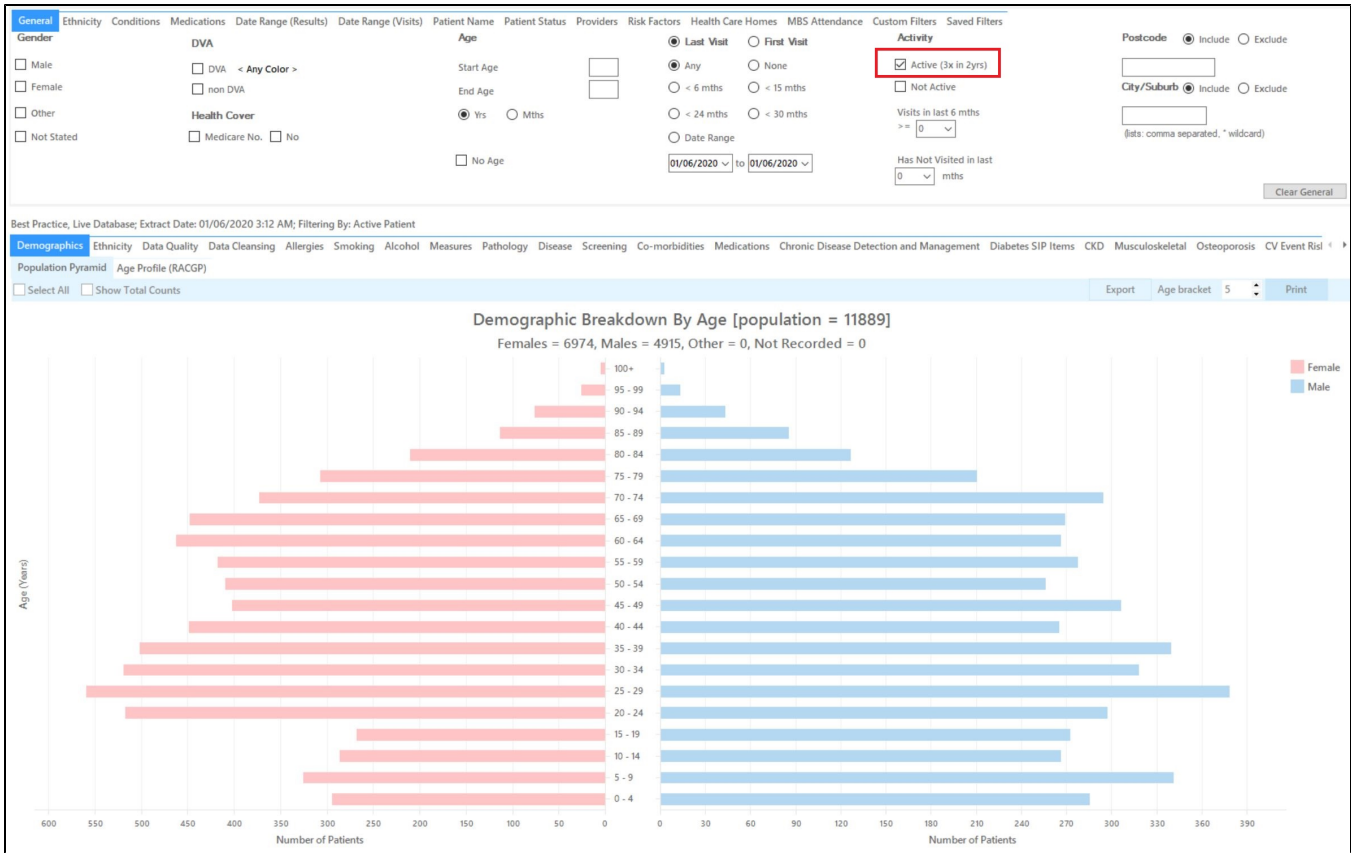


# QIM 1 – HBA1C status for patients with diabetes

 Unknown macro: 'export-link'

