DRINFO

Whale-Bay in Tutukaka, Northland

Quarterly Update

Oct 2011

DRINFO
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New updates

Enhanced login

individualised login to DRINFO for your practice teams

Query updates

Financial
Data Quality
Immunisations
Clinical

Patient Filters

group targeting for action is now possible through the filter system, e.g. high needs only.

New and coming features

listing several new and soon to be launched features for DRINFO

NEWSLETTER

This newsletter will list a few minor and major additions to **DRINFO** features. We continue to receive fantastic and very helpful feedback that assists us in continuously improving **DRINFO** to meet your needs.

Our team has been very busy developing and testing a new infrastructure that will be released during the next two months allowing you to update your audits "live". This upgrade will come along with many substantial additions to your **DRINFO** audit. We are looking out for practices that would like to help us implement this upgrade and test how well it helps them in using their audits. Please let us know via email info@drinfo.co.nz or phone if you are keen to be a trial site, this will help you shape that changes to your practice needs, and also has many other benefits to your practice.

For our PHO clients, **DRINFO** will soon send you an invite for your practice engagement teams to attend and participate in a workshop aimed to help teams work more effectively with practice in both utilising **DRINFO** and in working on PPP and other initiatives within the practice, please contact us if you have not received this invite in the last week or so of Oct 2011.

Thanks very much to all the support and encouragement comments we receive daily from our clients, we immensely enjoy delivering **DRINFO** and see to it helping you achieve results.

Oh, and Go the All Blacks!!

DRINFO Team

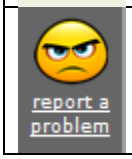
Individual log in

Individual log-ins for all staff using DRINFO

When you log in using your practice log in DRINFO key, you will probably be asked to create an individual DRINFO log-in password. You will be asked to provide your name, role at the practice (e.g. Practice Manager, Nurse and Doctor) and an email contact (optional).

This has been requested by clients as an additional security measure so that individual log-ins can be removed if a member of your team leaves the practice.

It also enables the DRINFO team to respond to the right person when a comment is submitted through the DRINFO report via the icons below:

	Reports an inaccuracy with a specific patient list (please use this so we know which query the inaccuracy relates to)
	Report a general problem with your audit report (please use this is the problem relates to the whole audit, such you are unable to access your report this month)

NEW New queries

1. High User Card - eligible but not enrolled (PROGRAMMES - Page 7)

Back by popular demand! Re-engineered query capturing 'Consultations' for patient with chronic diseases over the last 12 months

Query	Patients		Impact	Cloud
High User Health Card eligible and not enrolled *Scribble*	0		$	

2. Smoking –identifies patients where last recorded status was 'current smoker' but no brief advice, intervention, or referral recorded (SCREENING – Page 8)

A new query to help you keep track of patient who are coded as current smokers but for whom there is no record of offering them advice, intervention or cessation support

Query	Patients		Impact	Cloud
Patients with last smoking status as smoker, and no advice, intervention or cessation support referral *Scribble*	0		$	

3. Smoking –identifies patients where NRT was prescribed and no smoking status recorded (Data – Page 14)

Query	Patients		Impact	Cloud
Patients Given a nicotine replacement, Champix, or Zyban script in the last year and no smoking status recorded *Scribble*	0		$	

"Fix-Its" to existing queries

1. Smoking intervention (DATA QUALITY – Page 14)

Existing query updated to recognise @ZPSC Read Codes (as well as @ZPSB Read code). Thanks to Jenny @ Carterton Medical Centre, Catherine @ Broadway Health Centre, Rosemary at Katikati Medical Centre and Val @ Drs Riley and Mawdsley for reporting this to us ☺

no READ code found with the following codes '@ZPSB.10', '@ZPSC.10', '@ZPSC.20', '@ZPSC.30', '@ZPSC.90'

Given a nicotine replacement, Champix, or Zyban script in the last year and no smoking intervention recorded

Scribble

33

2. Declined immunisation (immunisation audit): selected the complete range of declined outcome codes instead of a small subset as previously selected.

