

Rozelle Total Health

The 3 Rs



Rozelle Total Health started its collaborative journey 8yrs ago
as an overwhelmed solo GP working in a sublet room.
Now we are more than 30 strong





Is there **Control or chaos?**

- Systems, systems, systems
- Think process
- Small steps

Systems, Systems

- an appropriate **framework**
- clear and well defined **processes**
- use of **evidence based** strategies
- GPs, staff and patients **believe**

The 3 Rs

- **Reminders** are used to initiate prevention, opportunistic or proactive
- **Recalls** are a proactive follow up to a clinical activity
- **Registers** are data bases of specific at risk populations

and...

- **Prompts** are usually computer generated, are opportunistic
- **Proactive** day to day activities and **clinics**

Advantages of Recall and Reminders

- Better patient **outcomes**
- Can be **patient centred** and driven
- Better **financial** outcomes
- Essential for **Accreditation**
- Maintain a commitment to a **quality** culture
- **Team** building
- Can be **sustainable**, set and walk away



small

- R&R systems can be complex
- Start with just **one** reminder
- **Clean** the data and **coding**
- Get your **timing** right
- Choose something with an outcome you can **measure** and will show the benefits quickly
- Leaders and **change embracers.....**

Guacamole



Roles and processes

- **Who** enters and maintains the data
- **How:** sms vs phone calls vs letters vs email
- **When**
- **Empowerment.** Make each team member understand why their step is important
- **Time** to do the job, reflection and feedback

Create S.M.A.R.T. Goals

S

SPECIFIC

M

MEASUREABLE

A

ACHIEVABLE

R

REALISTIC

T

TIMELY

Pap result received



```
graph TD; A[Pap result received] --> B[Enter reminder-GP]; B --> C[sms when due-RN];
```

Enter reminder-GP

sms when due-RN

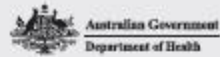
The **ultimate** team member

- Use the **patient**
- Set up a **calendar** for them- teach them to be proactive
- Book ahead and provide what they need
- Let them remind you
- **Follow up** appointments

Evidence based guidelines



National Cervical Screening Program



The Australian Immunisation Handbook

10th Edition 2013 (updated January 2014)



I M M U N I S A T I O N



*Guidelines for
preventive activities
in general practice*

8th edition



<http://www.racgp.org.au/your-practice/guidelines/redbook>

Preventive Activities over the Life Cycle

Preventive activities over the lifecycle – adults

Patient name _____

DOB _____

Date _____

Activity/topic	Frequency	Notes	Page no.	Years											
				10–14	15–17	18–19	20–24	25–29	30–34	35–39	40–44	45–49	50–54	55–64	65+
Prevention of chronic disease															
(C) Smoking	Opportunistically, ideally every visit		33												
(N) Weight	Every 2 years	Every 12 months for Indigenous Australians, diabetes, CVD, stroke, gout, liver or gallbladder disease	34												
Nutrition	Every 2 years	Every 6 months for overweight, obese, high CV AR, family history CVD, type 2 diabetes	36												
(A) Alcohol – early detection of problem drinking	Every 3–4 years	Opportunistically for other risk factors	37												
(P) Physical activity	Every 2 years	Every visit adolescent girls, Indigenous Australians, MCEI, chronic disease or CVD	39												
Prevention of vascular disease															
Absolute cardiovascular risk assessment	Every 2 years	More frequently if change of treatment indicated	41												
Blood pressure	Every 2 years	Every 12 months with increased age and CV risk. Every 6 months for high CV risk. From 15 years of age for Indigenous Australians	42												
Cholesterol and lipids	Every 5 years	Every 2 years >45 years of age and increased risk. Every 12 months with increased CV risk and existing chronic disease	43												
Type 2 diabetes	Every 3 years	Start at 18 years of age for Indigenous Australians	44												
Stroke	Every 12 months with risk factors	Every 12 months with AF and risk factors, previous stroke or MI or chronic kidney disease	45												
Kidney disease	Every 5 years	Every 12 months with HTN, diabetes, family history or presence of kidney disease. From 35 years of age for Indigenous Australians	46												
Cancer															
Skin cancer examination	Opportunistically	With increased risk – up to every 3 months for high risk	48												
Cervical cancer	Every 2 years	Women with a cervix from 18 years of age, or 1–2 years after becoming sexually active. Ceasing at age 69 years if two normal smears in previous 5 years	51												
Breast cancer	Every 2 years	Women aged 50–69 years	52												
Colorectal cancer	Every 2 years	Earlier for high risk	54												
Preconception															
Preconception care	Opportunistically	Consider for all women aged 15–49 years	11												
Sexual health															
Chlamydia	Opportunistically	All sexually active females aged <25 years	30												
Psychosocial															
Depression	Opportunistically	When there is effective treatment and follow up	58												
Intimate partner violence	Opportunistically	For pregnant and adolescent women	60												
Elderly															
Falls risk	Every 12 months	Every 6 months with history of falls or risk factors	24												
Vision and hearing	Every 12 months		25												

