

Celebrating **data-driven quality improvement**
in General Practice and Aboriginal Medical Services

After a successful inaugural event, Pen CS is proud to announce that the Pen CS Awards are back in 2022. This national event recognises excellence in data-driven quality improvement in General Practice and Aboriginal Medical Services, by using health informatics. **Nominations are now open for the 2022 Pen CS Awards.**

2022 winners will be announced at a Gala event in Sydney, where we will celebrate their achievements and acknowledge their Primary Health Networks and Aboriginal Community Controlled Health Organisations who contribute to driving quality improvement to improve community health outcomes.

View our 2021 Pen CS Award Winners below



Data-driven Clinical Excellence Award Winner – MQ Health

- Influenza immunisations increased by 7.8% for diabetic patients.
- HbA1c recordings increased by 5% in 18 months for diabetic patients.

"We've made some steady improvements in how we deliver care for our patients... We've managed to do this through identifying cohorts of patients, tracking their measures using our data from Pen CAT, and then some novel approaches with team-based care as well. We look forward to continuing our efforts, with our data-driven quality improvement and innovation within the practice." – Dr Janani Mahadeva, GP



Digital Innovation Award Winner – Terrey Hills Medical Centre

- Dr James Ibrahim is co-designing a Social Prescribing solution for General Practice to provide a tangible and positive solution for communities by empowering GPs with a streamlined tool to better support wholistic care for their patient populations.

"[Terrey Hills Medical Centre] have been really looking at new models of clinical care and this stood out for us as a reason for being the winner of the Digital Innovation Award." – Edweana Wenkart, Pen CS CEO



Patient-centred Care Award Winner – Chatswood Medical & Dental Centre

- As part of their preventative care program, increased the number of health assessments conducted by 74% in 18 months.

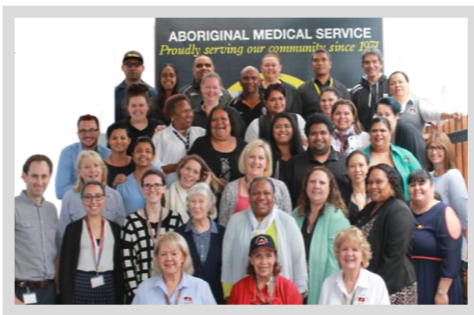
"With Pen CS's help ... we have provided the medical care for our patients in the community ... In the face of so many challenges we have managed to do so well and improve the quality of patient care; and this award is not only an honour for us, but also encouragement to our Chatswood Medical team in the future." – Fei Fei Guo, Nurse Manager



Data Quality Award Winner – Lejeune Family Medical Practice

- Within a year, Lejeune Family Medical Practice's patient alcohol status increased from 79.3% to 91.6%.
- Up to 94.3% of the general practice's patients have a smoking status.

"I would like to acknowledge ... one of our team members who has become known as our data champion and is a regular user of the CAT tool. We're going to have some work to do when we come out of this lockdown to bring our clinical data back up to speed." – Joanne Faehrmann, Practice Manager



Closing the Gap Award Winner - Aboriginal Medical Service Co-operative (AMS Redfern)

- Administered over 1100 doses of the COVID Vaccine to the local aboriginal community between March and August 2021.
- Achieved 95% of staff fully vaccinated. Achieved 57% of elders (50+ year olds) with at least one dose of vaccine by August 2021.

"It's been a great help to be using things like the CAT4 tool. Particularly when we're looking [at] future estimates of vaccination rates, that's helped us pivot to keep our clear vision to safely vaccinate as many Aboriginal and Torres Strait Islander patients as possible." – Dr John-Paul Mullins, GP



Multidisciplinary Care Award Winner - Hunters Hill Medical Practice

- A multidisciplinary practice that brings together GPs, allied health and specialists under the one roof.
- Identified Indigenous students who would benefit from extra support. GPs did health assessments to identify areas of need. Students were referred to appropriate allied health services for a management plan.

"The multidisciplinary award fits very well with our practice ethos... accessing clinical data from the clinical software can be very difficult and the Pen CS software makes this very much easier. It allows us to connect with those target populations." – Dr Charbel Badr, Medical Director



Quality Improvement Initiative of the Year Award Winner – Mandurah and Lakelands Doctors

- 20.7% improvement in health assessments conducted for Indigenous patients.
- 17.7% improvement in GPMP/TCA performed for Indigenous patients with at least one diagnosed chronic condition.

"We have a real passion, finding new and innovative ways to improve our patient care and our patient's health outcomes. So quality improvement is really important to us because it helps us identify areas of improvement and it prevents us from becoming complacent." – Tiffany D-Ermilio, Nurse



Research in General Practice Award Winner – Faulconbridge Health

- Participated in Sydney University's QUEL research study
- Following a 1-year intervention, the proportion of patients with CVD achieving blood pressure targets improved from 28.0% to 64.2%, and GP management plans improved from 2.4% to 42.1%.

"It was an interesting and challenging project and kept me on my toes. Encouraging the doctors to keep to the target set. The use of [the] Pen CS tool makes retrieving data so much easier. This tool is used constantly in our practice; we always have a list of some sort to work from to keep our data clean and up to date." – Marjorie Gunasekara, Practice Manager



CAT Plus Super User Award Winner – Forbes Medicine and Mind

- Reduced the number of diabetic patients with HbA1c > 10% from 10.5% to 2%.
- Number of diabetic patients without HbA1c recordings reduced from 22.1% to 15.6%.

"We're a small practice in New South Wales but we're doing big things! Pen CAT has provided us with the data insights to connect with our patients. It enables us to deliver high quality, individualised care and has resulted in amazing improvements in health outcomes; and thank you so much for acknowledging our hard work." – Nadine Moxey, Nurse Manager

Nominations are now open.
Nominate yourself at pencsawards.com.au.