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Quarterly Update

Apr 2012

DRINFO

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New updates

Trends

detection

an effective formula to detect patients BEFORE they become sub-optimally managed

SMS texting

now able to send SMS from any patient list

DRINFO

BUBBLE!

A subtle automated reminder on the corner of your screen of what the patient is due for when they present.

Query updates

*Asthma
Diabetes
Data Quality
pharmacy*

PHO stuff

*pre-visit reports,
segmenting your
network into
territories, and
many more
practice support
features*

NEWSLETTER

Might interest you in this newsletter:



SMS texting: you are now able to text your patients directly from **DRINFO**. Other advancements on making it easier and more effective to contact and communicate with your patients are also underway. See page 3 for more ...

DRINFO Bubble: as part of rolling out a premium version of **DRINFO**, which will help you in your day-to-day operation, **DRINFO** is introducing a subtle reminder on the side of your screen for any patient that walks through your practice, as to what they are due or overdue for as per your latest audit. More on page 6 ...

New Audits: a list of new features and audits available on your **DRINFO**, including regressing chronic disease indicators, GOUT and Asthma audits and other ... more on pages 1 and 7

Please feel free to give us feedback or suggestions on any of our contact details on the cover.

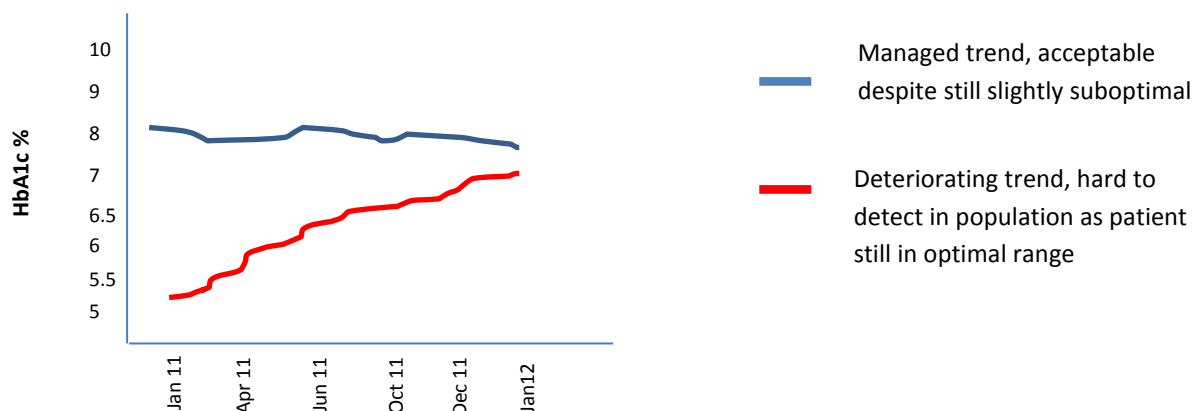
Best regards

Your **DRINFO** team



Trend detection - Diabetes

Following feedback from many clinicians, particularly the ideas raised by Dr Peter Moody from Karori Medical Centre, **DRINFO** has developed an advanced algorithm in your audits to detect deteriorating results for chronic disease patients, and therefore helping you identify and manage patients most likely BEFORE their health markers become suboptimal. This feature has been tested in **DRINFO** test sites and will be available to all practices in your April audit.



The first trend detection audit is on diabetes patients and will be found **on page 25** of your **DRINFO** audit (below). If you have any ideas on another useful application of this trending, email us on info@drinfo.co.nz

Demo Family Health Centre
Date audit run: Jan 2012
Total population: 4192

General diabetes and pre-diabetes Management

Query	Patients	Impact	Cloud
Diabetes patients with HBA1C consistently increasing <i>Scribble</i>	0		
Diabetes with LDL consistently increasing <i>Scribble</i>	0		
Diabetes patients with BMI consistently increasing <i>Scribble</i>	0		
IGT not followed up in the last 12 months <i>Scribble</i>	0		

