DRINFO

Quarterly Update

May 2010

DRINFO
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New updates

Summary Page

Track your monthly changes to monitor performance for each audit category at a glance

MoH PHO-Link Project

Identify patient who have diabetes diagnosis at hospital and not corded on your PMS.

Query updates

Financial
Data Quality
Immunisations
HPV
Nurse led clinics

Merging recalls

Select any patient list from the DRINFO audit and merge other recalls required into a single letter. Create and post to all patients in just three easy steps

New Outcomes Charting

Compare changes over time for each provider in the practice for any audit area.
Compare changes over time for high needs

Patient Mapping

PHOs and Practices can now plot patients on a map in any audit to help you implement community health

NEWSLETTER

DRINFO has achieved a great milestone in the last quarter with more than 450 practices in New Zealand now using DRINFO Audits and services.

Along with our joint partnership with your PHO in assisting your practice, DRINFO has also secured a network of partners to help us improve the services delivered to your practice and PHO, some of these partnerships, for example Western Mailing, were instrumental in streamlining the processes to communicate with your patient with the least disruption of your practice. Other global ventures like DRINFO Australia and Conexa ltd, allow DRINFO to import and integrate ideas and systems that have been proven successful overseas.

We sincerely appreciate the overwhelming positive feedback we have been receiving from practices in the last few months, and appreciate all the suggestions, additions and change requests we also receive as they always help us improve DRINFO. If you have any feedback or requests you wish to give DRINFO please don't hesitate to call us direct on 09 441 9353 or email us on info@drinfo.co.nz

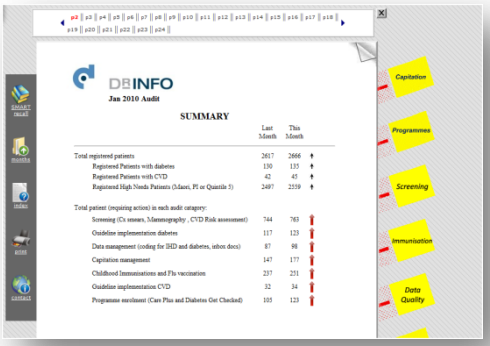
In this second edition of DRINFO quarterly newsletter, along with other new features, DRINFO is please release the upgraded patient communications system that allows your practice to merge multiple recall letters into one single recall letter from any audit areas. Please contact us if you wish to experiment with this system or would like to receive further training or information.

We wish you all the best for this winter, and look forward to working with your team in the busy months ahead.

DrInfo Team

Summary Page (audit page 2)

DRINFO Audit now adds a front page that will summarise the following for your practice



- Practice total patients, total high needs (Maori, PI and Quintile 5), Diabetes and CVD total Patients.
- Total patients found on each audit category:
  - Capitation management
  - Screening (Cx smears, Mammography , CVD Risk assessment)
  - Childhood Immunisations and Flu vaccination
  - Programme enrolment (Care Plus and Diabetes Get Checked)
  - Data management (coding for IHD and diabetes, inbox docs)
  - Guideline implementation diabetes
  - Guideline implementation CVD
- Changes in totals since last audit will give you a quick snapshot of performance and improvement areas

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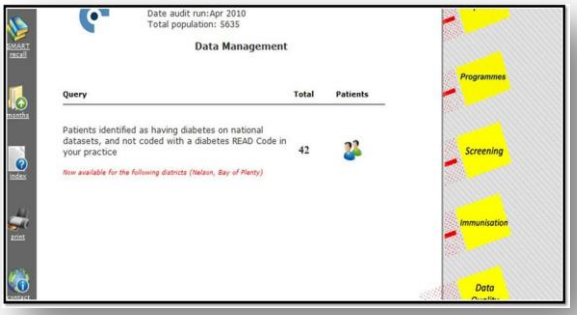
MoH PHO-Link Project

DRINFO recently had conversations with several PHOs and the MoH regarding DRINFO supporting the information requirements for implementing PHO Performance Programme PPP.



A common issue that has come across practices and PHOs; the ability identify patients with diabetes or CVD who are not identified and READ coded in GP practices.

Although DRINFO and the PHOs have attempted to identify these patients through practice records, for example from screening and medication, the number of patients that were identified where very low in comparison to the expected numbers as per national prevalence data. This is not only detrimental to a practice performance figure, but is also a potential clinical risk in not identifying patients requiring the appropriate intervention.

