

General practice data sharing with NWMPHN: changing from PenCS to Outcome Health

POLAR update session

24th and 28th April 2024

Acknowledgement

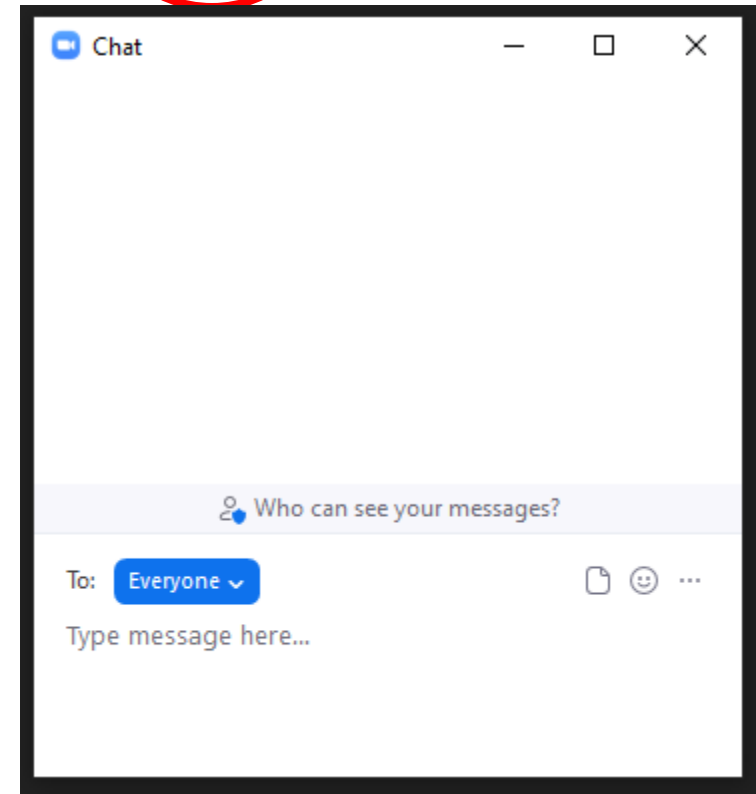
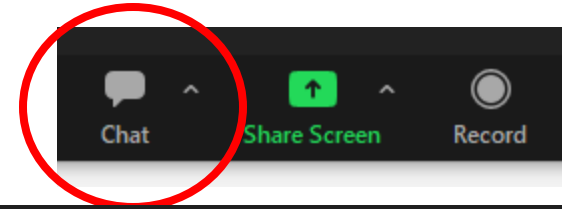
North Western Melbourne Primary Health Network acknowledges the
Traditional Custodians of the land on which our work takes place,
The Wurundjeri Woi Wurrung People, The Boon Wurrung People and
The Wathaurong People.

We pay our respects to Elders past, present and emerging and to any
Aboriginal and Torres Strait Islander people in the meeting with us today.



Housekeeping – zoom meeting

- ✓ Please keep your microphone on mute.
- ✓ Please ask questions via the Chat box.
- ✓ This session is being recorded.



Purpose and overview

- 1 Background and context
- 2 What's changing and why?
- 3 What this means for your general practice
- 4 Key dates and milestones for transition activities
- 5 Overview of POLAR from the Outcome Health Team
- 6 FAQs and open Q&A

Introductions

North Western Melbourne Primary Health Network

- **Emma McKeown**
Executive Director, Insight, Performance & Digital Services
- **Jessica Holman**
Director, Primary Health Care Improvement
- **Philip Goebel**
Transition Project Lead, Primary Care Systems
- **Jocelyn Yam**
Program Support Officer, Primary Health Care Improvement

Outcome Health

- **Jamie Supple**
BI Director
- **Petar Latinvic**
IT Security Specialist
- **Diego Benitez**
Service Desk Manager & Education Lead

Background and context

General practices collect and store patient data in clinical information systems. If they wish, general practices can choose to share a de-identified version of this data with their local primary health network (PHN). The collection of data is governed by a data sharing agreement signed by the practice.

Outcomes of data sharing with PHNs

1	PIP QI Incentive payment	Eligible practices can receive the PIP QI Incentive payment by submitting the PIP Eligible Data Set to their local PHN. Practices may be eligible to receive up to \$12,500 per quarter, depending on their size.
2	Quality improvement support	PHNs can provide tailored quality improvement support to each individual practice, based on the needs of the practice and its patient population demonstrated by the data. Practices can also perform self-directed improvement activities using the clinical audit tool.
3	Population Health Planning	PHNs use the de-identified data in population health planning, including regular health needs assessments submitted to the Australian Government, and for designing and commissioning services in response to the identified needs.