Capitation

Programmes

Screening

Data Quality

Flu Vaccination

Immunisation

SMART recall

months

index

print

report a problem

re-run



SMS texting in DRINFO

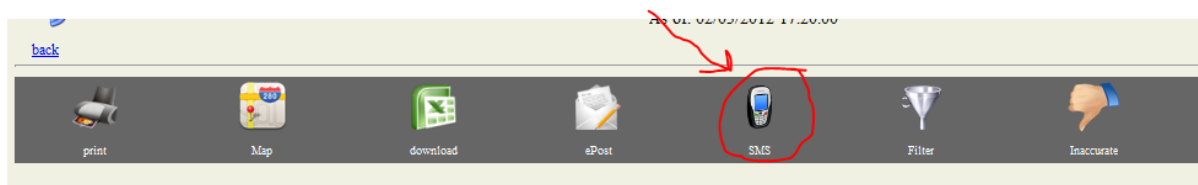
You are now able to send an SMS text and receive responses from patients directly from any patient list on DRINFO. This is done a couple of simple clicks (three to be exact!)

Sending SMS to any patient list

- 1) Select the patients you want to SMS (or click on “All SMS” header to select all)

DOB	Contact Details	Last Invoiced	Reviewed	Other queries?	Post	SMS
06/03/1962 (50)		13/01/2012	<input type="checkbox"/> Add note	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19/10/1951 (61)		28/02/2012	<input type="checkbox"/> Non responder ... Feb 010	2	<input type="checkbox"/>	<input type="checkbox"/>
25/07/1929 (83)		20/02/2012	<input type="checkbox"/> Add note	4	<input type="checkbox"/>	n/a

- 2) Click on the mobile icon on the top of any patient list



- 3) Select the template you wish to use by clicking on it, if available. Notice that each template will give you the number of times used and response rates, this is to help you choose the SMS content that maximise your response.

Breast Cancer Screening - eligible but not screened in the last two years

Total patient to send SMS to: 5 patients.
Total cost: \$1

Select from below or type directly on the phone screen

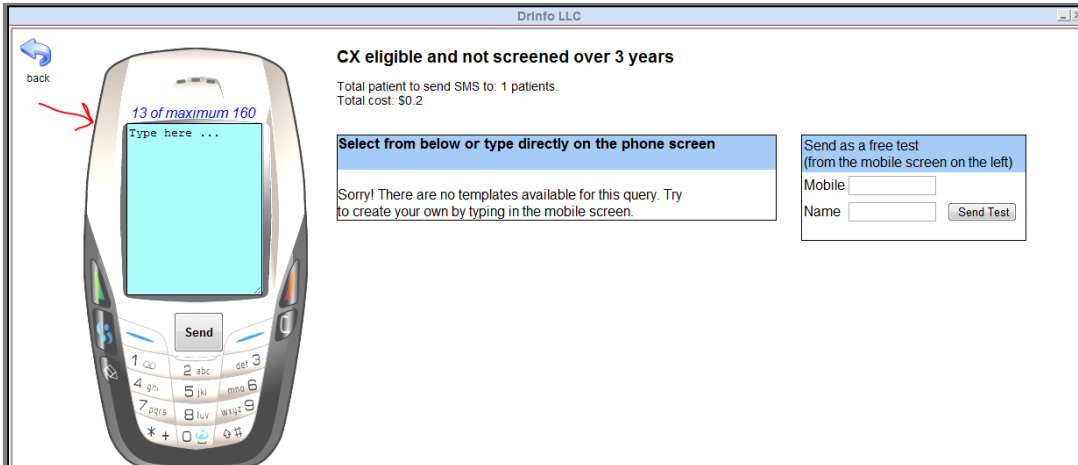
SMS Template	General Statistics
Kia Ora, The mobile mammogram (breast x-ray) bus will be in Wairoa 5-13th March for a free mammogram please ring 0800 270 200	Used by 12 practices, sent to a total of 544 patients, with a response rate of 0 %
Good morning, the mobile mammogram (breast x-ray) bus will be at 1 Cook St, Waipukurau 26 March to 26 April 2012. For a free mammogram please ring 0800 270 200	Used by 1 practices, sent to a total of 92 patients, with a response rate of 0 %

Send as a free test (from the mobile screen on the left)

Mobile

Name

If no template available, type in the green screen of the mobile. This will be saved as a template automatically



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Type here ...