Following this, DRINFO met with the MoH and highlighted this difficulty in primary care. MoH agreed to pilot a solution and offered support for general practices receiving - through DRINFO - a list of patients that are registered to your practice (on your consent) as identified on the national disease registers. This data is then cross analysed by DRINFO to offer each practice an actionable list of patients that require review, READ coding or follow up.

In some cases, the patients may be incorrectly classified as having diabetes on the national register, in which case it is important to feed this back, which can be done through DRINFO audit.

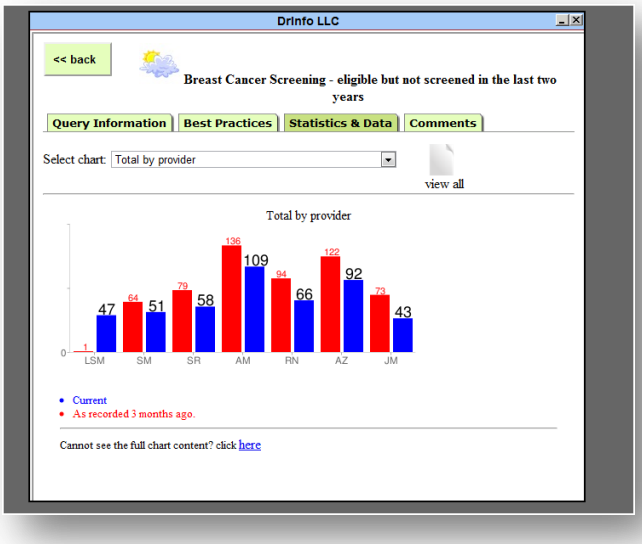
The PHO-link project has been successfully implemented in two regions so far (Nelson and Bay of Plenty) please contact your PHO to find out when this will be rollout out in your region.

New Audit Charting

Provider Charts

Following requests from practices using DRINFO to include breakdown of the audit queries by practice provider, DRINFO has now introduced a new charting list that includes "by provider" charts that allow you to visually see the improvements in number of patients registered to each provider over a three month period.

Click on the "Cloud" icon and then the "statistics and data" tab. Select the chart to be viewed from the list in "Select chart"

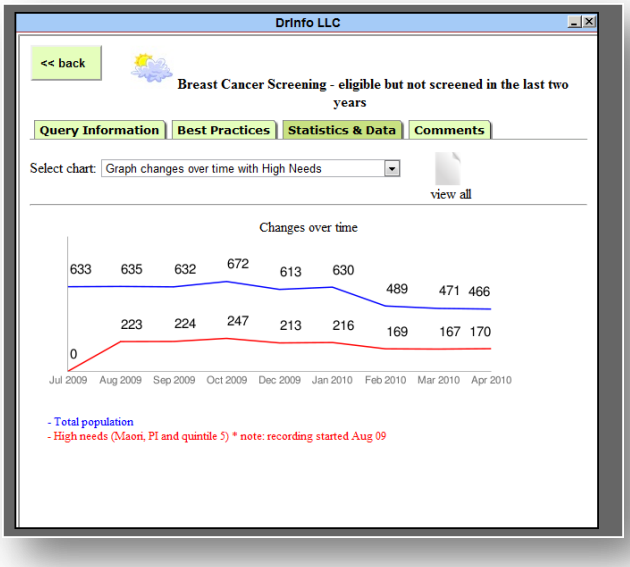


High Needs Analysis

Due to the nationally identified health inequality and gaps, practices are becoming more targeted in offering health services and closing the gap for patients identified as high needs patients (i.e. defined by MoH: Maori, Pacific or living in Quintile 5 areas).