Upgrades and enhancements

1. **Upgrades to ALL patient lists including SMART recalls (prioritised recall system) to include**:
   a. Gender added to patient list
   b. Date last seen added (last invoiced) added to patient list

2. **Additional options for order of display of patient list - SMART RECALLS (soon to be available in all patient lists)**:

Name	NHI	Provider code	DOB	Gender	Last Seen	Potential Revenue	Estimated Time Required	Due for	Post

Column header	Description of 'order display' and how to activate
NAME	Display patient list ordered alphabetically by surname Click on the **Name** header at top of column to sort patient list by A-Z, or Z-A order
NHI	Display patient list ordered by NHI Click on the **NHI** header at top of column to sort patient list by ascending, or descending order for NHI number order
PROVIDER CODE	Display patient list in order **By Provider** or, filtered for **One Provider** only Click on the **Provider code** header, or the provider initials in patient list To deselect click on the un-filter icon
DOB	Display patient list ordered by **Date of Birth** Click on the **DOB** header at top of column to sort patient list by ascending, or descending ordered by DOB (age) of patient
GENDER	Display patient list ordered by gender, or filtered for **MALE** or **FEMALE** only Click on the **Gender** header at top of column for showing **FEMALE, MALE** and **UNKNOWN** genders in a block. Click on **M, F**, or **U** in the patient list to display single gender only
DATE LAST SEEN	Display patient list ordered by date **Last Seen** (i.e. date last invoiced, will recognise zero invoices) Click on **Last seen** header at top of column to sort patient list by ascending or descending order of when the patient was last invoiced
POTENTIAL REVENUE	Display patient list ordered by **Potential Revenue** for the practice by patient Click on the **Potential Revenue** header at top of column for ascending or descending order of the approximate potential revenue the patient could bring to the practice via funded programmes or initiatives
ESTIMATED TIME REQUIRED	Display patient list ordered by **Estimated Time Required** Click on the **Estimated Time Required** header at top of column to sort patient list by ascending, or descending, order of estimated time required to action all the items indicated in the 'Due for' list for each patient
DUE FOR 5	Display patient list ordered by the **number of items the patient is due for**, or **require review** (i.e. the number of times a patient appears on a list in the DRINFO audit)
POST and	You can now view who has been posted a SMART RECALL letter in the current month. New filter – **No mail sent** (in current month.)

3. NEW - Additional FILTER options – available from SMART RECALLS and all patient lists:

Icon	Description
Filter	By popular request, the filter option is now available in **SMART RECALLS** lists! In the tool bar at the top of all the patient lists is a **'FILTER'** Clicking on this icon allows the patient list to be filtered to a sub-set of patient names
Unfilter	If the filter icon has a red cross over it, it means that the patient filter(s) have been applied to the patient list To **REMOVE FILTER(S),** just click the filter icon with the red cross and **ALL** applied filters will be removed
NEW filter option for **NO MAIL SENT**	You can now filter all patient lists, including SMART RECALL lists, for NO MAIL SENT (letter sent via DRINFO ePOST or SMART RECALLS) The new filter option is **NO MAIL SENT** – This will filter the patient list to a sub-set of those names that have not yet been sent a **SMART RECALL** letter or **ePOST** letter this month.

The full range of filter options currently available is:

High needs (Maori, Pacific and quintile 5) ✓
Maori patients only ✓
Aged between ___and___ filter
Funded patients only ✓
New this month ✓
No mail sent ✓