Send

1 2 3 4 5 6 7 8 9 0 * +

CX eligible and not screened over 3 years

Total patient to send SMS to: 1 patients.
Total cost: \$0.2

Select from below or type directly on the phone screen

Sorry! There are no templates available for this query. Try to create your own by typing in the mobile screen.

Send as a free test (from the mobile screen on the left)

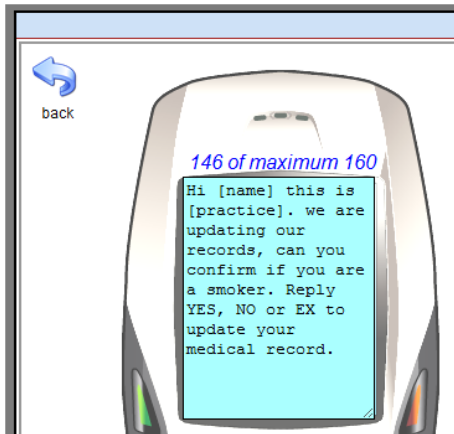
Mobile:

Name:

Click **SEND!** All SMS will be received by people on that list with a mobile number.

Special features:

- 1) Mail-merge into the SMS, by typing [name] and [practice], when this SMS is sent, each will be replaced by the patient name and the practice. example below:

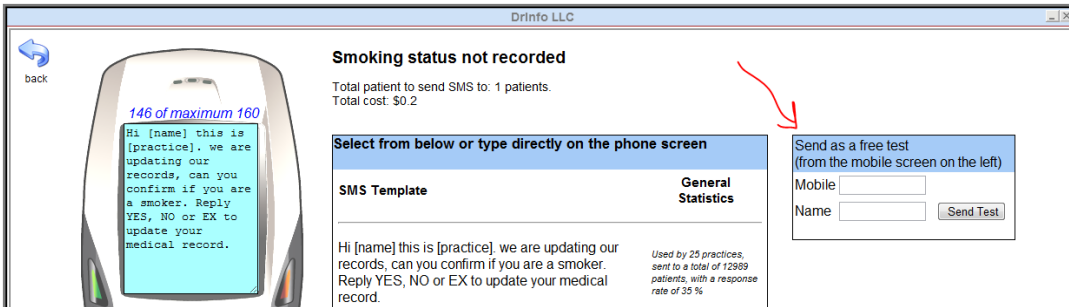


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Hi [name] this is [practice]. we are updating our records, can you confirm if you are a smoker. Reply YES, NO or EX to update your medical record.

- 2) Send a free test before you send your SMS messages to the rest of your patients



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Hi [name] this is [practice]. we are updating our records, can you confirm if you are a smoker. Reply YES, NO or EX to update your medical record.

Smoking status not recorded

Total patient to send SMS to: 1 patients.
Total cost: \$0.2

Select from below or type directly on the phone screen

SMS Template	General Statistics
Hi [name] this is [practice]. we are updating our records, can you confirm if you are a smoker. Reply YES, NO or EX to update your medical record.	Used by 25 practices, sent to a total of 12969 patients, with a response rate of 35 %






Send as a free test (from the mobile screen on the left)

Mobile:











Name:

3) Excluding patients from being sent SMS:

DRINFO will automatically exclude anyone without a valid mobile number, but will search for one in any of the phone contact fields (mobile, phone, after-hours phone, work phone).

	23/10/2011		Add note		1		SMS Sent
	31/10/2011		Add note		0		n/a

You can also manually exclude any patient from receiving SMS by clicking on the contact card and un-tick "SMS".

Name	NHI	Provider code	DOB	Contact Details	Last Invoiced	Reviewed
SMITH jena			10/01/1966 (46)		14/07/2011	 Test note LT... Sep 011
SMITH jena					11/07/2011	 TEST ... Oct 11
SMITH jena					30/08/2011	 TEST ... Oct 11
SMITH jena					30/08/2011	 ... Feb 12
SMITH jena					-	 Add note
SMITH jena					28/01/2011	 Add note
SMITH jena					30/06/2011	 Add note
SMITH jena					10/08/2011	 Add note
SMITH jena					12/08/2011	 Add note

4) Responses

Responses will be received and displayed on that list of patients on **DRINFO** the next time you login. You can also discuss with your PHO or PMS vendor on using the responses to update the patient medical record in bulk, for example smoking READCODEs. **DRINFO** can assist you in doing so

	1		SMS Sent
	0		n/a
	0		EX. Stopped...
	1		n/a
	0		No

Costs and how to pay:

No setup or subscription fee, and no minimum use required.

