

Finding the Balance

Between instructive and individualised approaches to clinical auditing

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Beyond the



Background

Medicare data shows that hepatitis C (HCV) testing and treatment continue to decline. To achieve 2030 HCV elimination targets, innovative interventions that support provider knowledge and skills are required.

Following a successful pilot program, ASHM launched *Beyond the C: Elimination in your Practice*. This program forms part of a national Finding 50,000 partnership project to increase testing and treatment of hepatitis C.

The national scale-up of the project, benefiting from the learnings from the pilot, remodelled project resources to a more structured package of support for practices to engage in case-finding activities for their patients.

Analysis

Practices identified that limitations of medical software and data extraction tools, allocating time for clinical auditing, and data integrity are all barriers to case finding. Differences in practice needs, skills, and software functionality indicated the need for a more structured approach to case finding to ensure a sustainable quality improvement model is built at the practice level to meet elimination targets by 2030.

Beyond the C – from pilot to implementation

The Beyond the C program has been remodeled to be semi-self directed. Guiding practices and their teams through the various steps of data searching and Quality Improvement activities to increase hepatitis C knowledge and confidence in these processes



LEARNINGS

- 1 Earlier engagement of regional stakeholders
- 2 Provide support tools to demonstrate participant progress
- 3 Varying levels of understanding of QI and/or hepatitis C
- 4 Numerous ways to enter and extract data
- 5 Structured support preferred
- 6 Nurse-led support was beneficial for the multidisciplinary team



ADAPTATIONS

- 1 Targeted regional approach, with relationships with Primary Health Networks and other local area health services
- 2 Exploring opportunities to provide practices with visual representation of their data
- 3 Creation of QI templates to provide a more structured approach
- 4 Beyond the C website hub
 - Greater access to hepatitis C resources
 - Revised data reporting templates
 - Practice guide and toolkit
 - 'How to' guides for data extraction