What's changing and why

- General practices can currently access a suite of data extraction and analysis tools to support quality improvement, service planning, business development, with the goal of providing better patient-centred care
- Over the past year, NWMPHN has been carrying out a review of the data sharing options across the sector to ensure we are efficiently delivering on the Commonwealth's request to sample data and provide practices with a tool that is practical for their quality improvement needs.
- Timing for this change has been driven by policy and primary care reform direction, our contract with our current vendor PenCS coming for renewal and the evolution of data sharing and extraction tools/capabilities in the market.
- We have undertaken a rigorous, evidence-based review of the tools on the market to ensure our supported tool is providing the most benefit for general practice now and into the future.

Evaluation activities

- 1 Developed a list of functional and technical requirements
- 2 Development of user-cases (scenarios) for which each tool would be tested
- 3 Testing starting with PenCS to set a baseline or current performance
- 4 Received product demonstrations from vendors
- 5 Shortlisting of two products – PenCS and Outcome Health tools
- 6 Detailed vendor engagement to understand costs and transition steps

** Throughout the process we also **engaged with PHNs** to understand their experience and the experience of their general practices using the tools.

Outcome Health was selected based on:

- Outcome of the testing against requirements.
- Performance during the process and demonstrated commitment to meeting our needs and the needs of general practice.
- Competitive pricing.

What does this mean for your general practice

Population Level Analysis and Reporting (**POLAR**) is a free, web-based business intelligence tool for general practice. It extracts data from your practice software to support quality improvement and business development, with the ultimate goal of providing better patient-centred care.

- From **April 2025 General Practices in NWMPHN** region will be able to access the **POLAR Data Extraction and Audit and Decision Tools** for free.
- General Practices will be provided new data sharing agreements and POLAR needs to be installed and onboarded at your practice by **1st July 2025**.
- Tailored support will be provided to **frequent and high users** of the PEN CS products to minimise disruption of tools used by your General Practice teams.
- NWMPHN will cease provided funded PEN CS Tool licences from **1st July 2025**.
- NWMPHN will still be using PenCS to submit PIP QI data for this quarter (April-June).

Key dates and milestones for transition activities

Timeframe	Activity
1 st to 7 th April 2025	Communication of the change & New POLAR Data Sharing Agreement sent to General Practices
April to May 2025	Ensure PIP QI Compliance for participating PIP QI General Practices via PEN CS
April to May 2025	Development and co-design of General Practice Training and Education Program
May to June 2025	Support for General Practice to transition to POLAR (Installation, onboarding and change management)
30 th June 2025	Last day General Practices will have access to PEN CS Tools
1 st July 2025	All general practices in NWMPHN will have access and be provided support to use POLAR
Commencing July 2025	POLAR General Practice Education and Training activities commence

What steps do practices need to take?

Step 1: Your practice will need to sign a new data sharing agreement with NWMPHN.

Step 2: Once the agreement is signed, the NWMPHN will create a practice profile for you in POLAR and will contact you to arrange a time for remote installation.

- *Your practice needs to nominate a POLAR authoriser and administrator. Your authorised person and nominated administrator can be the same person and should be the Practice Manager, Practice Owner or similar (only admin users have access to your practice's financial information in MBS reports)*
- *The POLAR Administrator can setup and manage your POLAR user accounts for any staff member and allow or restrict access to revenue information in individual reports*

Step 3: Once you have booked an installation time Outcome Health will be in contact to confirm the installation time and instructions on what to prepare for the installation.

POLAR is only installed onto one server or computer within the general practice or cloud environment. It takes about 30-60 minutes to install including the first full data extraction. No restart to the server is required.

What options do I have for sharing data with NWMPHN?

Option One

Submit full de-identified data set using POLAR

- NWMPHN-funded POLAR license.
- De-identified data can be extracted automatically (on an agreed schedule).
- Practice shares their entire deidentified data set to NWMPHN.

Option Two

Submit aggregated PIP eligible data set (JSON file) manually via POLAR portal

- Manual submission
- Practice extracts a JSON file (aggregated PIP eligible data set 10 measures only) from their clinical system and submits this file to NWMPHN via the POLAR portal.

What support will my general practice receive?

