



Welcome

Welcome to the first Karo e-newsletter. It's our way of sharing some of the information that constantly comes across our desks. We'll keep you up-to-date with developments for PHOs, especially those involving data collection and analysis. We'll let you know what's going on at Karo. And we'll suggest other websites, reading material and sources you might find useful.

If you don't want to receive the newsletter, you can unsubscribe now, or at any time, by emailing patricia@karo.co.nz and putting 'unsubscribe' in the subject line.

Best wishes/Nga mihi

Susan, Catherine and Patricia (the Karo team)

Practices need to update their PMS

It is essential that practices update their PMS before they send their next Clinical Event Export to Karo. Changes are being made to PMS Clinical Event Exports and subsequently to the CPI report. These will enable:

- information to be collected about Ischaemic CVD not just Myocardial Infarction
- standard coding for CVD risk assessments
- standard coding for diabetes annual review
- standard coding for smoking status ever recorded and current smoker

The changes are expected to be available by 9 April. As a result, we have delayed the date that we require your Clinical Events Export until 26 April (rather than 6 April as shown on the Karo Calendar) to give you time to update your PMS.

Each practice needs to keep in touch with their PMS vendor to find out exactly when the changes will be available.

New Karo tool helps PHOs assess financial risk

Karo has developed a new tool that enables PHOs to identify their financial risk from a Ministry of Health audit. The tool is a dummy audit that assesses a sample of enrolment forms from a practice, finds the errors and calculates the potential financial penalties across the whole practice.

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Four PHOs have already used the tool and found it invaluable. One practice was at risk of a \$50,000 penalty.

The tool is affordable, easy to use and can save PHOs thousands of dollars.

It involves [four easy steps](#)

A demo version is [available here](#)

Stricter ministry auditing processes behind tool

In the past, the ministry's audit team selected between one and five practices from each PHO and examined 100 enrolments in each. They are now auditing all practices, examining 300-400 enrolment forms in each and using the results to determine 'incorrect' funding across the whole practice. The most common reason for 'incorrect' funding is not being able to produce a signed enrolment form for patients.

Act now!

Are you confident that all your practices' enrolment processes would pass a ministry audit? If not, we advise you to use our tool now so that you have time to fix any problems before a real audit occurs. Otherwise you may end up being asked to pay back thousands of dollars.

PHOs that have been audited recently would still benefit from running the tool once a year to make sure their enrolment processes stay on track.

Cost of tool: \$180 per practice for Karo clients, \$250 per practice for non-clients.

New PPP smoking indicators

This year, the PHO Performance Programme plans to introduce four new smoking cessation indicators as part of the Ministry of Health's 'Better Help for Smokers to Quit' target. Two indicators focus on patients' smoking status and two on activity to support patients to quit smoking.

From 1 January 2010, PHOs must record and report against:

1. percentage of eligible population who have ever had a smoking status
2. percentage of eligible population who are recorded as a current smoker

From 1 July 2010, it is expected that PHOs will also have to record and report against:

3. percentage of current smokers who have been given brief advice in the last 12 months
4. percentage of current smokers who have been given or referred to cessation support services in the last 12 months.

Last year Karo carried out a pilot with DHBNZ to test indicators 1 and 2. Practices already record indicator 1 and send the results to the Karo (in the Clinical Event Export), but they have not previously been used as an indicator. Practices also already record indicator 2 but now need to use standard codes to ensure valid data is collected.

Karo was approached by DHBNZ to carry out another pilot to test indicators 3 and 4. However, we decided the sector has to develop standards and definitions around the indicators first, and then work with PMS vendors to get them installed. These are likely to be in the PMS by 1 July 2010. We will keep you posted on progress.

[More info on our website](#)

Flat-rate management fee proposal jeopardises small PHOs

The Ministry of Health has asked PSAAP to consider a proposal for a flat-rate \$7 management fee per patient. The proposal would have a far greater impact on small PHOs than large ones, and is seen by many as an attempt to 'encourage' small PHOs to merge.

[Explanation of current PHO management fee structure](#)

If you'd like help to work out the impact of the proposed fee on your PHO, please get in touch with us.

STOP PRESS

Remember to update your PMS before you send your next Clinical Event Export to Karo! Due date delayed until 26 April.

Karo training gets thumbs-up

Karo trainers got top marks for content, presentation and humour from participants at a one-day training programme for receptionists and administrators in Wellington in March.

In the morning, Susan and Petra van den Munckhof gave the group of 15 from Health Care Aotearoa an overview of the primary health care sector, revealed the mysteries of health jargon, explained critical enrolment and register management processes, and advised on how to prepare for a Ministry of Health audit visit.

In the afternoon, Petra took receptionists through strategies for working with challenging people, self-care and sharing good practice. Susan showed administrators how to prepare for a ministry register audit, use the new Karo financial risk assessment tool, and interpret their register return, graphs, tables and presentations.

The training was a great opportunity to meet with others in similar roles and will be repeated for another group in the next few months. Watch this space!

OIA table shows PHO performers

No doubt you've all seen the results of Karen Brown's OIA request about PHO performances. It was great to see so many of the smaller PHOs showing such good results. Well done!

[Click here for the document](#). Put your reading glasses on before you print it!!

Useful websites

Below are two websites that we often direct people to when they ring for information.

- For those with a technical bent who want to know more about the data flow for PPP: [DHBNZ PPP – Technical Documents](#)
- MOH website: [Careplus Information](#)

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