The cost of each SMS is 20 ¢.

Responses are unpaid, i.e. patient pays.

Your practice will receive an invoice for the SMS sent at the end of the month.



DRINFO Bubble !

1 ... WHY:

Because very often, patients present for one issue, but other important and due checks are missed. Optimise the value from a patient's visit to your practice. Capture required actions at a glimpse

2 ... HOW:

DRINFO Bubble offers your practice an instant and automated reminder of **DRINFO** action list from your latest audit for any patient visiting your practice.

3 ... WHERE:

Whenever you open a patient record on your practice management system, Bubble will pop up on the corner of your windows screen and give you a subtle reminder of the actions required for that patient.

4 ... WHAT:

Bubble will only show you what you find relevant to your interaction with the patient.

You can easily setup Bubble to only show reminders that are

- 🔊 Clinical (nurse and doctor action items)
AND / OR
- 🔊 Administrative (reception or practice management action items)

Contact **DRINFO** if you would like to enquire about using Bubble reminders on your practice screens.

info@drinfo.co.nz or call any of our team.





New Audits in DRINFO

Asthma Audits (Page 26)

- 3 or more inhalers in the last 6 months and no LABA prescribed
- 2 or more inhalers in the last 6 months and no respiratory READ Code
- Prescribed LABA in the last 6 months and no Inhaled Corticosteroids

Query	Patients	Impact	Cloud
3 or more inhalers in the last 6 months and no LABA prescribed <i>Scorable</i>	0		
more than one inhaler in the last 6 months and no asthma READCODED <i>Scorable</i>	0		

Diabetes Detection (Page 10)

- Lab results reflect diabetes presence, no READ code found
- Diabetes mentioned in hospital discharge summary and no READ code found
- Glucose and HbA1c indicate Impaired Glucose Tolerance and no IGT READ Coded

Query	Patients	Impact	Cloud
READ Code missing Diagnosed Diabetes (from Lab results) and no READ code <i>Scorable</i>	0		
Glucose and HbA1C indicates impaired glucose tolerance and no READ code <i>Scorable</i>	0		

