

PracSavvy

Clinical Systems Support and Training

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January 2020 — Newsbrief

Happy New Year to all. The January newsletter is traditionally brief, so I won't unsettle anybody by doing anything different this year.

I'd like to start by thanking all of my paying customers for continuing with their subscriptions and supporting what I do. The work gives me a level of personal interaction and involvement that is very satisfying. On that note, some basic calculation shows that I clocked up over 11000 work related kilometres last year. That's a lot of Springsteen music and quite a few country bakeries. The most far flung destinations were; Queenstown in the west, Burnie in the north, Scottsdale in the north east and Geeveston in the south. I also ran remote sessions for Flinders and King Island and Roseberry. Of course nothing beats on-site training and discussion, so look for the PracSavvy hologram in late 2020!

December saw the Digital Health Agency release a bit of [a statistical update on the MyHR](#), both in terms of clinical content and connectivity. The numbers certainly speak to a system that is certainly growing in terms of the information it holds and its utility to clinicians. A bit more of the good stuff on page 2.

The numbers hold an area of major disappointment though. It's long been the case that local GPs refer to the fact that our local public hospital clinicians do not have the ability to view the MyHR. It's a situation that has made the MyHR a 'harder sell' than it needs to be. The extent of how [truly far behind we are](#) on this is contained in the figures that reveal that **of the 829 public hospitals or health services around the country that are connected to the MyHR system, only the 17 Tasmanian organisations do not have viewing access.**

Now I have no way of knowing whether efficiency and timeliness of patient care through local DEMs is impacted by lack of access to information that might be held in the MyHR, but I do know that almost without exception every rural intern and first year registrar that I explain the MyHR to, attests to how helpful access to this system would potentially be for them. I know there is pressure on every dollar, but somehow 812 other public health services around the country have found a way!

I am taking a brief break from onsite training during the first 2 weeks in January, but will still be checking email and answering phone calls where a service connection allows.

Templates

The following templates were uploaded this month, full list can be found [here](#).

MAIB Form J (updated)
Royal Flying Doctor Service - Youth Mental Health referral
Calvary Cardiac Centre Referral (updated)

I don't normally like to cross-publicise but in case you missed it, Primary Health Tasmania have updated the *Application to Prescribe* and *Notification of Drug Seeking* templates at their site [here](#).

eReferral

From Dr John Mills practice.

John Mills, orthopaedic surgeon, 71 Federal St. North Hobart has retired from surgical practice as of 31/12/2019. Mr Adam Watson, orthopaedic surgeon will take over my practice.
Thank you for all your support over the last 31 years.

Healthlink

Dr John Mills

EDI: *jmillsdr*

Delete

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MyHR

January sees the end of another PiP quarter, so as ever please don't miss out on or have to pay back the incentive payment for uploading shared health summaries. Personally I would love to see practices sail past their targets by dint of fully utilising the MyHR system as it is intended, but as the song goes, *You can't always get what you want!* I must admit I am starting to see a slight (glacial) change in practice attitudes with a couple of AH Drs seeing the worth of uploading event summaries, and one staff member reversing her Opt-Out decision and enrolling before my very eyes!

I do hear anecdotally of stories that involve practices being let down by the tools that help them stay on top of these targets, and whilst I'm a little sceptical there are a couple of little things to watch for.

Medical Director Systems



EPIP Widget - As far as I know, this works as intended, just remember to select the correct year and quarter for your calculations.

PenCat - With Cat4 selected at the top...*Digital Health..SHS Uploads by PiP Quarterly period*

Interestingly Pencil arrives at its [calculations](#) by counting Shared Health Summaries (SHS), that have been *created* rather than *uploaded*. Now whilst this does have the potential to overstate your uploads, I would view it as a pretty rare occurrence that a summary has been created and not uploaded, due to an internet failure or something. In truth, nothing beats your staff fully understanding the system they are using. Remember that you can always upload a created SHS at a later point of time, by locating it in *Letters* and using the right-click menu selecting *Send to MyHealthRecord*.

Best Practice Systems.

Report - There is a report in BP called *Shared Health Summaries-Uploaded*, which is helpful. What isn't helpful is that it only counts the upload if a *Reason for Visit* has been entered. The reason doesn't have to be related to the upload at all but [a reason must be entered when the upload is done](#).

It shouldn't be a drama as the discrepancy will mean an understating of your uploads on the report, and clinical staff should always be putting in a reason for visit. If you want a reassuring double-check, the link above has a query you can paste into your BP search screen to count the uploads.

Remember you can also get a feel for upload activity either for a patient or the whole practice by accessing the *My Health Record Audit* utility under the *View* menu in the front screen.

PenCat - With Cat4 selected at the top...*Digital Health..SHS Uploads by PiP Quarterly period*

PenCat also provides information on SHS uploads and judging by the [mapping document](#) I don't think it has the same fallibility that it does with MD systems as described above.