- Tailored support from your dedicated relationship manager to assist your practice team navigate the data sharing tool change in your practices.
- Priority support for frequent and high users of the PEN CS tools to ensure minimal disruption to your general practice operations and data driven improvement activities.
- Education and Training for you and your practice team on using and making the most of the POLAR tools in your general practice.
- Access to resources, articles, quality improvement recipes, case studies and reports to help you make the most of the POLAR tools in your practice.
- Website Hub with updated information, FAQs and articles to support your general practice team with the transition and in-practice change activities.
- Dedicated inbox and helpline to assist with questions or enquiries regarding the transition to POLAR.

About Outcome Health



- Innovation for informed decision making and health connectivity
- Not for Profit Organisation
- Three areas of the business:
 - Mental Health and Chronic Disease support services
 - POLAR
 - Data extraction and analytics platform
 - Deployed in over 2,000 GP Clinics across VIC, NSW, QLD, ACT & TAS
 - Aurora Research
 - An ethics-based ecosystem to conduct research
 - Based on data provided by GP Clinics on an opt-in and de-identified basis



Mental Health



Nurse Coordinated Care

POLAR



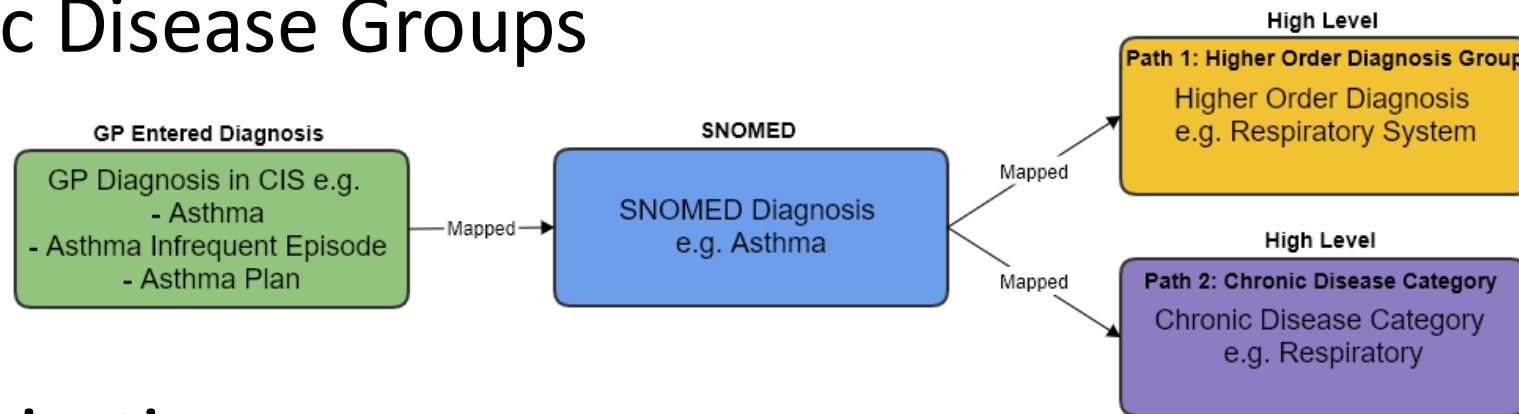
The POLAR Platform

- Automation – POLAR leads to efficiencies with minimal human intervention incl. software updates and data mapping
- Secure Platform - ISO-27001 certified
- A centralised web-based ecosystem with three primary tools
 - POLAR - Web based reporting
 - Walrus – Point of care tool
 - Husky – Appointment book optimization with PRODA checks



Data Mapping

- Simplifying the complexity of unstructured data
 - Diagnosis to SNOMED to Higher Order Groups and Chronic Disease Groups



- Immunisations
- Pathology

Web Based Reporting

- Reports come in 2 styles
 - Data discovery – How many patients have?
 - Clinic Summary
 - Guided Analytics
 - PIP-QI Metrics
 - Hospitalisation Risk
 - Quality Improvement in Primary Care (QIPC)
 - Chronic Disease reporting: Diabetes, CKD, Cancer Screening etc.