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recipe Name:        | QIM 1 – HBA1C status for patients with diabetes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Rationale:          | Diabetes was the underlying cause of around 10% of all deaths in Australia in 2016 and recent reports show death rates for people with Type 2 diabetes are rising. As part of their care, people with Type 1 and 2 diabetes should have their glycosylated haemoglobin (HbA1c) measured at least every 12 months, or more frequently depending on the level of blood glucose control. Effective management of chronic disease can delay the progression of disease, improve quality of life, increase life expectancy, and decrease the need for high-cost interventions. |
| Target:             | Proportion of regular clients who have Type 1, Type 2 or undefined diabetes and who have had an HbA1c measurement result recorded at the primary health care service within the previous 12 months.                                                                                                                                                                                                                                                                                                                                                                       |
| CAT Starting Point: | <div><div>1. CAT Open - CAT4 view (all reports) loaded</div><div>2. Population Extract Loaded and Extract Pane "Hidden"<div><div>a. Filter Pane open and under the 'General' tab 'Active Patients' (3x &lt;2 years) selected</div></div></div></div>                                                                                                                                                                                                                                                                                                                      |

## CAT4 starting point



## RECIPE Steps Filters:

- In the “Conditions” Tab, under the “Chronic” category, select “Yes” in the Diabetes category. This will select anyone with any type of diabetes.

|                                                                                                                                                            |           |                                                                                                                                                                                                            |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |              |                |                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                                                                                                                                                                                                                                                                                                                                                                          |                |                |               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|---------------|
| General                                                                                                                                                    | Ethnicity | Conditions                                                                                                                                                                                                 | Medications | Date Range (Results)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date Range (Visits) | Patient Name | Patient Status | Providers                                                                                                                                                                                                                                                                                                                                                                                                                   | Risk Factors | Health Care Homes                                                                                                                                                                                                                                                                                                                                                        | MBS Attendance | Custom Filters | Saved Filters |
| <div>Chronic</div> <div>Mental Health</div> <div>Cancer</div> <div>Other</div>                                                                             |           |                                                                                                                                                                                                            |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |              |                |                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                                                                                                                                                                                                                                                                                                                                                                          |                |                |               |
| <b>Diabetes</b><br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Gestational <input type="checkbox"/> No |           | <b>Respiratory</b><br><input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Asthma <input type="checkbox"/> No<br><input type="checkbox"/> COPD <input type="checkbox"/> No |             | <b>Cardiovascular</b><br><input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Hypertension <input type="checkbox"/> No<br><input type="checkbox"/> <u>Cardiovascular Disease (CVD)</u><br><input type="checkbox"/> Heart Failure <input type="checkbox"/> No<br><input type="checkbox"/> CHD <input type="checkbox"/> No <input type="checkbox"/> PAD <input type="checkbox"/> No<br><input type="checkbox"/> Stroke <input type="checkbox"/> No <input type="checkbox"/> Carotid Stenosis <input type="checkbox"/> No<br><input type="checkbox"/> MI <input type="checkbox"/> No <input type="checkbox"/> Renal Artery Stenosis <input type="checkbox"/> No |                     |              |                | <b>Musculoskeletal</b><br><input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Inflammatory <input type="checkbox"/> No<br><input type="checkbox"/> Musculoskeletal <input type="checkbox"/> No<br><input type="checkbox"/> <u>Bone Disease</u><br><input type="checkbox"/> Osteoporosis <input type="checkbox"/> No<br><input type="checkbox"/> Osteoarthritis <input type="checkbox"/> No |              | <b>Renal Impairment</b><br><input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Chronic Renal <input type="checkbox"/> No<br><input type="checkbox"/> Acute Renal <input type="checkbox"/> No<br><input type="checkbox"/> Dialysis <input type="checkbox"/> No<br><input type="checkbox"/> Kidney Transplant <input type="checkbox"/> No |                |                |               |
| Clear Conditions                                                                                                                                           |           |                                                                                                                                                                                                            |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |              |                |                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                                                                                                                                                                                                                                                                                                                                                                          |                |                |               |

Then select the 12 month date range result filter, to only show results that were entered in the last 12 months:

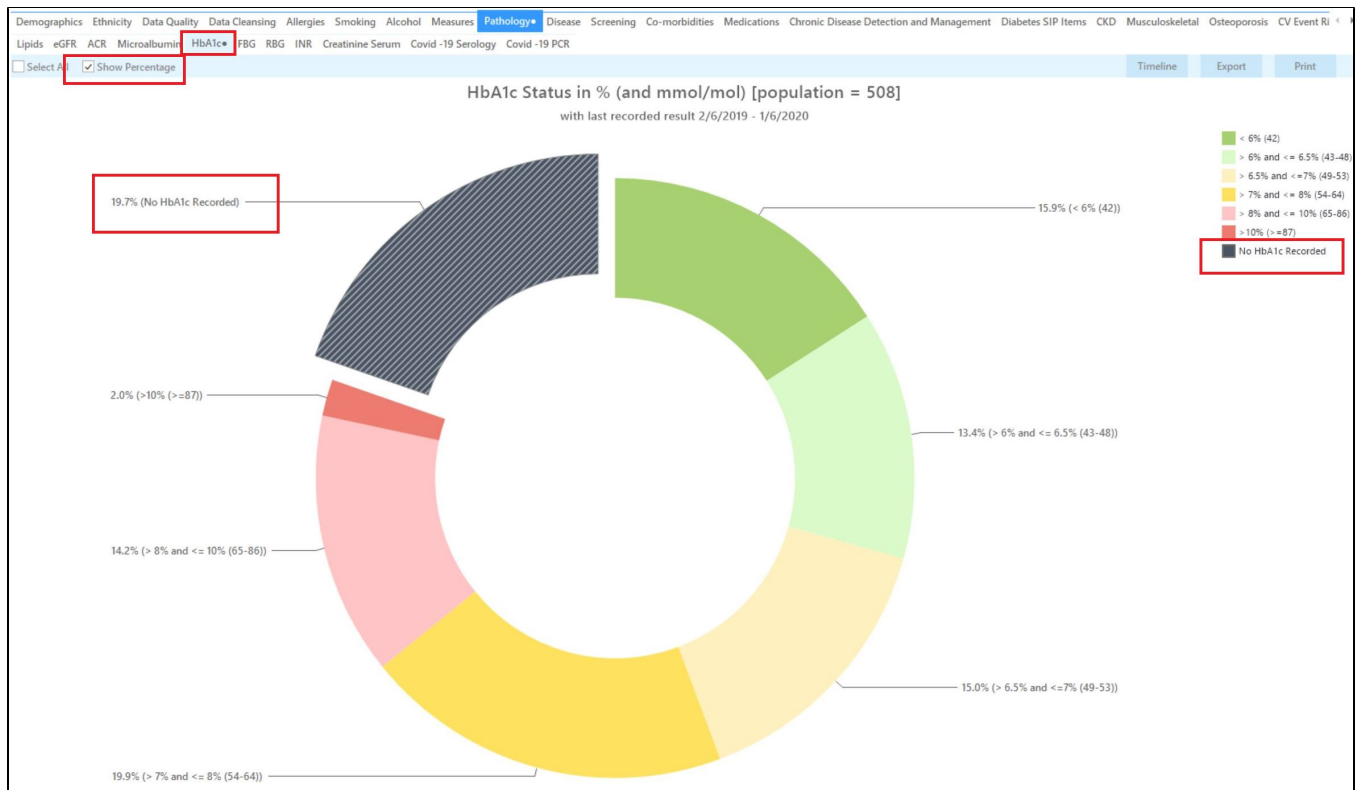
|                                                                                                                                                                                                                                                                  |           |            |             |                      |                     |              |                |           |              |                   |                |                |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------|-------------|----------------------|---------------------|--------------|----------------|-----------|--------------|-------------------|----------------|----------------|--|
| General                                                                                                                                                                                                                                                          | Ethnicity | Conditions | Medications | Date Range (Results) | Date Range (Visits) | Patient Name | Patient Status | Providers | Risk Factors | Health Care Homes | MBS Attendance | Custom Filters |  |
| <b>Date Range for Last Recorded Result or Event</b><br>The date range selected will filter out results or events that are not within the selected period and treat them as not recorded. This filter is not applicable to graphs that display time periods.      |           |            |             |                      |                     |              |                |           |              |                   |                |                |  |
| <input type="radio"/> All<br><input type="radio"/> <= 6 mths <input checked="" type="radio"/> <= 12 mths <input type="radio"/> <= 15 mths <input type="radio"/> <= 24 mths<br><input type="radio"/> Date Range (from -to)<br><div>01/06/2019    01/06/2019</div> |           |            |             |                      |                     |              |                |           |              |                   |                |                |  |
| Use for:<br>Measurements<br>Pathology<br>MBS Items<br>Maternal Health (birth date/weight)<br>Visit Types<br>Digital Health (SHS/ES uploads)<br>Smoking/Alcohol<br>Influenza                                                                                      |           |            |             |                      |                     |              |                |           |              |                   |                |                |  |
| Clear Results                                                                                                                                                                                                                                                    |           |            |             |                      |                     |              |                |           |              |                   |                |                |  |