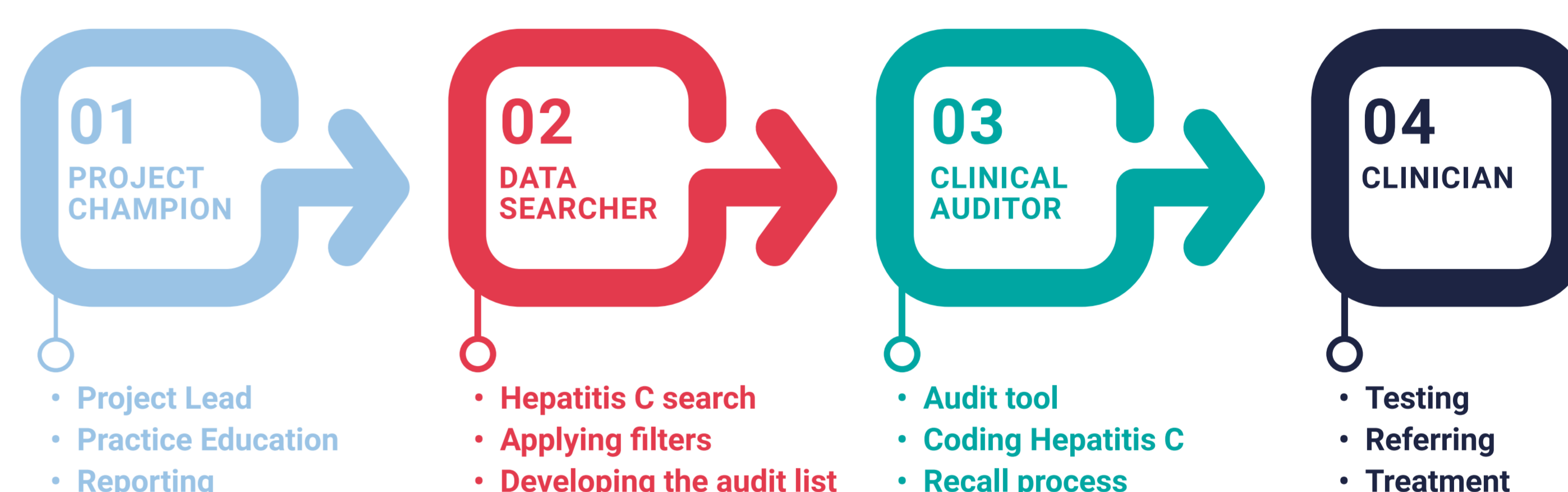
Outcome

While the Beyond the C pilot was designed to be flexible and adaptive to practice needs, we found that practices wanted a more structured approach and facilitated pathways to strengthening relationships with local area health services.

Taking learnings from the pilot, and guided by a national steering committee, the resources to be used in the national scale-up have been re-designed, finding a balance between guiding practices through the various steps of data searching and quality improvement activities while ensuring the freedom to adjust approaches based on practice needs, interest, and capacity.

The steering committee provided positive feedback on the adjusted resources, indicating this new balance will increase practices' competence to undertake clinical auditing.

The remodeled Beyond the C program is designed to guide general practices through the various steps to data searching, QI activities to increase hepatitis C knowledge and confidence. The program takes on a whole-of-practice approach, identifying potential roles and suggested activities. Team members within practices may take on one or more of these roles:



When practices join the project, they have personalised support through our Practice Nurse Advisor and local health services and ongoing access to a suite of tools and resources to guide them. Practices will learn more about hepatitis C and how to support individuals and priority populations who are most impacted by it.

Conclusions

This project demonstrated the benefit of reviewing existing materials and processes prior to scaling projects nationally. Feedback was utilised to strengthen the resources to ensure that clinics can receive the direction that practices require, particularly practices with lower levels of capacity, whilst ensuring that all clinics are able to adapt the project to meet their requirements.

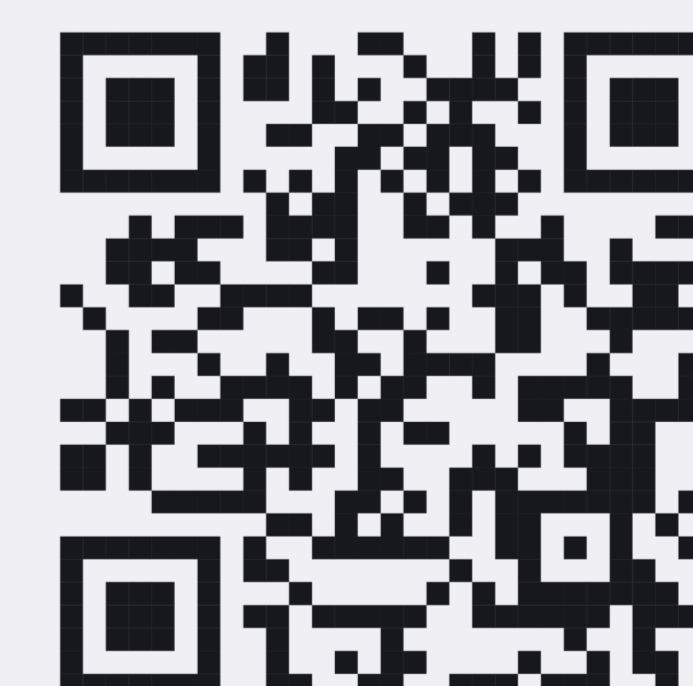
Skills and knowledge gained from participation in Beyond the C may be transferable to identifying and managing other chronic disease and conditions, or QI activities.

Beyond the C – Register your interest

Beyond the C is a national partnership program with General Practices, providing you with support to find people who may be living with hepatitis C, and to engage with them and connect them with care.

Make a significant difference in people's long-term health outcomes, and contribute to the goal of eliminating hepatitis C by 2030.

Participating practices in the Beyond the C project receive a reimbursement payment of \$1,500 when you complete the project.



BE A PART OF BEYOND THE C AND HELP US ELIMINATE HEPATITIS C. REGISTER YOUR INTEREST NOW AT beyondthec.com.au