

Tips for success – sharing what works well

DRINFO was launched in 2007 and is now installed in over half of the practices in New Zealand. Experiences from these practices have enabled us to identify what works well and share these tips for success:

- Engage with your PHO business facilitator and clinical facilitator – they can support you and assist you to maximise specific PHO funded programmes (use the *filters* in the patient lists to prioritise target populations)
- Assign responsibility for specific audit queries to individual team members so they can take leadership for that area (use *scribble* to communicate with rest of practice team who is responsible for which patient lists)
- Dedicate ring-fenced time for DRINFO each week. We realise this can be a challenge but time invested each week to review and ‘action’ patient lists, but it makes patient contacts and consultation visits more effective by enabling several areas to be addressed at once
- Hold regular practice team meetings to review priorities, monitor progress and celebrate success (print the ‘view all’ version of the *charts and graphs* – display in your staff lunch room, present at practice meetings)
- Months 1-2 focus on fine tuning your database to ensure it is up-to-date and accurate (use the *capitation* and *data quality* sections)
- Month 3-6 onwards, define clear practice clinical priorities for using the audit and build into practice processes. Start with a few clinical priorities and expand later.
- Months 6 onwards, start to incorporate SMART RECALLS to make patient contact more efficient and effective. NB: This is likely to require some change management the practice team. DRINFO will be pleased to assist you in that process if you require
- On-going: Gradually expand the practice team use of the audit to cover all queries.
- If something does not look right, or you need help, please do contact the DRINFO team – we are here to help you get the most out of your DRINFO audit tool