



DRINFO



Spring Daffodils

Quarterly Update

September 2013

DRINFO

Auckland

17 Corinthian Drive
Albany Auckland 0632
ph: 09 441 9353
email: info@drinfo.co.nz

Napier

36 Munroe Street
Napier
Phone: 09 441 9353
email: info@drinfo.co.nz

New updates

Notification of Changes

DRINFO will now ensure you are notified of all updates and changes to the queries

Remote Training

New staff member?
Or just need a refresher?
FREE remote training sessions now available

Setting targets

Independent practices (who self-fund DRINFO) can now set up their PPP targets

OneClick

Interact directly with the patient record from within DRINFO. Saves time and paper.

Introducing OneList

Displays all the funded performance indicators by patient! FREE to practices.

New audits

No ethnicity recorded
8 month childhood immunisations

Welcome to the **DRINFO** Spring 2013 Newsletter



The theme of this newsletter will be supporting the accuracy of your data, especially where funding is impacted.

This issue of DRINFO newsletter will acquaint you with our **latest query updates** explaining any of the sudden differences you may have experienced with your data. Our **new way of publishing our query updates** will ensure such changes will never take you by surprise in the future.

Introducing **OneList** - Your ability to access the **raw source of information** recorded on your PMS, this will most certainly give insight as to where reports and funding do not match up, or an extraction did not reflect your true work. This is FREE for practices. This could also be made available to PHOs at a non-patient identifiable level, but at a record level that allows your PHO to audit for data accuracy. If your PHO is interested, please refer to our team for discussion.

We are excited to welcome new PHOs joining DRINFO, and look forward to increasing our support of areas of importance to primary care.

OneClick's fan club is rapidly gaining members – see testimonial in this issue and ask us about a 30 day free trial!

Best regards

Your **DRINFO** team



A message from our technical support team

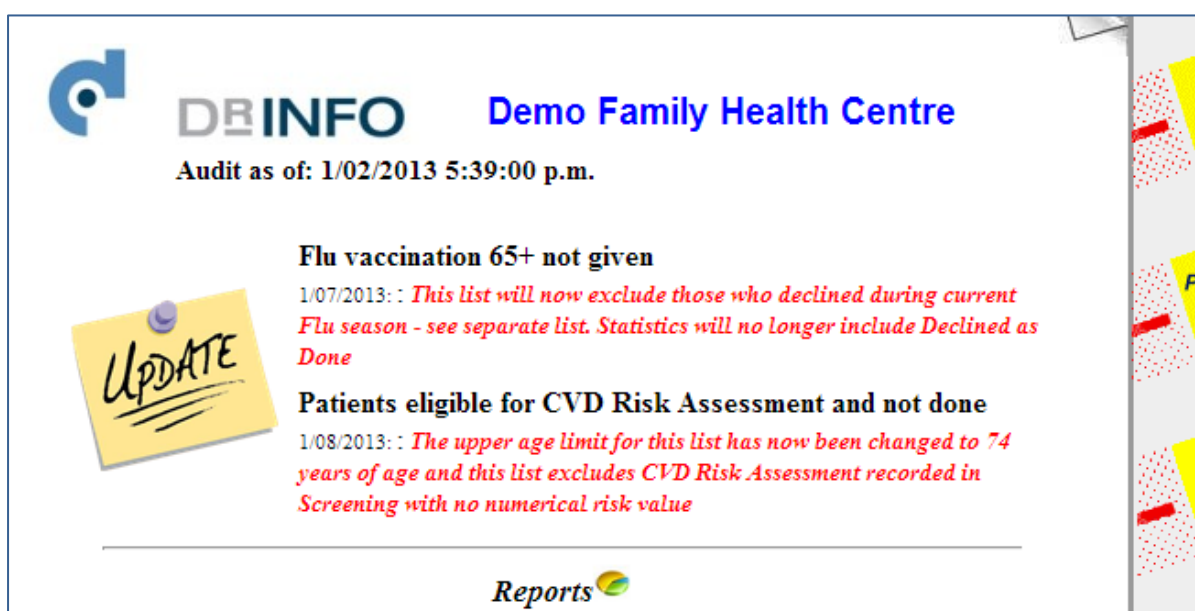
IMPORTANT: Please let us know if you have a **new server** installed or have **upgraded Interbase**. Our technical team are happy to adjust or reinstall your DRINFO software to make sure you continue to have access to your DRINFO audit.



