement and Plan, Do, Study, Act cycle templates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

 **6** month program

 **14** practices

 **45** health care professionals

POLAR



DEVELOPMENT OF POLAR DIABETES QUALITY IMPROVEMENT PAGE

"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




PROGRAM OUTCOMES

 Over **168** PDSAs completed

 Improved **team work** and **communication** amongst participants

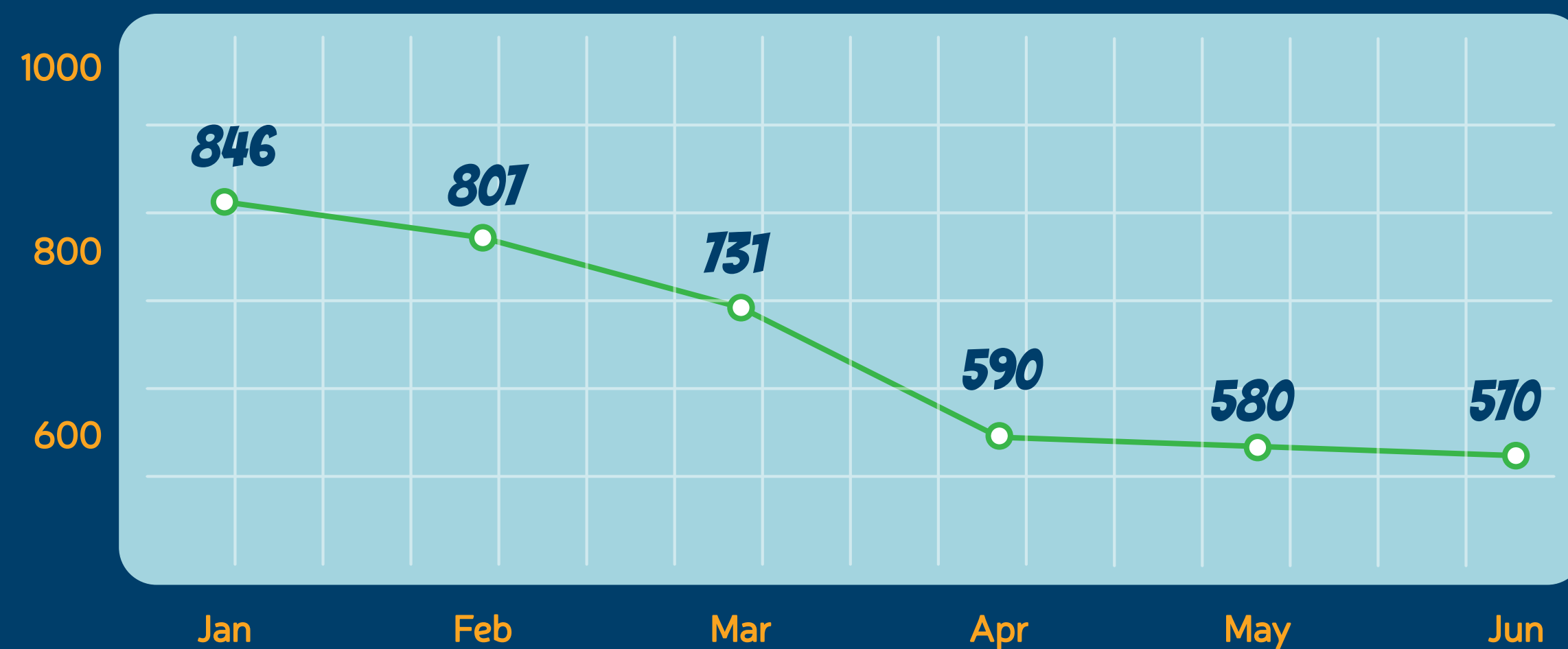
 Data quality activities leading to **improved population health data**

