

# Pinnacle Quality Improvement Programme Year 2

## Frequently Asked Questions

### **What is the Quality Improvement programme?**

On 1 July 2024 we moved from a Quality Assurance Programme based on targets to a Quality Improvement programme. Quality improvement involves a team approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement.

### **Why did the programme change?**

Many practices were not able to achieve quality targets, despite the efforts made which had the potential to widen inequity. Having the funding upfront and building QI skills allows practices to plan towards better quality outcomes.

### **Will this new programme improve equity?**

Practices focus on a clinical indicator where there is an equity gap. QI tools and methods allow practice staff to form a deep understanding of the needs of their populations. The quality improvement programme steps practices through equity considerations as they review their data and plan their change ideas.

### **How will practices receive their Quality Improvement funding?**

Practices will receive funding based on their registered patient numbers (ESUs). This is set at \$10.64/ESU (GST exclusive) for the first year of the three-year programme with quarterly ESU adjustments. Use the practice funding calculator (see the files and links section of the Quality Improvement Programme page) to estimate your approximate monthly payment.

It has been agreed that funding will be reviewed at the end of each year based on Te Whatu Ora funding.

### **When will practices be paid?**

The QI programme payment will be made monthly on the 20th of the month, with an adjustment each quarter based on the ESU total from the last full month of the previous quarter.

### **How does this align with other programmes?**

This programme aligns with the RNZCGP CQI module for Cornerstone.

### **What is happening in year three?**

It is envisaged that we will move towards more choice for practices enabling them to use the skills they have gained from the first two years. We will signal to practices before the end of the year the direction for year three.

### **How do I access data for my Quality Improvement plans?**

The QI programme utilises **Power BI dashboards**, which have been developed and/or refreshed for diabetes, CVD and respiratory conditions. These clinical dashboards provide information around evidence-based clinically relevant outcomes for individual patients and your practice population. This is part of a concerted effort to use data to inform practice.

Not all your core QI team will want or need access to Power BI but having both clinical and administrative/data support will strengthen how it is used. Dashboards are one source of data. Additional sources of accessible data may include PMS query builds, Patient Experience Survey, incidents/learning from harm, complaints, and patient and whānau voice.

Pinnacle currently funds three licences per practice. Practice managers manage the allocation of their licences and will be the contact point with [Pinnacle practice support](#) who manage licence access for Pinnacle.

### **How does the practice get access to Power BI?**

Pinnacle provides three funded licences for each practice to access Power BI. Typically, there should be a mixture of professions using the tools including an administration person, nurse lead and GP. The practice manager is aware of who holds the three licences at the practice and will notify Pinnacle of any changes required.

### **What QI training is being offered to practices?**

Practices commence with the Te Tāhū Hauroa |Health Quality and Safety Commission (HQSC) Improving Together: Introduction modules. The HQSC training offers a certificate towards professional development. This is useful training for any staff member whether they are involved in the programme or not, on the concepts of quality improvement. The training is free and is found on both the Ko Awatea Learn and Healthlearn websites.

- Ko Awatea Learn: <https://koawatealearn.co.nz/course/edit.php?id=11517>,
- Healthlearn: <https://www.healthlearn.ac.nz/enrol/index.php?id=3874>

This is followed by 3 x 30-minute Pinnacle teaching modules which link the HQSC theory to the practical aspects of the QI Programme.

### **What support is available from Pinnacle?**

Your development manager will be your key person to support you. Other staff such as the Pinnacle GPLs, nurse leads, diabetes clinical leads and child health nurses may also be of support with particular clinical indicators.