- Click "Recalculate"
- Click 'Hide Filters'

#### Report Steps

- Select the "Pathology/HbA1c" tab

The Pathology/HbA1c report will show the proportion of those without a result in the last 12 months (or longer) under the 'No HbA1c Recorded' category:



The HbA1c report will show you the numbers/percentage of your patients Hba1c status and will allow you to measure improvement over time by comparing reports. It will also allow you to see more details of those patients with a result by double clicking on a selected slice of the graph to see the patient details and measurements:

Patient Reidentification

1 of 13

Find

### Reidentify Report [patient count = 100]

Filtering By: Active Patient, Conditions (Diabetes - Yes), Last Results ≤ 12 mths, Selected: HbA1c % (mmol/mol) (Not recorded , Not recorded)

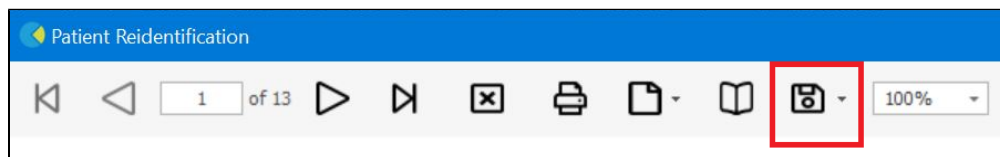
| ID    | Surname | First Name    | Known As      | Sex | D.O.B (Age)     | Address      | City        | Postcode | Phone (H/W)                    | Phone (M)  | Medicare      | IHI | HbA1c % (mmol/mol) |
|-------|---------|---------------|---------------|-----|-----------------|--------------|-------------|----------|--------------------------------|------------|---------------|-----|--------------------|
| 6906  | Surname | Firstname_259 | Firstname_259 | M   | 01/06/1969 (51) | 12 Jogger St | Suburb Town | 5242     | H:07 50505050<br>W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 31/05/2019 |
| 11275 | Surname | Firstname_299 | Firstname_299 | F   | 01/06/1961 (59) | 12 John St   | Suburb Town | 4117     | H:07 50505050<br>W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 28/05/2019 |
| 4232  | Surname | Firstname_400 | Firstname_400 | F   | 01/06/1928 (92) | 12 John St   | Suburb Town | 5621     | H:07 50505050<br>W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 06/07/2017 |
| 11578 | Surname | Firstname_444 | Firstname_444 | F   | 01/06/1946 (74) | 12 John St   | Suburb Town | 5667     | H:07 50505050<br>W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 13/12/2018 |
| 10999 | Surname | Firstname_491 | Firstname_491 | F   | 01/06/1965      | 12 John St   | Suburb Town | 2817     | H:07                           | 1234999999 | 12341234123   |     | Not recorded       |

Refine Selection Add/Withdraw Patient Consent

GoShare Plus SMS Recall Voicemail Recall Topbar Prompt

## To Export Patient List to Microsoft Excel:

1. Click on the "Export Icon" at the top of the Patient Reidentification window.



2. Click on "Excel"
3. Choose a file name and a location to save to (eg. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)
4. Click "Save"

The steps above will produce a list of patients with contact details in MS Excel which can then be used to:

1. Go back through the individual patient records in the GP Clinical Desktop System (CDS) and update known records
2. Phone patients to update their record
3. Produce a mail merge to recall patients for follow up

## Optional: Use Recall CAT SMS and voice messages for patient recall

Full details are here: [Recall CAT](#)

After you have applied one or more filters and/or cross tabulations and have selected the group of patients of interest, you will see the choices for SMS Recall and other options at the bottom of the patient re-identification report. This can be applied to all of our [CAT Recipes](#) or any custom search you want to perform.

