phn
EASTERN MELBOURNE
An Australian Government Initiative

Life! program

Quality Improvement Activity for General Practice

About this toolkit – *Life!* program

The *Life!* program is a free Victorian Government funded lifestyle modification program to help delay or prevent the onset of diabetes, heart disease and stroke.

Outcomes of this activity	- Outline the *Life!* program and referral processes. - Implement *Life!* program into daily practice workflows and understand the related financial incentives. - Utilise effective language and motivation to engage patients into attending appointments and the *Life!* Program. - Identify eligible patients at risk for the *Life!* program using the POLAR Walrus notification tool.

How to use this toolkit

In this quality improvement toolkit, general practice teams will be provided resources and tools to assist with identifying and engaging eligible patients for the *Life!* program and tips on how to integrate these activities into daily workflows.

Starting point	Identify your QI team and QI activity communication processes
Step 1	Update your team on the *Life!* Program and resources available for general practice
Step 2	Identification of eligible patients for the *Life!* program
Step 3	Integrating referral processes into daily workflows
Step 4	Develop an education and awareness campaign for Life! program
Finishing point	Sustainability check list

Recording your improvement for this activity

It is recommended to review each improvement step and select what may be appropriate for your general practice to consider undertaking and test using Plan Do Study Act (PDSA) cycles to make sustainable changes and record key learnings for your practice team. Use the following template to record your activities.

PDSA Template: **EMPHN MFI and PDSA Template**

Where to get help?

EMPHN general practice improvement & digital enablement: digitalhealth@emphn.org.au

EMPHN practice support: practicesupport@emphn.org.au

HealthPathways Melbourne: info@healthpathwaysmelbourne.org.au

Starting point:
Identify your QI team and QI activity communication processes

Identify your change team	• Identify the lead and practice team members to drive quality improvement work • Assign roles and responsibilities according to staff skill, interest and position. • Allocate protected time for the QI team to perform required tasks e.g. 1hr per week in calendar. • Plan frequency of meetings for QI team. • Provide access to project files and related policy and procedures
Communication with the practice team	• Identify who will need to be kept informed. • Identify the method(s) that will be used to inform and update all staff of any changes as a result of the QI activity e.g. staff/Clinical/Admin/Nurse meetings, email, noticeboard, group chat. • Ensure all staff are advised of the chosen communication(s) method. • Provide monthly updates to all staff of ongoing changes e.g. add QI to staff/Clinical/Admin/Nurse meetings. • Allow staff to contribute ideas and provide opportunities for staff feedback. • Distribute minutes/action points following any meetings held and ensure staff are aware of any follow-up needed.

Step 1: Update your team on *Life!* program
Tasks to complete this activity:

1. Training for your team:

In this recorded Quality Improvement webinar session, credentialled diabetes educator, Kim Welch, will discuss engaging patients into their health, using financial incentives to run preventative activities, tools to identify patients at risk and the right language to motivate patients into a lifestyle modification program.

Quality Improvement Activity – *Life!* Program (36min length):
Video: https://www.youtube.com/watch?v=McOpzc469wk

Further training available:
APNA Video Episode 29: Let's explore the Life! program (11min length)
Watch: https://www.youtube.com/watch?v=MJ-GdEuXIzY

2. Update all staff
Ensure all staff are aware of the *Life!* Program and included in any discussions relating to health promotion activities undertaken at the practice.

Further information for health professionals:

Key resources	Details
For Health Professionals	• Life! Program webpage for Health Professionals
Information for GPs	• https://lifeprogram.org.au/wp-content/uploads/2021/07/Life-Information-for-GPs.pdf
For patients	• Patient Life! Program brochures and resources

Step 2: Identification of eligible patients for the *Life!* program

The aim of this activity is to Incorporate use of Walrus notification tool or POLAR to identify eligible patients for the *Life!* Program.