Select



Review



Manage



Quality



Walrus – Point of Care

- Local Install
- Closer integration with the Clinical System
- Same POLAR content – Different delivery mechanism and more targeted incl notifications

MedicalDirector Clinical 4.2 - [Mr Fred Andrews (100yrs 3mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

Mr Fred ANDREWS (100yrs 3mths) DOB: 23/02/1923 Gender: Male Occupation: Retired 0m 29s Email: andrews.f@hcn.samplesdb.com.au

3 Takalvan Street, Bundaberg, Qld 4670 Record No: ATSI: Aboriginal Pension No: Ethnicity: Australian Aboriginal Work: Smoking Hx: Never smoked IHI No: Home: MyHealthRecord: Recalls

Warnings: BEE STING

Summary Current Rx Progress Past history Results Letters Documents Old scripts Imm. Correspondence MDExchange HL HealthLink

Consultation date: 08/06/2023 Previous visits: ALL

Visit type	Date	Recorded by	Visit type	Reason for contact	Start	Duration	Medicare item	Review date
Thursday June 8 2023 15:34:18	16/10/1999	Dr A Practitioner			11:36:19	20m 37s		
Dr A Practitioner	08/12/1999	Dr A Practitioner			12:42:10	26m 32s		
Visit type:	23/02/2004	Dr A Practitioner			22:48:38	32m 15s		
Surgery Consultation	22/04/2005	Dr A Practitioner			14:07:26	33m 5s		
	14/04/2008	Dr A Practitioner			14:10:59	35m 6s		
				Check up, Immunisation	14:13:58	29m 3s		
				Check up, Immunisation	14:15:49	33m 13s		
				URT, URTI	14:23:58	29m 4s		
				Check up, INR	14:25:40	26m 21s		
				Prescription	14:27:21	32m 20s		
				Check up, Prescription	14:29:24	34m 31s		
				Check up, Immunisation, Prescription	14:31:31	22m 38s		
				Check up, Wart(s) - removal of	14:33:06	20m 16s		
				Check up, Immunisation, Prescription	14:36:42	27m 59s		
				Chest - Air entry reduced, X-ray - Abdomen...	14:39:56	36m 49s		
				Check up, Prescription	14:43:39	33m 3s		
				Check up, Cryotherapy - Solar Keratosis(es)...	14:50:17	33m 7s		
	21/11/2012	Dr A Practitioner			11:23:52	238h 28m ...		
	14/02/2013	Dr A Practitioner	Surgery Consultation		11:52:27	0m 27s		
	03/10/2022	Dr A Practitioner	Surgery Consultation					
	25/01/2023	Dr A Practitioner	Surgery Consultation					
	08/06/2023	Dr A Practitioner	Surgery Consultation					

Risk

- BMI recording required **OPEN**
- Hospitalisation (HARP) Risk: Low **OPEN**

WALRUS Fred ANDREWS 23/02/1923 100 yo

Icons: [Medical] [Ambulance] [Star] [Clipboard] [Clock] [Person] [Bar Chart]

Frequently asked questions

Q: How does POLAR manage my data?

The POLAR data extraction tool automatically extracts patient data from the general practice clinical information software and practice management software. The practice data is encrypted using industry endorsed algorithms similar to those used in the banking sector. The encrypted identified data is stored locally within the practice with the POLAR software. At no point does any identified patient data leave your practice. The encrypted de-identified data is then uploaded directly to the POLAR data warehouse (located in Australia). NWMPHN can access the de-identified aggregated practice data through a secure web portal. Please refer to Data Privacy and Security for more details of Outcome Health data management.

Q: My practice has a lot of workstations; will the POLAR installation process be time-consuming?

A single installation at your practice allows you to use POLAR on any PC within the same network regardless of the size of your practice.

Frequently asked questions

Q: Historical data access – how would it work with the data that was extracted by PenCAT previously?

Historical data from a practice's PMS system will be available in POLAR and can be used to generate reports in POLAR. Practices will not have access to PenCS reporting functions from 30th June 2025.

Q: What will happen to our general practices access to the PenCAT tools?

Practices will lose access to the PenCAT tool on 30th June 2025 and so will no longer be able to login into PenCAT. If practices wish, they may purchase licenses for PenCS tools for their practice.

Q: What happens to the data that we already have with PenCS?

Data extracted from PenCS tools that NWMPHN has already will be archived and not used for the PIP QI program moving forward from 30th June 2025.

The background is a dark blue field filled with various geometric patterns, including concentric circles, parallel lines, and halftone dots. In the upper-left corner, there is a graphic consisting of two overlapping circles. The top circle is divided into four quadrants: orange (top-right), green (top-left), teal (bottom-left), and a light blue/white cross-hatched center. The bottom circle is a solid purple. The text 'Q&A' is centered in the middle of the slide.

Q&A

Who to contact for further information

Email: Primarycaredata@nwmphn.org.au

Phone: 03 9347 1188 to speak with your
PHN relationship manager



Scan this QR code if you
have any further questions



Thank you