Population based activity Increased risk (eg. Aboriginal people and Torres Strait Islander)

Registers the third **R**

Prevention activities within a structured **framework** have greater impact than individual activities

Diabetes Register

July 2014 Patient Register

Show in Patients List Add Link Remove Entry Register Make Overwrite Hide Selected

Age	Sex	Last Visit	Provider	Next App	Last F33	Last F23	Last F27	HbA1c Trigger	Eye Exam	Foot Exam	Status	MS E	J	S	Last BP	BP Date	MS E	Date	W-Stop	MSAC	Date	Cost	SPR
66 M		25/12/14	Dr Margaret Howells	15/03/14	04/03/13	04/03/13									128/84	04/03/14	26.8	04/03/14	E	0		00	-
66 M		25/12/14	Dr Phil Cameron								Yes			124/81	26/09/14	0		E	0		00	-	
66 M		14/03/14	Dr Phil Cameron	14/03/14	27/09/13	27/09/13			Yes	Yes				132/75	27/09/13	22.0	27/09/14	E	0		00	-	
64 F		22/12/14	Dr George Howarth											100/70	02/02/14	0		E	0		00	-	
62 M		05/12/14	Dr Phil Cameron	17/03/14	26/07/13	26/07/13		04/03/14	02/03/14	04/03/14	Yes	Yes		120/80	04/03/14	26.7	04/03/14	E	0.2		14/03/14	00	-
76 M		08/03/14	Geary-OSM	17/03/14												28.7	08/03/14	E	0		00	-	
66 M		24/12/14	Dr Phil Cameron								Yes					0		E	0		00	-	
66 M		04/03/14	Dr Phil Cameron	14/03/14							Yes			108/61	04/03/14	27.0	14/03/14	E	0		00	-	
61 M		17/12/14	Dr Phil Cameron		04/03/14	04/03/14					Yes			133/73	24/03/14	25.1	04/03/14	E	0		00	-	
71 F		22/03/14	Dr Marina Tsing											118/78	22/03/14	0		E	0		00	-	
72 M		01/12/14	Leslie O'Shea	25/03/14	12/09/13	12/09/13		12/09/13	12/09/13	Yes	Yes			124/70	24/03/14	25.0	25/03/14	E	0.4		15/03/14	00	76
70 F		18/03/14	Dr Margaret Howells								Yes			126/76	18/03/14	0		E	0		00	-	8
61 F		09/12/14	Dr Phil Cameron	04/03/14	04/03/14						Yes			115/69	04/03/14	26.7	04/03/14	E	0		00	-	
66 F		23/04/14	Dr Margaret Howells		04/07/13						Yes			113/70	23/04/14	24.8	23/04/14	E	0		00	-	
66 M		12/03/14	Dr Phil Cameron						Yes	Yes				131/72	26/03/14	44.4	04/03/14	E	0		00	-	
66 F		06/12/14	Dr Margaret Howells		01/03/14	01/03/14					Yes			109/64	06/03/14	20.1	01/03/14	E	0		00	-	
69 M		05/12/14	Dr Lesia O'Shea	25/03/14							Yes			108/69	05/12/14	20.4	15/03/14	E	0		25/03/14	00	61
