Aboriginal and Torres Strait Islander Health Quality Improvement Toolkit

The Aboriginal and Torres Strait Islander health quality improvement (QI) toolkit supports general practices in the Brisbane North region to help improve health outcomes and provide culturally safe and appropriate care. The QI toolkit includes information and resources to support general practices to better understand the Indigenous Health Incentive (IHI), Closing the Gap (CTG) Pharmaceutical Benefit scheme and deliver quality 715 Health checks to support improving patient health and to deliver a culturally safe experience for the patient.

**Aim Statement:** Improve the uptake of 715 Health Checks for Aboriginal and Torres Strait Islander patients by completing (insert no, \_\_\_\_\_\_\_715 health assessments in (insert no.) \_\_\_\_\_\_\_ months.

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| **Step 1** | **Prepare your practice**   * Attend [Cultural Awareness Training](https://practicesupport.org.au/toolbox/training-and-education/general-practice-education) * Display culturally appropriate and [relevant health information](https://www.health.gov.au/resources/publications/annual-health-check-for-aboriginal-and-torres-strait-islander-people-poster-your-health-is-in-your-hands?language=en) * Display Aboriginal and Torres Strait Islander flags and artwork at your practice * Review the [Indigneous health services - health professional resources](https://hpe.servicesaustralia.gov.au/OTHER/indigenoushealthservicesguide.pdf) | **Completed** |
| **Step 2** | **Patient demographics- Identify your Aboriginal and Torres Strait Islander patients**   * Review process of recording patient ethnicity * Identify patients eligible for a 715 using the Primary Sense Health Assessment Aboriginal and Torres Strait Islander patients report * Check patient eligibility on [PRODA](https://www.servicesaustralia.gov.au/closing-gap-pbs-co-payment-for-prescribers?context=20#accordion3) |  |
| **Step 3** | **Offer 715 Aboriginal and Torres Strait Islander health checks**   * Opportunistically offer Aboriginal and Torres Strait Islander patients a 715 apt by using the [Primary Sense](https://practicesupport.org.au/toolbox/continuous-quality-improvement/primary-sense) - Patients with missing PIP QI measures booking in the next 2 weeks report to identify patients. * Recall eligible patients for a 715 via SMS, letter or phone. Please view the [example recall letter.](https://practicesupport.org.au/web/assets/images/715-Recall-Letter-for-Practices.pdf) * At 715 appointment offer eligible patients, [IHI](https://www.health.gov.au/our-work/practice-incentives-program-indigenous-health-incentive), [CTG](https://www.pbs.gov.au/info/publication/factsheets/closing-the-gap-pbs-co-payment-measure) and [My Medicare](https://practicesupport.org.au/toolbox/medicare-dva/mymedicare) registration and explains the programs and benefits to the patient.Plan with the patient to follow up identified health needs, priorities and goals working collaboratively. Support participation in health programs, immunisations and preventative screening and lifestyle improvement programs. * Complete 715 Health Check. Establish engagements and trust with your patients for a positive experience, that builds [culturally safe care](https://hpe.servicesaustralia.gov.au/OTHER/indigenoushealthservicesguide.pdf) and ensuring patient centred care is provided. * Put recall in place for 715 Health Check for 9-12 months. * Record progress of completed 715 Health Checks and other programs offered on the [patient tracking sheet.](https://practicesupport.org.au/web/assets/images/ATSI-03-715-CDM-trackingb.pdf) * Complete the [PDSA activity](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fpracticesupport.org.au%2Fweb%2Fassets%2Fimages%2FATSI-04-FIN_BNPHN-CQI-PDSA-Indigenous-health-715-V12024-18.10.24.docx&wdOrigin=BROWSELINK) for 715 Aboriginal and Torres Strait Islander health check |  |
| **Step 4** | **Access clinical guidelines and refer to other programs**  [HealthPathways Brisbane North (communityhealthpathways.org)](https://brisbanenorth.communityhealthpathways.org/LoginFiles/Logon.aspx?ReturnUrl=%2f)  [RACGP - Practice resources and guidelines](https://www.racgp.org.au/the-racgp/faculties/aboriginal-and-torres-strait-islander-health/guides)  [Institute for Urban Indigenous Health - programs](https://www.iuih.org.au/)  [https://hpe.servicesaustralia.gov.au/indigenous-health-services.html](https://hpe.servicesaustralia.gov.au/indigenous-health-services.html#info) |  |
|  | **Other resources:**  Webinar: [Setting up your practice for health assessments](https://www.youtube.com/watch?v=4TAKQXwq0mM)  Webinar: [Unlock the potential of health assessments](https://www.youtube.com/watch?v=g5tkpCP0lGg)  [Services Australia: Indigenous Health Service Education Resources](https://hpe.servicesaustralia.gov.au/indigenous-health-services.html#info)  [MBS item 10987 - for an indigenous person who has received a health assessment](https://www9.health.gov.au/mbs/fullDisplay.cfm?type=item&q=10987) |  |

The toolkit is intended to support your practice conduct quality improvement activities that will lead to measurable and lasting improvements to enhance patient care. If you would like support with this continuous quality improvement activity contact **practicesupport@brisbanenorthphn.org.au**