Identifying eligible patients at point of care

Tasks to complete this activity:

1. Update the POLAR user account for each member of your clinical team to ensure *Life!* Program walrus notifications are selected. To be completed by the POLAR Administrator for your practice

2. Install Walrus Notification tool on **each** computer used by the clinical team.

   Video: How to set up and use Walrus (Length 4.55minutes)

   Walkthrough: Installing Walrus on your practice

3. Provide training for clinical teams on how to use Walrus to prompt to identify eligible patients using the 'Ambulance' icon for Risk Clinical

   Video: Walrus introduction (Length 3.02minutes)

   Video: Using Walrus Life! Notification prompt (Length 2.07min)

4. Use Walrus notification tool to opportunistically identify eligible patients during point of care

Identifying eligible patient cohorts using POLAR

Tasks to complete this activity:

1. Identify eligible patients using POLAR through the Clinic Summary Report.

   Refer to Diabetes topic specific POLAR Walkthrough resources on EMPHN website: POLAR Walkthroughs

2. Generate a list of eligible patients and invite them to participate. This will provide a large list, discuss with your team a target cohort to focus on to make this a smaller task.

3. Consider how you will contact patients or make a note in the patient record to discuss at their next appointment.

> **Activity Check in**
> Did you complete this activity? If yes, document your completed activity using the PDSA template

Step 3: Integrating referral processes into daily workflows

Integrate the *Life!* Program referral templates into the clinical software to assist your clinical team with a streamlined process for referring eligible patients for the *Life!* Program.

Tasks to complete this activity:

1. Import the Life! Program referral templates into your clinical software.

   For instructions, refer to: https://lifeprogram.org.au/for-health-professionals/#refer-your-patients-or-clients

2. Meet with all your clinical team and provide an update on the *Life!* Program referral criteria

and process. Update your clinical team that the *Life!* program referral templates are available in the clinical software.
Sample referral form https://lifeprogram.org.au/wp-content/uploads/2021/07/Life-GP-Referral-Form-MAY-2023-EDITABLE-1-1.pdf

Referral forms are also available <u>here</u> for:
- Best Practice
- Medical Director
- Zedmed
- Genie

📋 **Activity Check in**
Did you complete this activity? If yes, document your completed activity using the PDSA template

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Step 4: Develop an education and awareness campaign for Life! program

The aim of this activity is to increase education and awareness of *Life!* program with your patients.

Tasks to complete this activity:

1. **Whole of practice patient education**
   - Print *Life!* program brochures and resources for waiting room and ensure translated resources are available where required.

Key resources	Details
For patients	• <u>Patient Life! Program brochures and resources</u>

2. **Targeted education and awareness**

Develop an awareness and education campaign for the identified cohort and use practice communication systems for promotional material:
- Social media and email campaign.
- Videos for waiting room tv.
- Website and newsletter.
- Patient education sessions.

📋 **Activity Check in**
Did you complete this activity? If yes, document your completed activity using the PDSA template

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Finishing point: Sustainability check list – maintaining the change

Document	• Have you recorded your completed activities? • Resource: <u>MFI/PDSA Template</u>
Action	• Adopt: excellent work, embed that change. • Adapt: determine if a change is needed to the plan and start a new PDSA. • Abandon: Rethink the next PDSA • Lessons can be learned from PDSAs that are abandoned. Keep a record of learnings.
Sustaining project outcomes	Consider which practice documentation may need to be updated to include the change: • Updates to Policy and Procedure manual. • Specific task procedures. • Local signs or instructions. • Staff work practices. • Position descriptions. • Staff induction. • Staff skills development or education.
Communicate	• QI project outcome feedback to staff. • Present project strengths and challenges.
Celebrate	• Celebrate your outcomes and achievements by sharing a with a morning tea with your team.
Reflect and review	• Discuss project strengths and challenges. • Annually review the PDSA outcomes to ensure activities are still being adhered to and completed • Annually review your topic specific activity results. Identify gaps, areas for improvement and set new activity targets if applicable. • Where to next on your continuous QI journey? • Consider potential topics for a new CQI activity, and how your experience with this activity can help you to be more efficient and effective