70 M		04/03/14	Dr Phil Cameron		24/09/13	24/09/13			Yes	Yes				120/69	04/03/14	24.4	04/03/14	E	0		00	-	76
69 M		18/12/14	Dr Phil Cameron								Yes			129/61	08/03/14	27.7	02/03/14	E	0		00	-	73
70 M		04/03/14	Dr Phil Cameron								Yes	Yes		140/64	04/03/14	26.7	04/03/14	E	0		00	-	76
64 F																0		E	0		00	-	
76 M		13/03/14	Dr Wendy Green													0		E	0		00	-	
62 M		04/03/14	Dr Phil Cameron								Yes			127/62	24/09/13	0		E	0.4		04/03/14	00	-
70 F		12/03/14	Dr Lesia O'Shea								Yes			141/66	12/03/14	25.8	04/03/14	E	0		00	-	65
70 M		01/12/14	Dr Henry Burns		12/09/13				Yes	Yes				132/64	01/12/14	0		E	0.9		15/03/14	00	-
66 M		12/03/14	Dr Margaret Howells	15/03/14	10/09/13	10/09/13			Yes	Yes				105/67	12/03/14	20	12/03/14	E	0		00	-	
68 F		11/06/14	Dr Margaret Howells								Yes			136/76	09/03/14	26.0	09/03/14	E	0		00	-	
76 M		04/03/14	Dr Lesia O'Shea								Yes			131/74	04/03/14	25.1	04/03/14	E	0		00	-	
70 M		07/12/14	Dr Margaret Howells	03/04/14	04/03/14	04/03/14			Yes	Yes				128/74	07/12/14	24.8	15/03/14	E	0		00	-	
64 M		20/03/14	Dr Brian Howarth								Yes			140/62	20/03/14	0		E	0		00	-	
76 F		01/12/14	Dr Margaret Howells	04/03/14	21/09/13	21/09/13					Yes			124/66	25/03/14	22.0	21/03/14	E	0		00	-	
70 M		27/12/14	Dr Phil Cameron		27/09/13	27/09/13					Yes			120/69	27/12/14	24.2	27/09/14	E	0		00	-	
64 F		25/12/14	Dr Phil Cameron											117/64	25/12/14	0		E	0		00	-	
66 M		13/03/14	Dr Brian Howarth								Yes			140/66	09/03/14	26.4	04/03/14	E	0		00	-	
61 F		04/12/14	Dr George Howarth	14/03/14	27/03/14	27/03/14		12/03/14	Yes	Yes				144/61	04/12/14	21.4	04/12/14	E	0.2		12/03/14	00	-
76 F		04/03/14	Dr Lesia O'Shea	04/03/14				04/03/14	04/03/14					149/77	04/03/14	25.6	04/03/14	E	0.9		24/03/14	00	-
61 M		17/12/14	Dr Phil Cameron	17/12/14	15/09/13	15/09/13		01/03/14	01/03/14	01/03/14	Yes			128/64	17/12/14	25.4	17/12/14	E	0.2		25/03/14	00	-
77 F		12/03/14	Dr Margaret Howells	18/03/14	19/03/13	19/03/13					Yes			108/77	12/03/14	28.8	03/03/14	E	0.8		04/03/14	00	-
61 M		15/12/14	Dr Wendy Green	14/03/14							Yes	Yes		140/68	15/12/14	0		E	0.9		04/03/14	00	-
68 M		05/03/14	Dr Phil Cameron								Yes					0		E	0		00	-	

