

# Practice Connect

Keeping General Practice informed in the changing primary health landscape.

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**Welcome to Practice Connect, an update for practice managers, nurses and practice administration staff on relevant issues, upcoming events and education.**

## HealthPathways update

Pathways are now available for contraception and sterilisation which include all family planning and women's health services, IUD insertion providers, sperm storage and copper IUD stockists.

All acute and non-acute Diabetes referral pathways are now available on Health Pathways. These pathways contain up-to-date referral information for all WA public and private hospitals. More clinical Diabetes pathways have also been published including Renal Screening in Diabetes, Insulin Education by Practice Nurse, Hospital-based Diabetes Education, Foot Screening in Diabetes, Multidisciplinary Foot Ulcer Team (MDFUT), Insulin Pump Breakdown and Troubleshooting, Diabetes Medication Management.

### Clinical Stream Working Groups

HealthPathways are recruiting for GPs to participate in the following working groups:

- Genetics (Thursday 1 September)
- Neurology (September, date tbc)

Working group participants will discuss current issues specific to the clinical stream and potential solutions. They will also assist GP clinical editors in pathway development – GPs can earn CPD points for partaking in a working group.

In addition, any general concerns that GPs currently have such as long waiting times, issues regarding referral forms, etc that may be of relevance to these working groups can be submitted to WAPHA to assist working group facilitation. Please email [healthpathways@wapha.org.au](mailto:healthpathways@wapha.org.au) if you wish to participate in the above working groups or contribute to the working group discussion.

To access HealthPathways contact your Network Support Officer or email [healthpathways@wapha.org.au](mailto:healthpathways@wapha.org.au) to request login details. More information about HealthPathways is available from <http://waproject.healthpathways.org.au/>.

## Education and career framework for nurses in primary health care key stakeholder workshop

**Be involved in the discussion: Tuesday, 13 September, 6-9 pm at WAPHA, Training Room 7, 1 Tanunda Dr, Rivervale**

The Australian Primary Health Care Nurses Association (APNA) are running a three hour evening session to get input on:

- Defining and shaping the career pathways for nurses in primary health care.
- Identifying points of agreement and different in nursing roles across primary health care settings.
- Discussing the education, career development and progression opportunities for nurses in primary health care.

For further details and to register visit the APNA website:

<http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?PageId=12577>



## Congratulations – Practice Manager of the Year



We extend our congratulations to Louise Turner, who was recently awarded the WA AAPM Practice Manager of the Year. Louise Turner has been the Practice Manager for the Panaceum Group since 2014. She currently looks after 19 GPs, 30 administration and nursing staff across 2 practices.

Louise has been very important in leading a positive culture change in the practice and was involved in developing the vision of the Panaceum Group 'to be the leader in health care through innovation', as well as setting the mission and beliefs for the practice.

Louise constantly researches innovations for potential to improve the flow of the practice and develops strategies to implement those that will achieve the best outcomes. As part of this process Louise empowers her team to be innovative and seek improvements. She has implemented leadership training with senior staff to build skills and develop the next generation of leaders and managers. Being a senior part of the management team, Louise is always leading from the front to drive process and cultural change and is relied upon and respected by her team and GPs. Louise will represent Western Australia and vie for the title of 2016 National Practice Manager of the Year Award to be announced at this year's National Conference in Melbourne. Details on the award and nomination are available on the AAPM website.

## Aboriginal health - removal of blood glucose testing strips from the PBS

Practices are likely aware that blood glucose strips were removed from the PBS as of 1 July and must now be obtained from pharmacies via the National Diabetes Services Scheme (NDSS). Under new arrangements patients that currently receive subsidisation under Closing the Gap PBS Co-Payment (CTG script annotation) will continue to receive similar subsidisation under NDSS. However, as subsidisation has been available prior-1 July via the PBS Co-Payment, many Aboriginal patients have not also registered with NDSS.