New Features

Publishing Latest Query Updates:

We are now notifying all our clients of every change we make to our queries. The updates will be published on **page 2** of the audit as well as within the **patient list** of the relevant query itself.



DRINFO Demo Family Health Centre
Audit as of: 1/02/2013 5:39:00 p.m.

Flu vaccination 65+ not given
1/07/2013: : *This list will now exclude those who declined during current Flu season - see separate list. Statistics will no longer include Declined as Done*

Patients eligible for CVD Risk Assessment and not done
1/08/2013: : *The upper age limit for this list has now been changed to 74 years of age and this list excludes CVD Risk Assessment recorded in Screening with no numerical risk value*

UPDATE

Reports



Patients eligible for CVD Risk Assessment and not done
As of: 1/02/2013 5:39:00 p.m.
Countercode: COUNTER54

back

print Map download ePost SMS Filter Inaccurate all providers

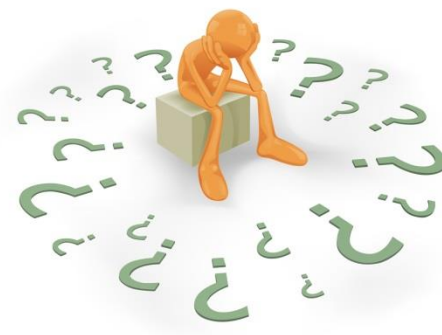
UPDATE
01/08/2013:
The upper age limit for this list has now been changed to 74 years of age and this list excludes CVD Risk Assessment recorded in Screening with no numerical risk value

These notifications may give you a good insight into any changes you may find in your data following an update. You will also be able to see the changes to the selection criteria by clicking on the Owl information source for the queries in question



FREE Remote training now available!

- Do you have questions about your DRINFO data?
- Have you had a bit of a break in using the audit?
- Would you like to get a refresher on DRINFO Audit or get the latest update before next Newsletter?
- Or a new staff member?



No need to wait for the next visit by a PHO facilitator or DRINFO trainer - **REMOTE TRAINING** is now available!

It's convenient and **FREE** of charge! Perfectly suitable to get a new practice member up to speed!

Our trainers use **TeamViewer** technology to access your screen and walk you through your own audit at your pace.

If you have access to a phone with a loud speaker function the training can be conducted for more than one professional at a time.



Call Olga with a suitable time on 021 415 482 or email olga@drinfo.co.nz.

Loving your Independence – target setting for independent practices



You can now **set your targets** and **track your progress** even if your PHO is not funding your DRINFO or if you are independent from a PHO altogether.

- ☛ Set targets for your practice **total and high needs population**
- ☛ Track your progress and get your PPP report
- ☛ Compare your achievements to similar practices nationwide



See How Your PHO Sees you!

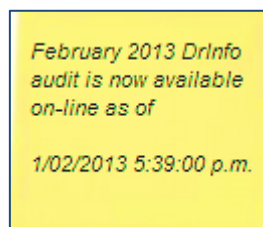
Monitor

The **Monitor** is the exact copy of the report your PHO receives about your practice from Dr INFO. It is non-patient level data with:

- **Extended analysis of target population**
- **Progress tracking for PPP**
- **DR INFO utilisation report**

This will be progressively updated for the practices within the next month. Please let us know if your practice does not have the Monitor gauge icon on page 2 of the month's audit (next to the PPP report icon) – and we will have that updated for you.