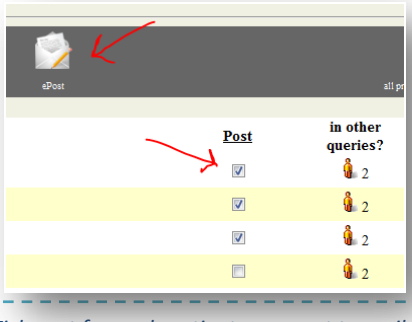
DRINFO has now introduced a system to allow you to target and measure impact for high needs populations. This is found as a chart in the Cloud button that compares changes over time for total population compared to high needs populations.

n the "Cloud" icon and then the "statistics and data" tab. Select the chart to be viewed from the list in "Select chart"



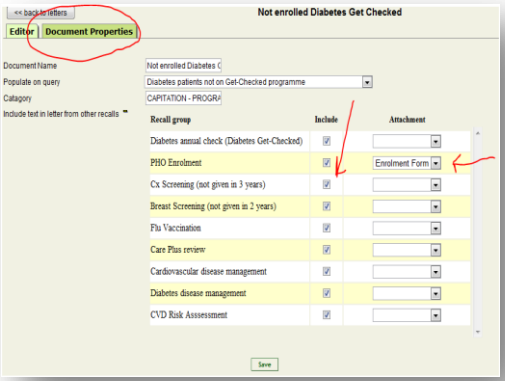
Merging recalls

DRINFO has now introduced a new system that allows you to create letters for any list on your DRINFO audit. On this letter you can also include a list of any other selected recalls if the patient requires it. For example if you are about to send your flu vaccination recalls, you can now also include on each letter a list of other procedure you would like to review with the patients (e.g. have an annual diabetes check if it is due).

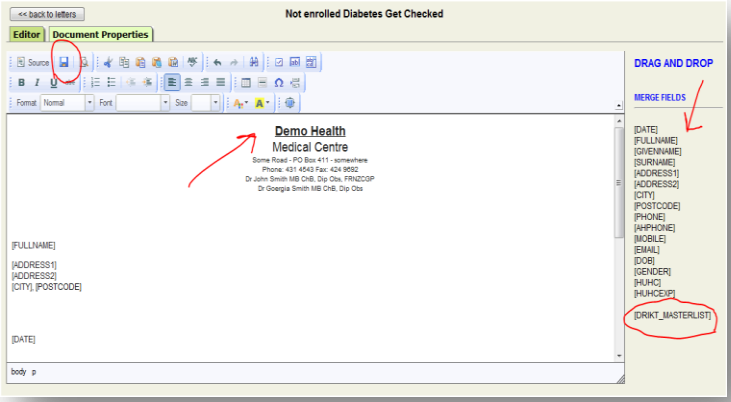


Tick post for each patient you want to mail and select ePost

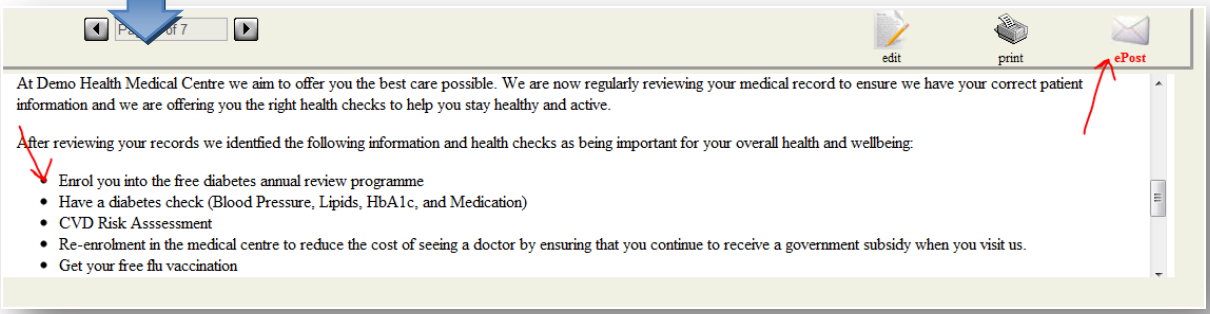
1. When the letters appear, click edit to edit and format the template



Select the other recall items you want to appear on each patient letter if required for the patient. You can also add attachments where required. ...Save to return to letters.



2. Use the editor to edit your letterhead and letter content. The drag and drop is to identify where to "merge" patient data. The field [DRIKT_MASTERLIST] will create bullet points of recall items you select in the next step (if patient requires)



3. Each patient letter will now contain a list of recalls specific to the patient, click ePost ... and the letters will be printed delivered to the patients' mailbox via NZ Post.

DRINFO Health Maps

DRINFO has released a new functionality, DRINFO Health Maps, to assist PHOs and practice implement outreach and health promotion projects.