On the subject of MyHR the Digital Health Agency has release an update on [system usage and document upload as at November 2019](#). There are some numbers here that speak to a system that is accumulating more and more clinical content, currently holding more than 43.6 million clinical documents. The stat that really caught my eye was an **increase of 130,000 My Health records** between July and November 2019. Just when I was basking in the joy that all the "Opt-Outers" had finally started seeing the light, I had to ask myself how many babies were born in this 4 month period in Australia, and would almost certainly have been auto-allocated a MyHR. Sure enough approximately 98,000 of the little monsters burped and drooled their way into my premature celebration. Still, even with that, some 30,000 odd people have possibly had a change of attitude. I do expect that to continue.

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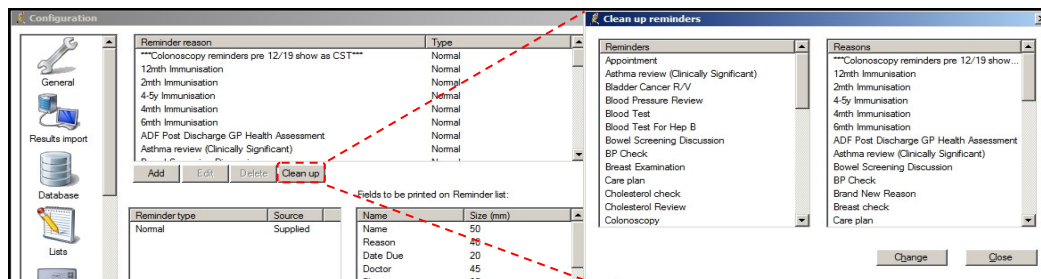
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BP

I really didn't want my January newsletter to go more than 2 pages, but I feel I have to mention a Best Practice tool that I have started to lose a little faith in.

Whether you are using HotDoc or chasing up Reminders yourself, it makes everybody's life easier if we use uniform terminology for our Reminder reasons. GPs have been known to indulge their flair for creativity as well as their occasional disregard for conventional English when specifying these reasons, so it's good that BP provides a cleanup tool. The Tool is found under *Setup..Configuration..Reminders..Clean up*.



Now in the last month there have been a couple of calamities using this tool, and it's been put down to user error, but I'm not 100% sure this is the case. The tool is powerful and theoretically easy to use, with the principle being that you pick the "bad" reminder reason from the left hand side and change it to the "good" reminder reason on the right hand side. You can even select multiple reasons from the left using the Ctrl-click method.

The first issue with the tool is that the left hand list doesn't just show reasons for "live" or current reminders, but also includes reminder reasons for inactive patients that have outstanding reminders. What's bad about this is that it can make the tidy up task bigger as you may well be fixing a bunch of reminder reasons that only appear in inactive patient records anyway. On the plus side, if any of those inactive patients are made active in the future, they will have the desired reminder terminology. Either way, it isn't obvious to the user what they are affecting, and I'd at least like to see some option tick boxes like "include inactive patient reminder reasons" and "apply changes to inactive patients", to make it clearer to the user what is going on.

So any changes here impact outstanding reminders for both active and inactive patients. Your changes will also modify deleted (as opposed to performed) reminders for these patients and really annoyingly generate a deleted clinical data entry in the database showing today's date, even though the reminder in its original form may have been deleted 10 years ago. Now this *Deleted Clinical Data* information is only displayed under the *Utilities* menu on the main screen, and you possibly aren't even aware of it. But if you had just done a series of changes, and stumbled across it, it may well really scare you, or at least make you put your phone down momentarily!

Finally, the tool lets you select multiple reasons from the left and change them in one operation, which is great, but I'm starting to feel uneasy about it, especially if you have a really big database. If you want to play *really* safe, you may want to be boring and just change one reason at a time.

A final safety tip. If you are going to do a big clean-up, go to your reminders screen first. Select, *All Reasons*, make the end date say 2030, tick "Include overdue reminders" and generate the list. Go to the *File* menu and select *Save*. Save the file as a *Comma delimited file*. This will give you a great backup of all your active patient recalls that you can open in Excel for example and use all the built in sorting and filtering tools. This will make it much easier to do before and after comparisons with BP reminders, if you suspect something has gone wrong.