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CVD Register

Only CVD patient records

Age	Sex	Cycle Start	Last Visit	Provider	Next Appt	Last F10	Last F20	Last F25	Last F30	BP Trigger	Eye Exam	Foot Exam	Mattn	ACE I	Smoker	Tallness/Weight	Healthcare	Thick	Last BP	BP Date
37 F	03/03/12	13/03/12	Dr Linda Strain																120/70	11/06/11
37 F	03/03/12	03/03/12	Dr Margaret Woods																96/66	04/03/11
40 M	25/03/11	04/03/12	Dr Phil Cameron	15/12/11	13/03/12					24/03/12	04/03/12	20/03/12	Yes						120/74	03/03/12
47 M	1/03/11	04/03/12	Dr Phil Cameron	04/03/12	04/03/12	28/03/11				13/03/12	10/03/12	10/03/12	Yes	Yes					100/70	04/03/12
74 M	12/03/11	04/03/12	Dr Phil Cameron	04/03/12	04/03/12	04/03/11				04/03/12	04/03/12	04/03/12	Yes						102/70	04/03/12
33 F	03/03/12	03/03/12	Dr Margaret Woods	14/03/12															80/70	03/03/12
70 M		03/03/12	Thage Thilly																	
46 F	20/03/08	04/03/12	Dr Imogen N Peacock	04/03/12	04/03/12	04/03/11				04/03/12	04/03/12	04/03/12	Yes		Yes	Yes		120/84	04/03/12	
40 M		04/03/12	*Dr Catherine Steele																96/64	04/03/12
35 F	27/03/12	04/03/12	Dr Margaret Woods	04/03/12	14/03/12	14/03/12				20/03/12	20/03/12	04/03/12							120/71	20/03/12
82 M	10/03/11	04/03/12	Dr Phil Cameron	17/03/12	24/03/12	24/03/12				04/03/12	04/03/12	04/03/12	Yes	Yes					120/80	24/03/12
36 F		04/03/12	Thage Thilly																	
43 M		04/03/12	Dr Margaret Woods		04/03/12	04/03/12													119/64	25/03/12
70 M		04/03/12	Dr Linda Strain																119/64	25/03/12
31 M	25/03/12	04/03/12	Dr Wendy Lynch	17/04/12	12/03/12	12/03/12				24/03/12	12/03/12	0/12/12	Yes	Yes	Yes				105/70	04/03/12
37 F	02/03/12	17/03/12	Dr Margaret Woods	20/03/12	20/03/12	20/03/11				02/03/12	04/03/12	24/03/12							87/62	18/03/12
34 M	04/03/11	11/03/12	Dr Wendy Lynch	04/03/12	04/03/12	04/03/11				11/03/12	04/03/12	11/03/12	Yes						119/70	11/03/12
40 F	04/03/12	12/03/12	Dr Wendy Lynch	14/03/12	12/03/12	12/03/12				04/03/12	04/03/12	04/03/12	Yes	Yes		Yes			96/60	04/03/12
33 F	03/03/12	12/03/12	Dr Wendy Lynch	03/03/12	03/03/12	03/03/12				03/03/12	03/03/12	03/03/12							120/77	22/03/12
41 M	04/03/11	04/03/12	Dr Phil Cameron	20/03/12	04/03/12	04/03/12				04/03/12	04/03/12	04/03/12	Yes	Yes	Yes	Yes	Yes		120/76	04/03/12
38 M		04/03/12	*Dr Imogen N Peacock	04/03/12															104/68	30/03/12
42 M	04/03/12	12/03/12	Dr Phil Cameron	14/03/12	14/03/12	14/03/12				14/03/12		04/03/12	Yes						124/80	30/03/12
32 F	04/03/12	04/03/12	Dr Phil Cameron							04/03/12			Yes	Yes					140/70	03/03/12
71 M	04/03/11	04/03/12	Dr Phil Cameron	04/03/12	04/03/12	04/03/11				04/03/12	04/03/12	04/03/12	Yes						105/70	14/03/12
36 F		04/03/12	Dr Phil Cameron	27/03/12	27/03/12														140/70	14/03/12
40 M	12/03/12	04/03/12	Dr Margaret Woods	24/03/12	13/03/12	13/03/12				11/03/12	17/03/12	11/03/12	Yes						74/54	04/03/12
40 F	04/03/12	04/03/12	Dr Margaret Woods	04/03/12	04/03/12	04/03/12				04/03/12	04/03/12	04/03/12							104/62	04/03/12
42 M	01/03/11	04/03/12	Dr Phil Cameron	04/03/12	04/03/12	04/03/11				04/03/12	04/03/12	04/03/12	Yes						105/70	04/03/12
46 F	04/03/12	04/03/12	Dr Margaret Woods	04/03/12	04/03/12	04/03/12				04/03/12	04/03/12	04/03/12	Yes						102/77	04/03/12
38 M	04/03/12	04/03/12	Dr Margaret Woods	04/03/12	04/03/12	04/03/12				04/03/12	04/03/12	04/03/12	Yes						104/60	04/03/12
40 F	04/03/12	04/03/12	Dr Imogen N Peacock	04/03/12	04/03/12	04/03/12				04/03/12	04/03/12	04/03/12			Yes				104/60	04/03/12
42 M		04/03/12	Dr Linda Strain																104/60	04/03/12
70 M	04/03/12	04/03/12	Dr Linda Strain	24/03/12	10/03/12	10/03/12				10/03/12	10/03/12	10/03/12	Yes	Yes					124/70	04/03/12
44 M	04/03/12	04/03/12	Dr Wendy Lynch	04/03/12	04/03/12	04/03/12				17/03/12	04/03/12	04/03/12							120/64	04/03/12
35 M	24/03/11	04/03/12	Dr Wendy Lynch	04/03/12	04/03/12	04/03/11				04/03/12									119/60	04/03/12
37 F	04/03/12	04/03/12	Dr Margaret Woods	17/03/12	21/03/12	21/03/12				21/03/12									100/70	04/03/12
41 M	20/03/09	04/03/12	Dr Phil Cameron	04/03/12	04/03/12	04/03/11													100/70	04/03/12
76 F	04/03/12	12/03/12	Dr Wendy Lynch	11/04/12	24/03/12	04/03/12													96/60	12/03/12
35 F		04/03/12	*Dr Catherine Steele																104/60	04/03/12