Reporting Inconsistencies in DRINFO and Getting Responses



Please check date of last audit:

As soon as you log into your Dr INFO Audit the yellow “Post It” note to the right of the “Filing Cabinet” will let you know when your last audit ran. This means that none of the changes made since that date would show in the audit. If you would like to re-run the audit, click on the current month folder and click on the “Re-Run Audit” button bottom left



Check for possible coding mis-matches:

The “Owl” Information source will tell you which codes we use to construct a particular list. It will point out exclusion criteria and will let you know whether we are looking for a particular code, an outcome code or a code description for each query. Please compare this information to the way you enter information in your PMS. It may be crucial for the CPI extract as well.



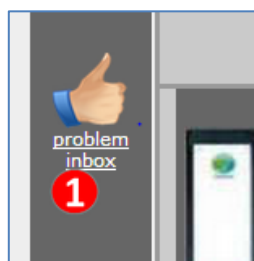
You can report an issue directly from the patient list

This will allow us to see which list you are referring to and will really help us with troubleshooting. You can provide an e-mail address if you would like a copy of the answer to be sent there as well as “Problem Inbox”. Please provide your name for reference in case we need to contact you.



You can report a general audit issue through “Report a Problem”

You can find this grumpy face on the left hand side on any of the audit pages once you click on the current month folder. This module now also has the facility for providing us with an e-mail address for the copy of a response



Get a reply to your question through “Problem Inbox”

Next time you log in to DRINFO, before opening your month audit, go to “Problem Inbox” to see replies to your queries. To make the flashing number disappear, please evaluate our response on whether it was helpful for you.



Have you tried **OneClick** yet?

Want to access patient records direct from
DRINFO ?

NOW YOU CAN! With DRINFO OneClick



"This function has made our job so much easier. It has saved time and paper, especially as you don't have to print anything out anymore. It's great!"

Adrienne Carter

Clinical Nurse Manager
Silverdale Medical

OneClick is a quick link between your MT32 or My Practice and **DRINFO** itself.

Just a single click on patient NHI allows **OneClick** to go into your PMS, find the required record and bring it in front of your eyes – **IN SECONDS!**

PROVEN: Makes working with **DRINFO** lists **2 to 3 times faster** than conventional copy and paste!

Precise – relies on NHI, not name – gives the right patient record every time!

Fast – beats both Copy-Paste and manual entry by far!

Keeps track – highlights previous records letting you know where you are up to

Saves Trees! – reduces need to print lists to work with

Contact **DRINFO** for a 30 day FREE trial of OneClick.

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



Free to practices

Introducing OneList



Your numbers do NOT look right!

Not sure if you are being recognised for all your work!

Reports are not matching!

GET TO THE BOTTOM OF IT ...

With **OneList**, it is now easy to view the source of your data and reports, displayed in a way that allows you to take actions.

OneList, simply displays every funded patient in your practice in a list. Against their name are all the funded performance indicators in a column, displaying when they had the last activity against the indicator, what the outcome was (done, declined ... etc.) and any coding relevant to the indicator (e.g. last smoking code).

Example PPP **One list**:

| Patient | CX Eligible | Last CX Date | Outcome | MAM Eligible | Last MAM Date | outcome | CVD Risk Eligible | Last CVD R Date | CVD Risk Code | Outcome | Last smoking Record | : |
|-----------------|----------------|-----------------|---------|-----------------|------------------|---------|----------------------|-----------------------|------------------|---------|---------------------------|---|
| John smith | No | | | No | | | Yes | 1/9/20 10 | CVR | 4 | 1/3/201 1 | |
| Jena Smith | Yes | 4/2/201 2 | Normal | Yes | 2/12/ 2011 | normal | Yes | | | | 3/2/201 3 | |
| James junior | No | | | No | | | No | | | | | |
| | | | | | | | | | | | | |

Contact DRINFO to be a trial site for OneList

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



New Audit in DRINFO

Page 5 – Capitation:

Patients with no ethnicity code anywhere

Scribble

0



-



This query identifies patients' ethnicity code from file. Ethnicity code is crucial to the process of funding.

Page 15 – Immunisations:

up to 8 months old with childhood
vaccinations overdue

Scribble

0



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The long-awaited 8 month target is now available. If you click on the blue tick and it does not produce a PPP ANALYSIS table like in the case of all queries on the Screening page, please contact your PHO with regards to setting up the target for this indicator.