Practices should:

- Consider running a report using clinical software to identify Aboriginal patients with diabetes.
- Check whether these have been registered for the PBS Co-Payment:
  - Where patients are registered for the PBS Co-Payment consider proactive patient follow-up or setting an alert to remind GPs to check whether patient is registered with NDSS at next visit, and complete registration form where necessary.
  - Where patients are not registered for the PBS Co-Payment consider setting an alert to remind GPs to complete PBS Co-Payment registration form at the next patient visit (and register patient for PIP Indigenous Health Incentive where appropriate). This will improve patient ability to access medications and follow treatment plans.
    - Practices with PenCAT might consider the following recipe:  
<http://help.pencs.com.au/display/CR/Identify+Indigenous+patients+eligible+for+PBS+Co-payment+Measure>

Further information on NDSS changes (including the relevant registration and extension forms) can be found on HealthPathways, <https://wa.healthpathways.org.au/32411.htm>. Further information on the PBS Co-Payment, PIP Indigenous Health Incentive, can be found on HealthPathways, <https://wa.healthpathways.org.au/42554.htm>

If you don't have log-in details for HealthPathways, please contact your PHN Network Support Officer or email [healthpathways@wapha.org.au](mailto:healthpathways@wapha.org.au)

## Medicare and eHealth PIP Hints

### Medicare items: creating/updating Shared Health Summaries and My Health Records

GPs may not be aware that the time spent on reviewing a patient's clinical history, preparing/updating a shared health summary or preparing an event summary for an episode of care can be counted towards the total consultation time.

When these activities are undertaken with any form of patient history taking and/or the other clinically relevant activities that can form part of a consultation, the time that can be billed is the one with the time period that matches the **total** consultation time. The Medicare Benefits Schedule Book Category 1 details this information (please see page 30) and is available from MBS online.

[http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/1BC94358D4F276D3CA257CCF0000AA73/\\$File/201607-Cat1.pdf](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/1BC94358D4F276D3CA257CCF0000AA73/$File/201607-Cat1.pdf)

## Health Professionals Online Services (HPOS)

HPOS provides health providers, administrators, practice managers, practice staff and allied health access to a range of secure online services to streamline interactions with Medicare.

The Medicare Australia website has a range of e-learning modules to help you make the most of the functions and services available to support practices to use HPOS to do business with Medicare electronically (such as applying for practice incentives online and verifying patient details with Medicare and Department of Veterans Affairs).

<http://www.medicareaustralia.gov.au/eClaiming/Welcome/index.html> (choose interactive services, then start).

## Practice Incentive Payments and HPOS

When a general practice owner applies for Practice Incentive Payments (PIP), he/she should nominate someone i.e. practice manager/business manager to be a **Listed Authorised Contact person(s)** to liaise on PIP matters on behalf of the owner.

The Authorised Contact is different from an Authorised Representative, Responsible Officer (RO) or Organisation Maintenance Officer (OMO)). If the owner cannot remember who is the Listed Authorised Contact Person(s) they can call **PIP Helpdesk 1800 222 032** to find out. If your general practice owner has access to HPOS, they should be able to add or remove Authorised Contact Person(s) within HPOS. Otherwise, they will need to fill out a 'practice incentives change of authorised person(s) form (IP018). The form will need to be completed and signed by the owner. If there is more than one owner, one signature will suffice.

Both the owner and the authorised contact should register for a PRODA account even if they already have individual PKI certificates as these are being phased out and it is much easier to access HPOS via PRODA. This is a process that can be done online <https://www.humanservices.gov.au/health-professionals/services/medicare/hpos> and providing you have the details of 3 government issued identification documents, you will be accessing HPOS within 30 minutes.

**Very important:** once registered for PRODA, you must call the PIP helpline to record/link the PRODA RA (registered authority) number to enable PIP/PNIP access on HPOS. Anyone who is unfamiliar with HPOS is strongly advised to call the PIP Helpdesk for 5-10 minute guidance by the operator on how to navigate and use HPOS for PIP business as unfamiliarity with the system may cause delays in payments if errors are made using HPOS.

<http://www.medicareaustralia.gov.au/eClaiming/Welcome/index.html> (choose interactive services, then start).

There is also an e-learning module available on My Health Record - <https://myhealthrecord.e3learning.com.au/>

## Provider Digital Access

Medicare is making it quicker and easier for health professionals to conduct all their Medicare business electronically through HPOS with the introductory of Provider Digital Access (PRODA). PRODA is the new alternative way to access HPOS with the online creation of username, password, identify verification and linking of records such as AHPRA and provider numbers.