CAT Starting Point:

The Patient Reidentification window displays your list of filtered patients

| ID    | Surname | First Name    | Known As      | Sex | D.O.B (Age)     | Address      | City        | Postcode | Phone (H/W)                 | Phone (M)  | Medicare      | IHI | HbA1c % (mmol/mol) |
|-------|---------|---------------|---------------|-----|-----------------|--------------|-------------|----------|-----------------------------|------------|---------------|-----|--------------------|
| 6906  | Surname | Firstname_259 | Firstname_259 | M   | 01/06/1969 (51) | 12 Jogger St | Suburb Town | 5242     | H:07 50505050 W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 31/05/2019 |
| 11275 | Surname | Firstname_299 | Firstname_299 | F   | 01/06/1961 (59) | 12 John St   | Suburb Town | 4117     | H:07 50505050 W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 28/05/2019 |
| 4232  | Surname | Firstname_400 | Firstname_400 | F   | 01/06/1928 (92) | 12 John St   | Suburb Town | 5621     | H:07 50505050 W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 06/07/2017 |
| 11578 | Surname | Firstname_444 | Firstname_444 | F   | 01/06/1946 (74) | 12 John St   | Suburb Town | 5667     | H:07 50505050 W:07 50509999 | 1234999999 | 12341234123 4 |     | Last on 13/12/2018 |
| 10999 | Surname | Firstname_491 | Firstname_491 | F   | 01/06/1965      | 12 John St   | Suburb Town | 2817     | H:07                        | 1234999999 | 12341234123   |     | Not recorded       |

At the bottom of the window, there are icons for 'Refine Selection', 'Add/Withdraw Patient Consent', 'GoShare Plus', 'SMS Recall', 'Voicemail Recall', and 'Topbar Prompt'.

## Customising Steps

You can refine the selection manually by clicking the 'Refine Selection' button.



If you click on "SMS Recall", the "SMS Recall" window will be displayed with the name of your clinic. Enter a message that relates to the purpose of the notification. There are a number of options under the inclusion criteria:

- Patients who have opted out of receiving SMS from your clinic are removed by default
- Linking your online booking system to the SMS recall
- Include the opt-out message in the SMS for patient to "STOP" receiving SMS notifications sent through CAT4

Clicking on "Send" will send the message to all patients with a valid mobile phone number in their record. A confirmation message will prompt you with the number of messages to be sent and the required credits. Click yes to send the SMS recall.



## SMS Recall

**SMS Text:**

From Pen CS Pty Ltd: test message

Click here to book appointment <http://www.pencs.com.au/support/>

To opt-out reply STOP

Characters Remaining: 39

**Inclusion Criteria:**

Filtering By: None

Selected: Disease (Diabetes Type II)

Send

Cancel

☐ Remove patients who have opted out to receive SMS from your clinical

Credits Required: 1

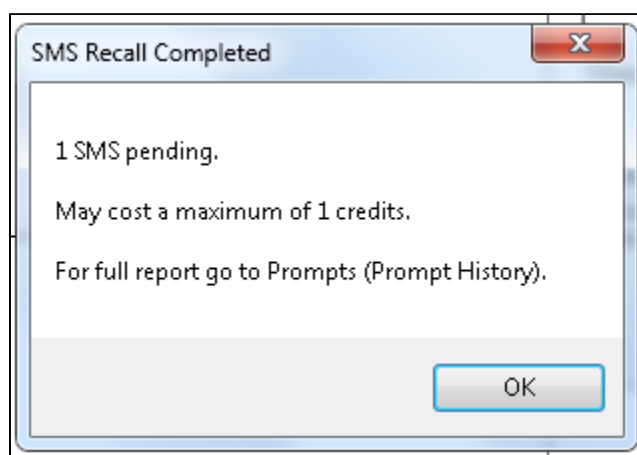
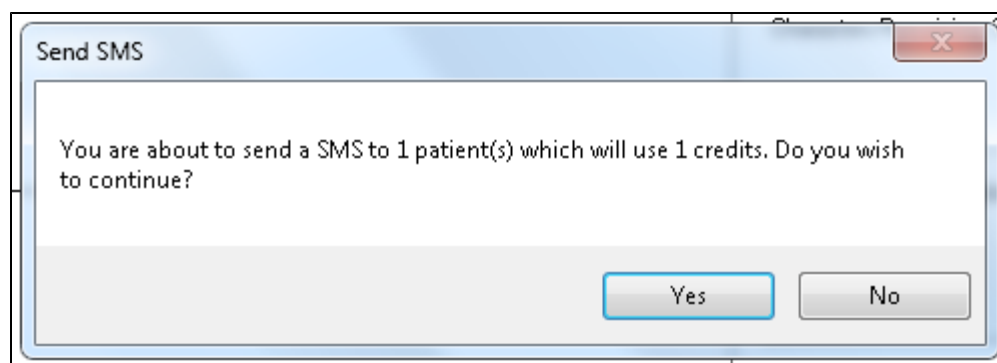
☒ Include Online Appointment Book Link