Alterations to existing queries

Patients eligible for CVD Risk Assessment and not done

The upper age limit for this list has now been changed to 74 years of age. The list also now excludes CVD Risk Assessment recorded in Screening with no numerical risk value. A CVD risk screening code with outcome of "declined" or "did not show" will not be considered as "done"

Flu vaccination 65+ not given

This list will now exclude those who declined during current "Flu" season - see separate list. Statistics will no longer consider "declined" as "done"

Diabetes patients not followed up with annual review (My Practice)

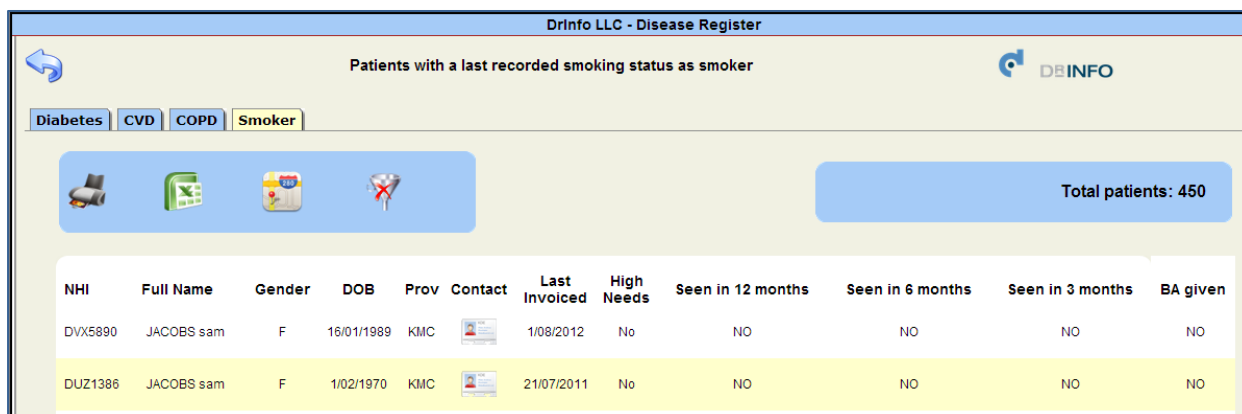
This list will now be displaying patients eligible for Diabetes Annual Review who do not have a Task with description including words DIABETES and ANNUAL; ANNUAL and DIAB; DGC; GETCHECK or GET CHECK as well as those who have such task overdue.



New in DRINFO Continued...



New Disease Register – Smoking

This new Disease register tab allows you to see all your patients with the latest smoking status of **current smoker**. It benchmarks patient's attendance within the last **12 months** and allows filtering on provider code, **visit frequency** and whether **brief advice** has been given or not. This will sure help you find the top performing providers for this indicator!



| NHI | Full Name | Gender | DOB | Prov | Contact | Last Invoiced | High Needs | Seen in 12 months | Seen in 6 months | Seen in 3 months | BA given |
|---------|------------|--------|------------|------|---|---------------|------------|-------------------|------------------|------------------|----------|
| DVX5890 | JACOBS sam | F | 16/01/1989 | KMC |  | 1/08/2012 | No | NO | NO | NO | NO |
| DUZ1386 | JACOBS sam | F | 1/02/1970 | KMC |  | 21/07/2011 | No | NO | NO | NO | NO |



Doing your MOPS on CVD or Diabetes? See our Clinical tabs!

The **Clinical CVD** and **Clinical Diabetes** Dr INFO Audit tabs can give you a good insight into your chronic care management. They both have a number of pages on important tests and medications. Just click on the tab and keep flicking the **“dog’s ear”** at the top of the page to go through every page in the tab

Clinical Diabetes tab patient lists have an additional filter: **With Renal Disease**. To select patients with ACR and GFR results which indicate renal disease, click on the **Filter** icon at the top of the patient list and select the filter. You can click on your **provider code** on the list to narrow it down to just those under your care. To save the data on your system for more thorough analysis later on click **“Download”** icon to populate the patient list data into a **.csv spreadsheet**, an Excel-compatible format. This will allow you to filter on ethnicity codes and contact details.