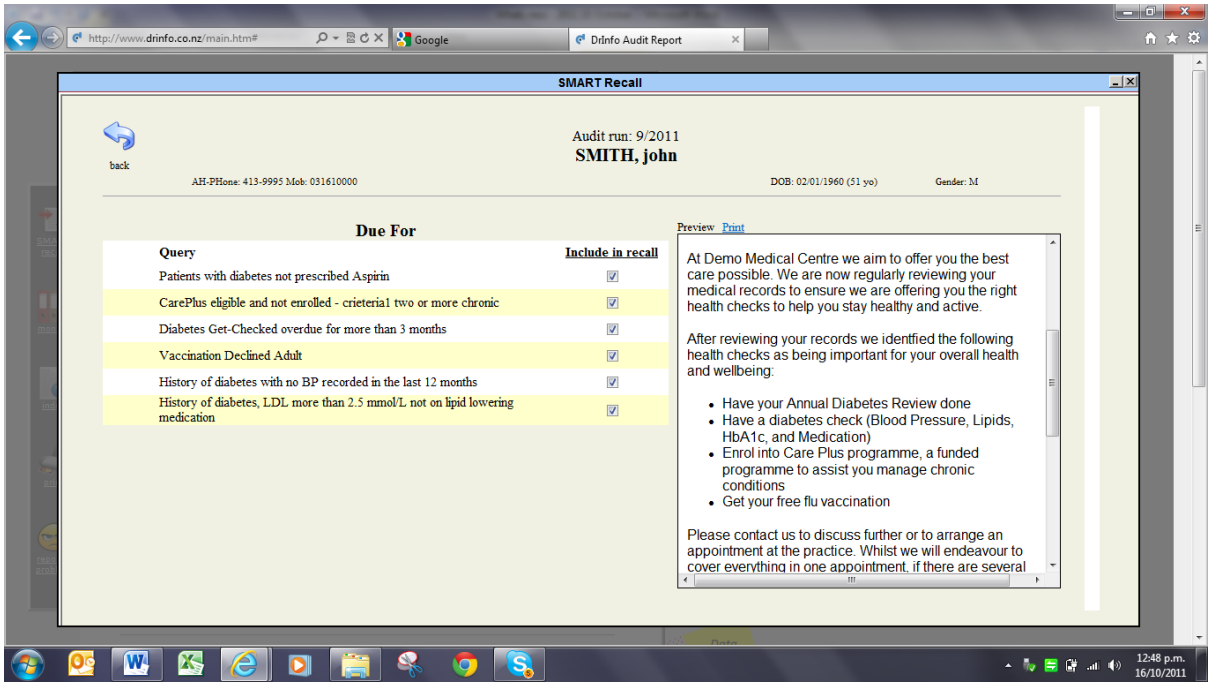
4. NEW - Patient address and phone numbers displayed as a contact details card

By adding some of the new columns to the patient lists, the page started to look a bit cluttered so the phone numbers and addresses have been removed from the display and moved to a contact details card. Displays in all lists except for SMART RECALLS.

Icon	Description
Contact	Click on this card to view the patients name, address, phone, fax and email as recorded in the PMS

5. NEW - View letters from the 'Due for' icon

Icon	Description
Due for	Now by clicking on the 'Due for icon' you can view not only the list of due for items (i.e. queries where the patient name appears in the DRINFO audit report) but you can also view the letter that could be automatically sent to the patient. If you do not want to include any items in the letter, just un-tick the items from the 'Due for' list and the letter will refresh to remove them from the bullet point list.



Please contact us to set up your letter header and to load the templates you require so you can send your letters directly from the DRINFO ePOST and SMART RECALL system, without having to print, fold or out into envelopes at your practice! A copy of the letters gets sent electronically back to the patient inbox in your PMS.

Frequently asked questions (FAQs) and commonly reported inaccuracies

Reported inaccuracy	Description and rationale
Hiberix (outreach) inaccurate	Thanks for all the "report an inaccuracy" letting us know that the DRINFO audit is not recognising all the doses of Hiberix given. We have identified a possible reason for this (to do with the way the information is recorded in the PMS for the different schedules) and the technical team will be investigating a solution shortly.
Flu vaccine given but not invoiced inaccurate	Thanks for sending us all the different transaction codes that each practice uses for privately paid flu vaccine. Check the 'cloud' icon under data query to see if the code you use is listed and if not – please tell us.
Smoking status recorded in screening but not as a read code – is for a baby	A few comments have come back to say that the smoking status recorded in screening was for a baby and therefore does not need to be READ coded under classifications. DRINFO will pick up any age as some practices do record smoking status for babies. If you can't find the screening code, check for inactivated codes, as sometimes the screening code was put against the wrong family member. Use the notes in DRINFO to annotate the reason and next month filter for without a note.

Coming soon in Nov!

Feature	Description and rationale
Diabetes register	This is rolling out by region over the next few months. A register of all your diabetic patients with demographic details and providing you with a summary of their clinical management (e.g.: lipids and HbA1c% managed or sub-optimal) and their annual review status (not enrolled in Diabetes Get Checked, overdue or up-to-date).
Search/Look up patient	Ability to search for a patient in your DRINFO audit report – by NHI or by name
HbA1c%	Query will be updated to reflect the transition from % to mmol/mmol as a unit of measure for HbA1c We will also be creating new audits to identify patients with deteriorating HbA1c over a period of time (thanks Dr Peter Moody) and refining the way the current HbA1c results are displayed
New format for the clinical CVD and clinical diabetes sections	We are considering changing the format of flow diagrams to be more like the format of the rest of the audit. Your suggestions for enhancements would be very welcome. We will also refine the queries to be in line with the new guidelines on the management of Type 2 Diabetes