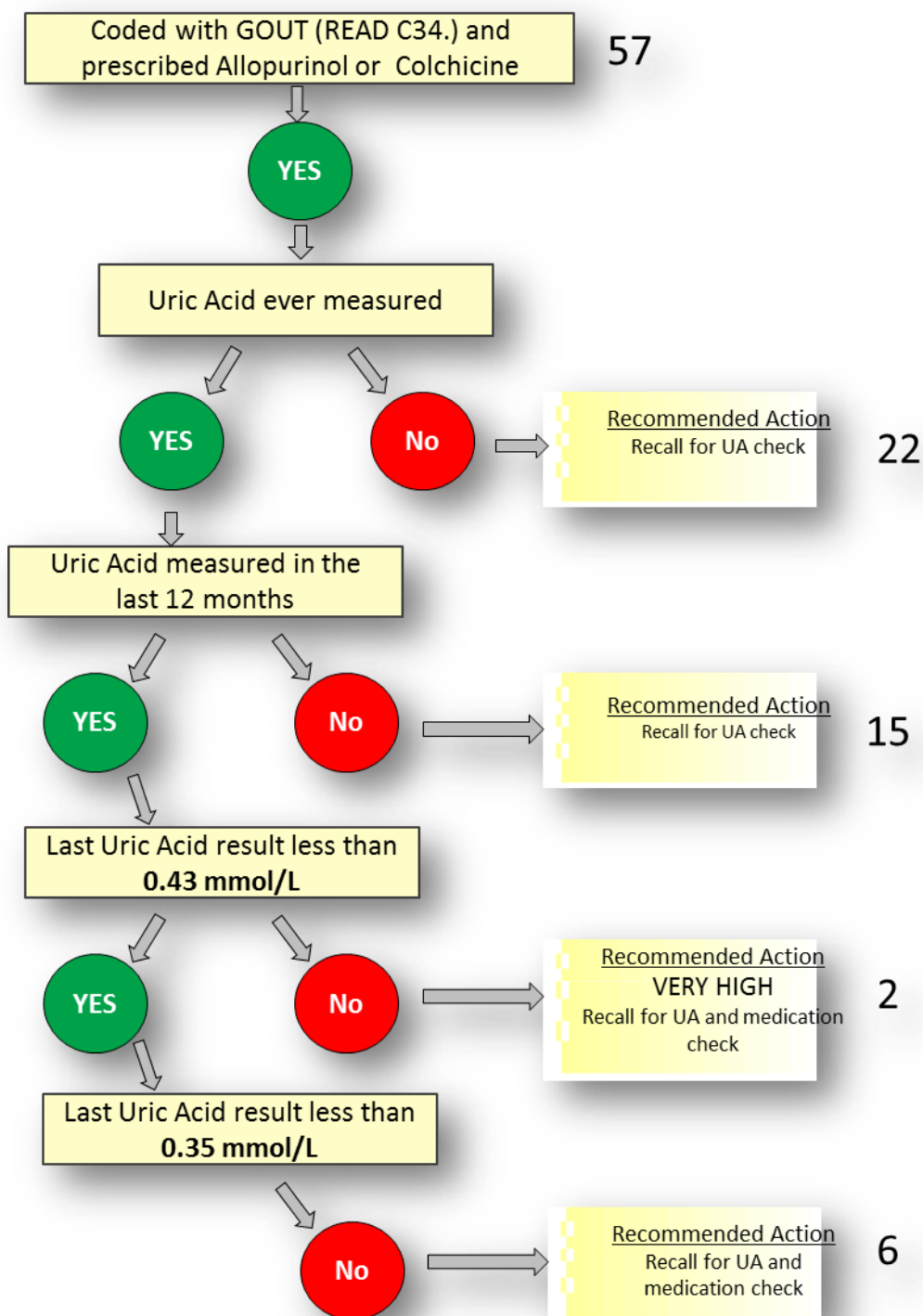
Diabetes Management, prevention (page 25)

- Diabetic patient with HbA1c increasing over time
- Diabetic patient with LDL increasing over time
- Diabetic patient with BMI increasing over time
- IGT patient not followed up in the last 12 months

Query	Patients	Impact	Cloud
Diabetes patients with HbA1C consistently increasing <i>Scorable</i>	0		
Diabetes with LDL consistently increasing <i>Scorable</i>	0		
Diabetes patients with BMI consistently increasing <i>Scorable</i>	0		
IGT not followed up in the last 12 months <i>Scorable</i>	0		

New GOUT Audit

Currently being tested and reviewed by our test sites and will be found on page 29 of your DRINFO audit.







“Fix-Its” to existing queries

- 1. Flu vaccination 2012, updated the codes to reflect 2012 vaccinations given, replacing 2011 queries. Please note the shift occurs in Feb when you view your trends and charts over time**
- 2. Given NRT and no smoking status recorded, did not capture in “screening” terms in MT32 users, as opposed to READ Codes. This is now fixed and should capture either screening or READ Codes, history and classifications.**
- 3. Poly-pharmacy medication changed from 5 drugs in the last 6 months to 9 upon popular request.**



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.



PHO Stuff (For PHO and DHB readers)