The benefits to switching to PRODA include the ability to access HPOS from a smartphone or tablet, unlike the individual PKI Certificate smartcard/USB token. Medicare will move to doing all Practice Incentive Payment (PIP) business electronically.

Visit the Medicare Australia website for more information and to access the PRODA e-learning module.

## Australian Childhood Immunisation Register (ACIR) update

PHN staff attended a workshop at the Australian Primary Health Care Nurses Association in May and received some useful feedback on common questions about the Register. This information was provided by Hope Peisley, Director of the Immunisation Branch of the Department of Health.

**Q1. Some GP practices have been concerned that they have failed to upload immunisations onto the ACIR webpage. They have then had patients return to the practice angry and abusive. Are you aware of any software issues with ACIR?**

Due to the expansion of ACIR under the changes of the 'no jab, no pay' legislation, the immunisation register experienced a large increase in the volume of immunisation encounters being received. This included a large amount of historical information for children over the age of seven years that had not previously been received by ACIR as well as a large amount of duplicate information. Due to the increase in the volume of reporting to ACIR a number of records were sent to a 'pend'

status which resulted in the immunisation information not appearing on an individual's record and being available to parents and vaccination providers. This issue has now been addressed with the 'pend' information being allowed to flow through to be viewed externally. We are unaware of any further issues with ACIR not receiving information – if further information can be provided ACIR can investigate further. They can be contacted via email – [acir@humanservices.gov.au](mailto:acir@humanservices.gov.au) or phone 1800 653 809 for ACIR general enquiries or 1300 650 039 for ACIR Internet helpdesk.

**Q2. What will the new reports look like for AIR? Many GPs are finding the reports difficult and challenging to interpret, and as such cannot do proper recalls and reminders. Will the reports look better? Could a dummy report be shared to Primary Health Network (PHN) staff?**

The cosmetic look and feel of the reports available through the AIR secure site will not be changing with the expansion of the register from September 2016, however future enhancements will be made. Processing improvements with report generation have already been made resulting in reports being produced in real time within 1 hour of the vaccination provider submitting the request. From late September 2016 the existing reports will be extended to allow for a greater age range to be selected (up to 80 years and greater). Future changes to the reports will include greater information being available including (but not limited to), contact numbers, email addresses and vaccine trial information.

To assist providers with understanding the AIR as well as the reports available through the AIR secure site, the Department of Human Services has established a number of provider education modules. The modules will be available from their website from late September 2016.

**Q3. In regards to Medicare batches and uploads, there was a problem with vaccines not uploading to Medical Director, and no notification was sent to the uploading practice. The glitch resulted from a mix of upper and lower characters being included which resulted in a failed upload. Due to this, hundreds of doses were stuck in the system. Can you please provide some information about the issue and if this is fixed?**

The above issue is a result of the software that is being used at the practice and is prior to sending the encounter information to ACIR. Issues prior to data being transmitted through practice management software are between the practice and the software vendor. Unfortunately ACIR has no control over external software providers and we are limited to providing advice to the software vendors. ACIR does not directly communicate with software vendors; any information that relates to ACIR is sent via the Human Services Online Technical Support Team.

**More information about the Register is available on their website - <https://www.humanservices.gov.au/health-professionals/services/medicare/australian-childhood-immunisation-register-health>**

## **Health professionals urged to check inhaler technique.**

A "how to" video series is now available to demonstrate proper technique with all of the main and latest types of inhalers. Health professionals are urged to check inhaler technique of their patients as research shows up to 90 % of patients incorrectly use their inhalers, leading to poor outcomes in the management of asthma and COPD.

<https://www.nationalasthma.org.au/health-professionals/how-to-videos>

## Education and Events

### HealthPathways CDP Event: 22 September

#### Headaches, Constipation and UTIs in Children by Colin Derrick

WAPHA and Armadale Health Service invite you to attend this event on Thursday, 22 September, 6.00 pm for 6.30 pm start (a light meal will be provided). The event will be held at Armadale Health Service. For more information and to register visit [https://gallery.mailchimp.com/c973db7b85e56f4c3d0eaacee/files/Headaches\\_Constipation\\_and\\_UTIs\\_in\\_Children\\_CPD\\_event.pdf](https://gallery.mailchimp.com/c973db7b85e56f4c3d0eaacee/files/Headaches_Constipation_and_UTIs_in_Children_CPD_event.pdf) or email [healthpathways@wapha.org.au](mailto:healthpathways@wapha.org.au)