Credits Available: 2547

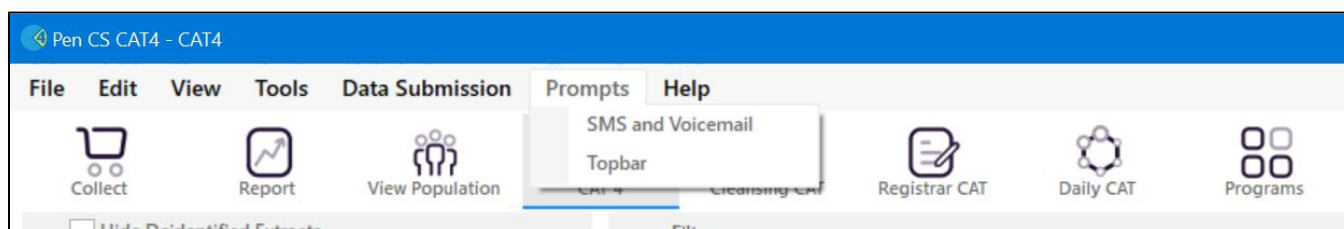
☒ Include opt-out message at the end of the SMS message

Auto Top-Up Enabled

After sending a SMS or Voice Message you will see a message like this one (for SMS)



For full details on the prompt history, click on 'Prompts' and select 'SMS and Voicemail'



Recall CAT - Message History: <http://help.pencs.com.au/display/CG/Recall+CAT+-+Message+History>

## Optional: Create a prompt to display in Topbar



Remember you need to be in the CAT4 Daily View to be able to create prompts. Other pre-requisites are:

- Topbar is installed
- CAT4 is linked to Topbar via Edit/Preferences/Topbar - check here for details: [Linking CAT to Topbar](#)

To start click on the 'Daily View' icon on the top of your CAT4 screen:



Once you have applied the filter(s) and displayed the patients of interest as described above, you can create a prompt that will be shown to all clinicians using Topbar if a patient meeting the prompt criteria is opened in their clinical system. The full guide is available at [CAT PLUS PROMPTS](#) and a short guide on how to create prompts in CAT4 can be found at [Creating a Prompt in CAT4](#)

To start you have to use the drop-down menu at the bottom of the patient details report and select "Prompt at Consult - Topbar" then click on "Go" to give the new prompt a name.



The name you enter is the prompt text displayed in Topbar, so choose a simple but clear name that tells the clinician seeing the prompt what should be done.

Patient Reidentification

1 of 3

Reidentify Report [patient count = 103]  
Filtering By: Conditions (Diabetes - Yes), Last Results <= 12 mths, Selected: H

| ID   | Surname | First Name    | Known As      | Sex | D.O.B      | Address |
|------|---------|---------------|---------------|-----|------------|---------|
| 2623 | Surname | Firstname_58  | Firstname_58  | M   | 01/02/1979 | 12 Jog  |
| 3891 | Surname | Firstname_59  | Firstname_59  | M   | 01/02/1970 | 12 Jog  |
| 6993 | Surname | Firstname_264 | Firstname_264 | F   | 01/02/1974 | 12 Joh  |

Topbar Prompt

Name:

Filters:  
category (Diabetes): Yes  
Last Results <= 12 mths

Charts:  
HBA1c Status in % : No HBA1c Recorded

Refine Selection  
Add/Withdraw Patient Consent  
HCH Enrolment  
SMS Recall  
Voicemail Recall  
Topbar Prompt