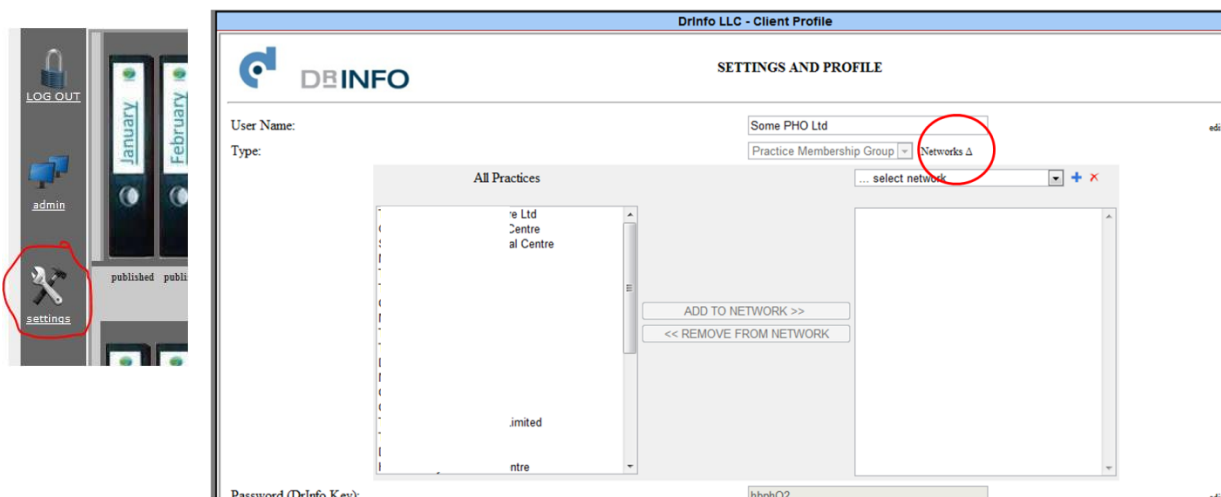
1) Creating territory logins within your PHO

The ability to create sub-logins that group certain practices within the PHO has been very useful in several PHOs, so far the uses included setting territories for facilitation staff, where a staff member can review population and practice level information, only for practices that he or she supports. Another use is to group and compare practices into practices belonging to specific CME group, or comparing similar practices.

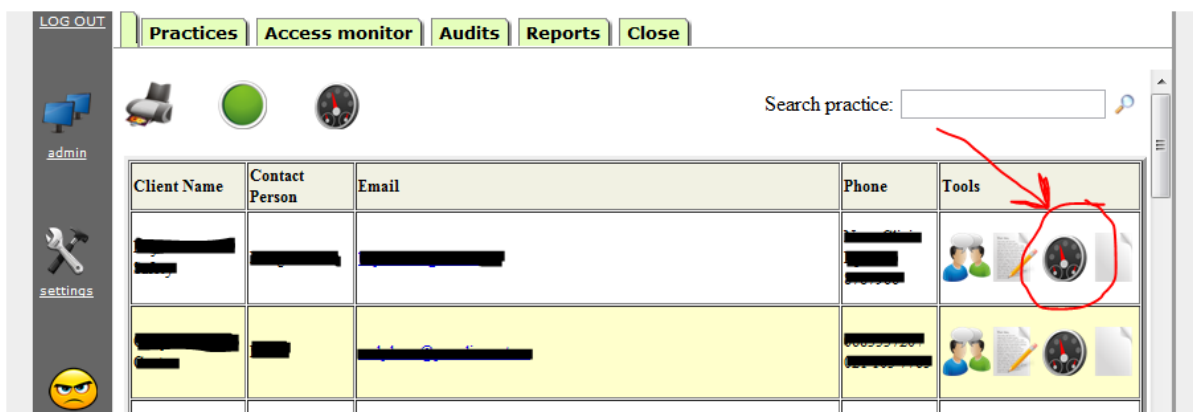
To create and edit territories:

Once logged in as the PHO, select settings, click on “Networks”. To create a new territory click on the plus sign next to select network **+** and fill in the new network details.

To add practices to this new network, select a practice from the left side, and click on “Add to network”. You can remove a practice from the network by clicking on the practice on the right side and click on “Remove from network”. Now you can login as the new network.