 **83%** indicated that the program entirely **met expectations**

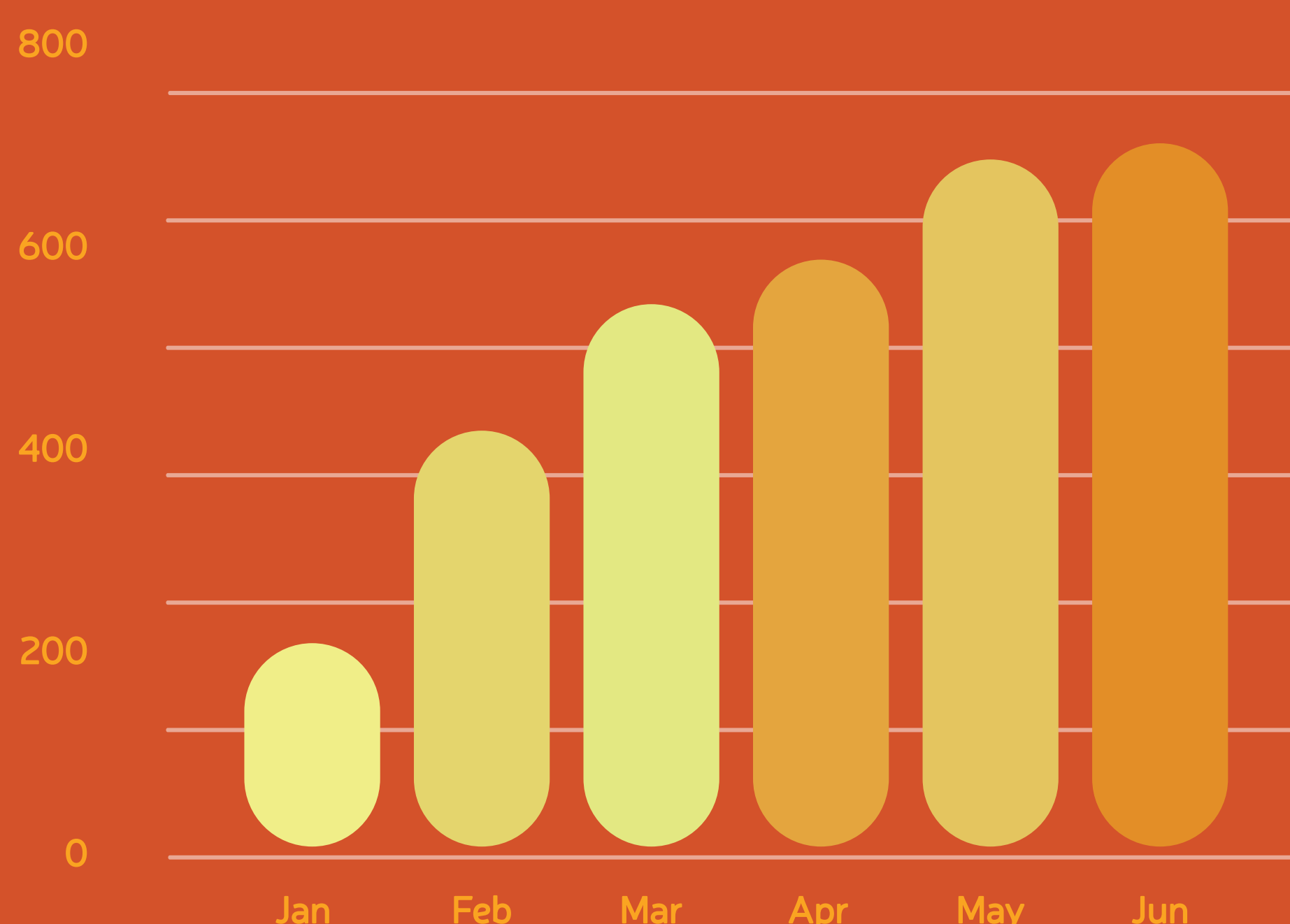
 **84%** plan to **use quality improvement skills** they learnt to **address other topic areas** within their general practice

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

IMPROVED CHRONIC DISEASE CODING



Number of patients with diabetes unknown type



Number of Shared Health Summaries

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