DRINFO Health Maps key features:

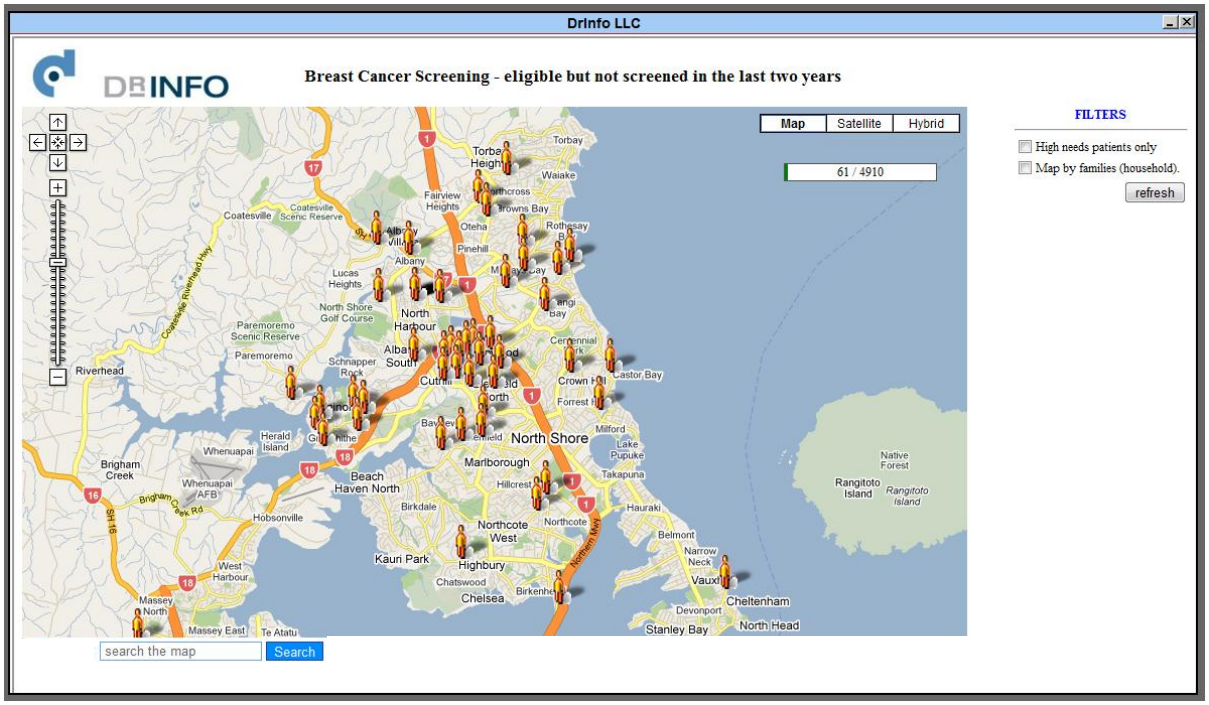
- **Integrates with New Zealand business database findaNZ, to allow overlaying a map with key locations like Schools, Churches, Halls, Medical establishments, Marae ... etc. This is done with a simple search button.**
- **Allows filtering the mapping by high needs patients (Maori, Pacific and people living in quintile 5 areas).**
- **Allows filtering the mapping by families (household) to represent the distribution by household.**
- **Geocode addresses on-the-fly.**

Example use of DRINFO Health Maps by pilot PHOs and practice:

To assist practices reach health targets, using DRINFO Health Maps a PHO identified clusters of patients who require a cardiovascular risk assessment, then locate the nearest venue where these patients are likely to frequent (e.g. School, Church ... etc). The PHO with the practices can then deploy an outreach service that is more likely to access the targeted population than if randomly selecting a venue for outreach.

Similar project have taken place for

- **Nurse led clinics**
- **Immunisation outreach**
- **Mammography and cervical screening**
- **Diabetes annual checks**



Query updates

Updated Queries

1. Diabetes Get Checked; remove DIAB as a screening code indicting annual diabetes get-checked given ... *(thanks Jenni Jones, Hastings Health!)*
2. CarePlus; only included patients funded for the audit month, as opposed to enrolled criteria only ... *(thanks Jackie Fleming, ProCare Manukau!)*
3. Ace Inhibitors; Include Atacand to the list of Ace Inhibitors ... *(thanks Heather Bridgford, Kumeu Medical Centre)*
4. Include Metformin to diabetes Rx and no READ code