2) DRINFO pre-visit reports for facilitators

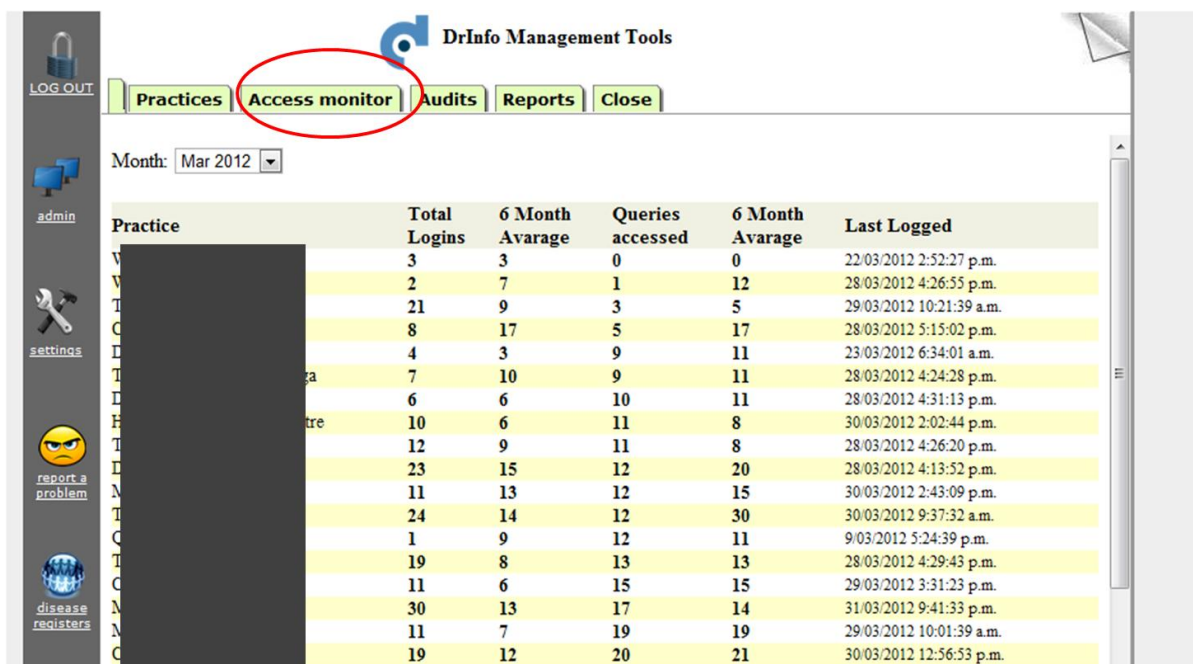


Client Name	Contact Person	Email	Phone	Tools
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[Icons: Person, Document, Clock, Gear]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[Icons: Person, Document, Clock, Gear]

This report includes a full analysis on PHO Performance Programme, including comparisons, identified or de-identified, of all other practices in the network, for each of the indicators. Also included is high needs analysis and activity analysis.

3) Activity monitor for practice support

With a common goal of improved population health performance, this analysis will help your PHO support practices to utilize population audits and improving performance. By identifying practices that either accesses their audit less or access less information on the audit itself your PHO staff can action a follow up support call. The declined access is usually attributed to key staff leaving or data issues at the practice, both requiring follow up support. You can rearrange this table by clicking on the header.



Practice	Total Logins	6 Month Average	Queries accessed	6 Month Average	Last Logged
V	3	3	0	0	22/03/2012 2:52:27 p.m.
V	2	7	1	12	28/03/2012 4:26:55 p.m.
T	21	9	3	5	29/03/2012 10:21:39 a.m.
C	8	17	5	17	28/03/2012 5:15:02 p.m.
D	4	3	9	11	23/03/2012 6:34:01 a.m.
T	7	10	9	11	28/03/2012 4:24:28 p.m.
D	6	6	10	11	28/03/2012 4:31:13 p.m.
H	10	6	11	8	30/03/2012 2:02:44 p.m.
T	12	9	11	8	28/03/2012 4:26:20 p.m.
D	23	15	12	20	28/03/2012 4:13:52 p.m.
M	11	13	12	15	30/03/2012 2:43:09 p.m.
T	24	14	12	30	30/03/2012 9:37:32 a.m.
C	1	9	12	11	9/03/2012 5:24:39 p.m.
T	19	8	13	13	28/03/2012 4:29:43 p.m.
C	11	6	15	15	29/03/2012 3:31:23 p.m.
M	30	13	17	14	31/03/2012 9:41:33 p.m.
M	11	7	19	19	29/03/2012 10:01:39 a.m.
C	19	12	20	21	30/03/2012 12:56:53 p.m.