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Co-ordinated Care Clinics

- Proactive patient owned care and no R&R
- Improve access to appointments
- Team care and use of all the item numbers
- Happy patients, staff and doctors
- Healthier patients and bottom line

Prompts

make it part of every day

The Australian Type 2 Diabetes Risk Assessment Tool (AUSDRISK)

1. Your age group

- Under 35 years 0 points
 35 – 44 years 2 points
 45 – 54 years 4 points
 55 – 64 years 6 points
 65 years or over 8 points

2. Your gender

- Female 0 points
 Male 3 points

3. Your ethnicity/country of birth:

3a. Are you of Aboriginal, Torres Strait Islander, Pacific Islander or Maori descent?

- No 0 points
 Yes 2 points

3b. Where were you born?

- Australia 0 points
 Asia (including the Indian sub-continent), Middle East, North Africa, Southern Europe 2 points
 Other 0 points

4. Have either of your parents, or any of your brothers or sisters been diagnosed with diabetes (type 1 or type 2)?

- No 0 points
 Yes 3 points

5. Have you ever been found to have high blood glucose (sugar) (for example, in a health examination, during an illness, during pregnancy)?

- No 0 points
 Yes 6 points

6. Are you currently taking medication for high blood pressure?

- No 0 points
 Yes 2 points

7. Do you currently smoke cigarettes or any other tobacco products on a daily basis?

- No 0 points
 Yes 2 points

If you scored 6-11 points in the AUSDRISK you may be at increased risk of type 2 diabetes. Discuss your score and your individual risk with your doctor. Improving your lifestyle may help reduce your risk of developing type 2 diabetes.

8. How often do you eat vegetables or fruit?

- Everyday 0 points
 Not everyday 1 point

9. On average, would you say you do at least 2.5 hours of physical activity per week (for example, 30 minutes a day on 5 or more days a week)?

- Yes 0 points
 No 2 points

10. Your waist measurement taken below the ribs (usually at the level of the navel, and while standing)

Waist measurements (cm)

For those of Asian or Aboriginal or Torres Strait Islander descent:

- | Men | Women | | |
|------------------|-----------------|--------------------------|----------|
| Less than 90 cm | Less than 80 cm | <input type="checkbox"/> | 0 points |
| 90 – 100 cm | 80 – 90 cm | <input type="checkbox"/> | 4 points |
| More than 100 cm | More than 90 cm | <input type="checkbox"/> | 7 points |

For all others:

- | Men | Women | | |
|------------------|------------------|--------------------------|----------|
| Less than 102 cm | Less than 88 cm | <input type="checkbox"/> | 0 points |
| 102 – 110 cm | 88 – 100 cm | <input type="checkbox"/> | 4 points |
| More than 110 cm | More than 100 cm | <input type="checkbox"/> | 7 points |

Add up your points

Your risk of developing type 2 diabetes within 5 years*:

- 5 or less: Low risk**
 Approximately one person in every 100 will develop diabetes.
- 6-11: Intermediate risk**
 For scores of 6-8, approximately one person in every 50 will develop diabetes. For scores of 9-11, approximately one person in every 30 will develop diabetes.
- 12 or more: High risk**
 For scores of 12-15, approximately one person in every 14 will develop diabetes. For scores of 16-19, approximately one person in every 7 will develop diabetes. For scores of 20 and above, approximately one person in every three will develop diabetes.

*The overall score may overestimate the risk of diabetes in those aged less than 25 years.

If you scored 12 points or more in the AUSDRISK you may have undiagnosed type 2 diabetes or be at high risk of developing the disease. See your doctor about having a fasting blood glucose test. Act now to prevent type 2 diabetes.

Know your software or who does

- Data extractions
- Get help eg Medicare Locals
- Learn to build data merged letters or sms messages
- Templates and how to personalise and auto-populate them
- Any time spent here will be worth every second.

Stumbling blocks

- Team players and non-team players
- Dirty data especially Patient contact details
- Not actioning recalls when done
- Consistency in terms/free texting
- Patients who don't play
- Cost and time limitations

- **Believe** in what you are doing
- **Motivate** the team- make them feel its important
- **Start small** and watch the others follow
- Set up **great systems-think about processes**
- Good **templates-worth any time you spend developing these or **STEAL SHAMELESSLY****



Good Luck and watch it grow

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Australian Government

Department of Health