| Medical Director | | Best Practice | | Various Other | |
|--------------------------------|--------|----------------------------------|--------|----------------------------------|--------|
| 3.17 Updates More | Apr/17 | Admin Monitoring Tasks | Jul/18 | Doctors Control Panel | Sep/18 |
| 3.17.1 Release | Aug/17 | Autofill, - Record Note | Apr/18 | ereferral and Security | Mar/18 |
| 3.17.2 Release | Apr/18 | Better Health App | Nov/19 | Ereferral Big Gains | Apr/17 |
| 3.18 Update | Mar/19 | Care Plan Templates | Nov/17 | Healthshare CPD | Jan/18 |
| 3.18a Update | Oct/19 | Cervical Screening Changes | Dec/17 | HotDocs Survey | Dec/17 |
| ACIR Prov No | Sep/16 | Coded\Uncoded entries | Aug/19 | Medicare Online Training | Aug/17 |
| Bulk Pop-Up Alerts | Sep/17 | Confidentiality | Jul/19 | Meditracker App | Jun/17 |
| Cervical Screening Changes | Dec/17 | Contact Notes view all | Nov/19 | My Aged Care Referral | Nov/19 |
| Cervical Screening Webinar | Jan/18 | Data Tree | Sep/17 | MyHR - Medicines View | Nov/17 |
| Clinical Data Statistics | Jul/18 | Dementia Assessment | May/18 | MyHR - Secondary Data Usage | Aug/18 |
| Coded\Uncoded entries | Aug/19 | Ereferral | Apr/17 | MyHr - Consumer cheatsheet | Mar/19 |
| Confidentiality | Jul/19 | e-referral Smartforms | Dec/19 | MyHR - Disaster Application | Sep/19 |
| Document Actions | Sep/16 | Flagging as eReferrable | Nov/16 | MyHR - examples | Jun/18 |
| Document Actions | Aug/18 | Health Assessments | Oct/17 | MyHR - Legislation Changes | Dec/18 |
| Electronic Correspondence Tips | Jun/18 | HealthlinkSmartforms | May/18 | MyHR-New Reports | Oct/19 |
| ereferral -attaching Documents | May/19 | Inactivating Holidaymakers | Dec/16 | MyHr App | Mar/17 |
| e-referral Smartforms | Dec/19 | Incoming Message Locations | Feb/19 | MyHr ePIP shortfall | May/17 |
| Favourite Lists | Apr/19 | Indigo SP1 Update | Mar/19 | Notifiable Data Breaches | Mar/18 |
| Front Screen Utilities | Sep/19 | Indigo SP1 Update part 2 | Apr/19 | PenCat - Data Cleansing | Feb/18 |
| Healthlink Smartforms | May/18 | Indigo SP1 Update part 3 | May/19 | PenCat - Active and Inactive | Jul/17 |
| Imagesafe Widget | Nov/18 | Indigo Update Part 1 | Aug/18 | PenCat - Collecting By Location | Oct/18 |
| Inactivating Holidaymakers | Dec/16 | Indigo Update Part 2 | Sep/18 | PenCat - Data Improvement Tools | Feb/17 |
| Incoming Message Locations | Feb/19 | Jade SP1 Update | Oct/19 | PenCat - Data Quality | Jun/17 |
| Letter Writer - Data Toolbar | Feb/18 | Internal Messaging and Reminders | May/17 | PenCat - December Update | Jan/18 |
| MD Maintenaance | Nov/19 | Jade Release | Sep/19 | PenCat - HBA1C results missing | Oct/17 |
| Medication List Errors | Jun/19 | Lava Enhancements | Mar/17 | PenCat - May Update | Jun/18 |
| Missing Document Date | Nov/17 | Lava SP1 | Aug/17 | PenCat - MBS attendance | Nov/18 |
| Monitoring eReferrals | Dec/18 | Lava SP3 updates | Feb/18 | PenCat - RecallCat | Apr/18 |
| Pathology follow Up | Oct/18 | Medication List errors | Jun/19 | PenCat - Recipe - Diabetes GPMP | May/18 |
| PKI Housekeeping | Dec/18 | Pathology Follow Up | Oct/18 | PenCat - Recipe - HMR | Jun/19 |
| Recall Tips | Mar/18 | PKI Housekeeping | Dec/18 | PenCat - Save Printing - | Sep/17 |
| Results - Missing documents | Jul/17 | Quick Tips | Mar/18 | PenCat - Unsupported Versions | Sep/18 |
| Saving Filters | Aug/18 | Reminder Cleanup Tool | Dec/19 | PenCat -July Release | Aug/18 |
| Searching Documents | Nov/16 | Results - Missing documents | Jul/17 | PenCat -No Family History recipe | Jul/18 |
| Searching Pathology | Oct/17 | Running all Checks - Lava | Nov/16 | PenCat - Qpip | Aug/19 |
| Searching Progress Notes | Nov/16 | Searching the Database | Nov/18 | PenCat - QPiP Reports | Oct/19 |
| Shared Record Access | Mar/17 | Searching visits | Nov/16 | PKI - Sha-2 | Dec/16 |
| Sidebar Widgets | May/18 | SHS Uploads - Counting | Dec/19 | Proda | Feb/19 |
| SHS Uploads - Counting | Dec/19 | Template Tips | Nov/17 | Secure Messaging- 3 years | May-19 |
| SMS Capabilities Reminder | May/17 | Template Checking | Sep/19 | Smartvax | Oct/16 |
| SMS Recalls & Results | Oct/16 | Utilities under Menus | Feb/17 | Smartvax 2 | Dec/16 |
| Template Tips | Nov/17 | | | Snug Health App | Dec/19 |
| Template Checking | Sep/19 | | | System Maintenance | Jun/17 |
| Travel Medicine | Apr/19 | | | Teamwork | Sep/19 |
| Utilities under Menus | Feb/17 | | | Topbar | Feb/19 |
| | | | | Topbar - Data Cleansing | Apr/19 |
| | | | | TopBar - HMR Prompt | Jun/19 |
| | | | | TopBar - PIP QI | Dec/19 |