### Foundations of General Practice Nursing Workshop: 14 and 15 October

The Australian Primary Health Care Nurses Association (APNA) are running two day workshops across Australia for nurses starting out or transitioning into general practice, and those seeking a refresher. The course will give participants a comprehensive understanding of the key knowledge and skills required for working in primary health/general practice. Visit the APNA website for more information and to register - <http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?pageid=12900>

### Short '20 minute' education sessions presented by North Metropolitan Public Health Unit

Would you like your staff to increase their knowledge on current trends, treatment and management of Sexually Transmitted Infections and Immunisations? These free, interactive and informative in-house sessions are an ideal way for practice staff to increase their knowledge on current, trends, treatment and management.

The topics currently available are:

Immunisation:

- Catch-up immunisation
- Cold chain breach
- School Based Immunisation Program (SBIP)
- Western Australia Vaccine Safety Surveillance (WAVSS)

Sexually Transmitted Infections (STIs)

- Initiating a sexual health discussion in primary care
- Opportunistic testing – initiating a sexual health discussion in primary care
- Sexual Health – GP role in diagnosis and treatment of STIs
- GP Role – contact tracing and partner notification Speak to your Network Support Officer to make enquiries or register for any of these sessions.

If you have another topic your staff might be interested please contact us or email the North Metro Public Health Unit – [NMPHUCDCDOncall@health.wa.gov.au](mailto:NMPHUCDCDOncall@health.wa.gov.au).

## Event days/weeks to promote screening and prevention

WAPHA have identified some days/events to help promote screening and prevention within General Practice. This calendar of events can be used to increase awareness of health related events with the aim to improve patient outcomes. More information will be provided closer to the date, along with resources to support your practice.

Date	Event	Organisation	Website
26 August	Daffodil Day	Cancer Council of WA	<a href="http://www.daffodilday.com.au">www.daffodilday.com.au</a>
16-25 September	Be Well Week	Bowel Cancer Australia	<a href="http://www.bewellweek.org">www.bewellweek.org</a>
October	Girls' Night In	Cancer Council WA	<a href="http://www.pinkribbon.com.au/girls-night-in">www.pinkribbon.com.au/girls-night-in</a>
October	Breast Cancer Awareness Month	Cancer Council WA	<a href="http://www.breastscreen.health.wa.gov.au/Health-Professionals/Patient-Information">http://www.breastscreen.health.wa.gov.au/Health-Professionals/Patient-Information</a>
9-15 October	Mental Health Week	WA Association for Mental Health	<a href="http://mhw.waamh.org.au/">http://mhw.waamh.org.au/</a>
	Perinatal Depression and Anxiety Awareness Week	Beyondblue	<a href="https://justspeakup.beyondblue.org.au/">https://justspeakup.beyondblue.org.au/</a>
20-26 November	Skin Cancer Action Week	Cancer Council Australia	<a href="http://www.cancer.org.au/preventing-cancer/sun-protection/campaigns-and-events/national-skin-cancer-action-week.html">http://www.cancer.org.au/preventing-cancer/sun-protection/campaigns-and-events/national-skin-cancer-action-week.html</a>
May 2017	Australia's Biggest Morning Tea	Cancer Council WA	<a href="http://www.biggestmorningtea.com.au">www.biggestmorningtea.com.au</a>
June 2017	Purple Bra Day	Breast Cancer Care WA	<a href="http://www.purplebraday.com.au">www.purplebraday.com.au</a>
June 2017	Bowel Cancer Awareness Month	Bowel Cancer Australia	<a href="http://www.bowelcancerawarenessmonth.org">www.bowelcancerawarenessmonth.org</a>
June 2017	Red Apple Day	Bowel Cancer Australia	<a href="http://www.bowelcancerawarenessmonth.org">www.bowelcancerawarenessmonth.org</a>
July 2017	National Diabetes Week	Diabetes WA	<a href="http://www.diabetesaustralia.com.au/national-diabetes-week">www.diabetesaustralia.com.au/national-diabetes-week</a>