To view success of your MOPS intervention follow the **Owl!** Click on the Owl Info icon next to the patient list icon, then click on **“My Progress Reports”** tab and then click on **“View All”** for reports options. This will allow you to see your performance compared to the numbers 3 months ago.

New Success - Celebrating ePost!



Edit your practice header

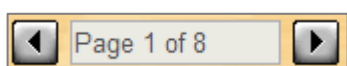


Edit the letter template



Set up return address to be printed on the envelope

Dr INFO ePost is gaining popularity with our users. Recent refinements have made it a versatile and an easy to use feature. Its financial effectiveness has been proven many a time!



Letter preview module allows you to quickly ensure you have complete address information for the mailing list.

Every **Flu Vaccination Season** we set up the **recall letters** from the latest **Flu Kit** – ready to send! This service has been used to send **thousands** of letters in 2013!

If you would like us to set up your template and header please e-mail your template and header to Olga at olga@drinfo.co.nz

Recent Projects

Want to contact a targeted patient group without having to find staff time to print/ fold/post letters or newsletters?



This quarter we have done some of our largest practice mailings!

Example 1: Letter to all “high needs” patients

Example 2: Letter and practice newsletter to all unique address “households” of registered patients

We can help you send information to **all your patients**, or just **targeted groups**.

All we need is **target group specifications** and the **letter template**. Then we will identify the target patients in your system, create the mail-merge, and post all letters for you (through our partnership with Western Mailing) – All for a fraction of the cost of doing it yourselves.



Frequently asked questions (FAQs) and commonly reported inaccuracies



Recording Diabetes Annual Review for My Practice.

Q: DRINFO does not seem to pick up our diabetes annual review records

A: Whilst DGC was funded DRINFO was looking for any form where invoice was mapped to DIAP as the FUNDER under SERVICE TYPE. Many practices still generate a zero invoice using the same code. However it has become more reliable to look for a task with certain key words in description. DRINFO currently picks the following keywords: DIABETES and ANNUAL, GetChecked, DGC. Please let us know what other key words specific to Diabetes Annual Check your practice used for this task



CVD Risk Assessment

Q: DRINFO does not seem to pick up every instance of CVD Risk assessment

A: For Medtech32 DRINFO is looking for an entry in Screening: a screening code with a DESCRIPTION including any of the following: CVD RISK, CARDIOVASCULAR RISK, CVDR, CVR or CARD RISK. It is important that any CVD risk assessment from used by the practice maps back to a screening entry of a screening code with one of these descriptions. The code can vary, but not the description of the code. If you have mapping issues, please contact your PMS or the advanced form provider.



Smoking cessation advice

Q: Our smoking cessation advice statistics are very low. I recall recording brief advice for this patient last month – why are they still here this month?

A: This data is often entered through an advanced form. It is important to make sure the form still populates the necessary record as a READ code in Classifications for Medtech32 or as a brief smoking advice given statement record in Actions under Notes tab in My Practice



Flu Vaccination given and not invoiced

Q: There are some patients whose Flu vaccines are paid for by their company and some patients are staff – how do we make sure they don't appear on the list?

A: This query is looking for anyone who got given an Influenza Vaccination, recorded as any code with a DESCRIPTION that includes the letters "FLU" in any part of it and has NO Invoice with the Service Code with a DESCRIPTION which includes letters "FLU" in any part of it. So if your practice was to set up Service Codes with descriptions like STAFF FLU or COMPANY FLU and use those to create a zero invoice when giving a flu vaccination to a staff member or a company-funded patient, they will not appear on this list. This would leave those who slipped through the cracks and did not pay for a given vaccination.

Remember: funded vaccine claims can be submitted **within 8 months** of the date the patient received the influenza vaccine if administered within the subsidised period. This includes the second dose for those aged 9 years and under.