New Audits

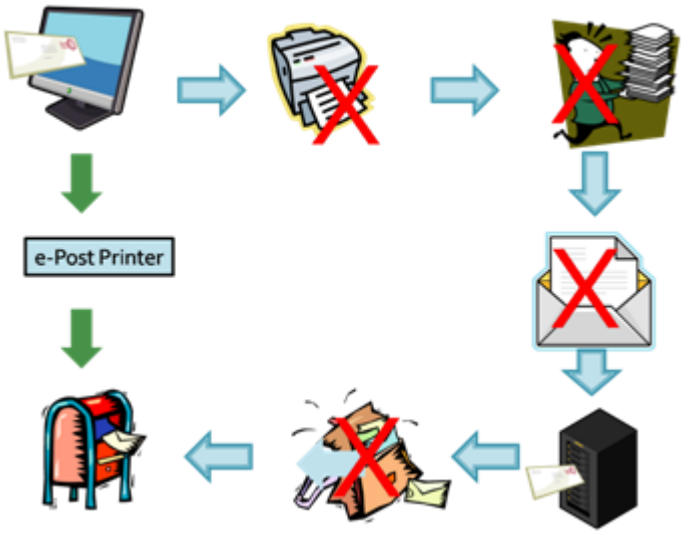
1. Nurse led clinic list: lists all high needs patients (Maori, PI and quintile 5 patients) with three or more procedures to be recalled for (e.g. Diabetes Get-checked, CVD risk assessment, vaccination, Cx and mammography)
2. Flu vaccination given, and no invoice for the service recorded; this query is to ensure your practice is reimbursed for all the vaccinations given at the practice.
3. HPV eligible populations; identify and mail invitations for vaccination in a few clicks.
4. Diabetes recorded at the MoH datasets, and not recognised as diabetes in your PMS;
5. New flu vaccination criteria: pregnancy and morbid obesity.

Pre-release

1. Asthma audits
2. Renal disease management and renal failure audits
3. Pre diabetes management (IGT, IGF)
4. CVD Risk management
5. Poly-pharmacy patient management

ePOST v.3.1

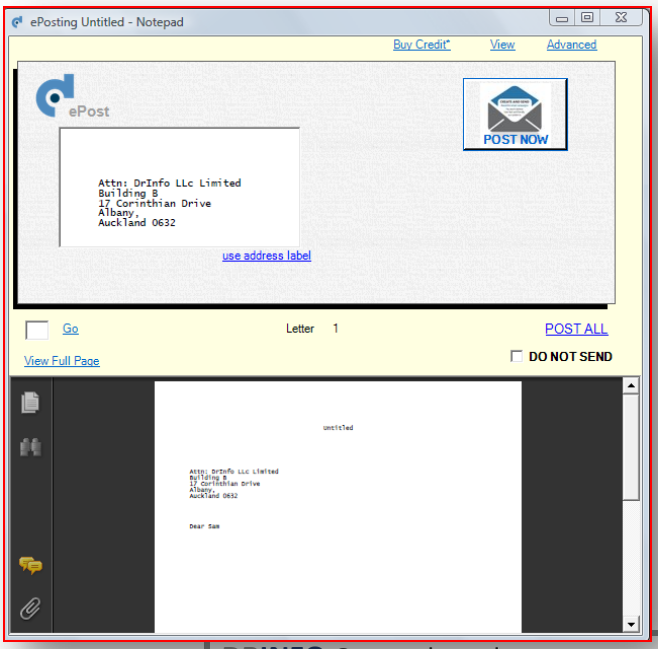
ePost and NZ Post continue to develop features and functionalities to help you streamline the process of sending your physical mail from your practice screen to your patients' letterbox.



ePost is now being used in many practices for processing monthly invoices, statements, and recalls.

ePost is fully integrated with your system, all outbox documents or statements are stored in your PMS system.

From your screen, print to ePost ... review the letters to be mailed on ePost ... exclude letters if you need to ... attached documents ... click ePost ... your letters are now being securely printed and inserted into envelopes and NZ Post will deliver them in 24-48 hours.



Go to www.epostdelivery.co.nz for more information.

If you are interested in exploring ePost for your practice, email "interested in ePost" to info@drinfo.co.nz and our team will follow up.