Cubiko

Achieving Accreditation Success with Cubiko: A Step-by-Step Guide

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Using Cubiko for accreditation can significantly simplify the process for your practice by giving you access to near real-time data analytics and simplified reporting.

Accreditation plays a crucial role in helping General Practice maintain high standards. It serves as a recognition of a practice's commitment to quality and safety for patients, staff, and the community.

If you have ever gone through the accreditation process, or are about to you'd agree that the accreditation process can be a little daunting with the extensive documentation and analysis required to ensure that you meet the standards. This is where Cubiko can help!

Quality improvement: Ethnicity

The Quality Improvement: Ethnicity metric, provides you with specifically designed Cubiko metrics to help identify any recording issues and highlight any potential improvements and track progress through a __PDSA (Plan-Do-Study-Act) cycle__.

QI Standard 1 - Quality improvement: __QI Standard 1.1 - Quality improvement activities__
PDSA: __Criterion QI1.3 – Improving clinical care__
QI Standard 2 - Clinical indicators: __Criterion QI2.1 - Health Summaries__

Quality Improvement: Allergies

The Quality Improvement: Allergies/ADR cabinet provides you with selected Cubiko metrics to help identify any potential improvements with the recording of your patient allergies / ADR (adverse drug reaction), and track progress through a __PDSA (Plan-Do-Study-Act) cycle__.

QI Standard 1 - Quality improvement: __QI Standard 1.1 - Quality improvement activities__
PDSA: __Criterion QI1.3 – Improving clinical care__
QI Standard 2 - Clinical indicators: __Criterion QI2.1 - Health Summaries__

Quality Improvement: DNA Rate

The Quality Improvement: DNA rate cabinet provides you with selected Cubiko metrics to help identify any issue with your did not attend rate, highlight

potential improvements, and track progress through a through a **PDSA (Plan-Do-Study-Act) cycle.**

Quality improvement 65 + influenza vaccine

The Quality Improvement: 65+ influenza vaccine cabinet, provides you with specifically designed Cubiko metrics to help identify any issue with immunising your patients who are 65 years or older with a current influenza vaccine, highlight potential improvements, and track progress through a **PDSA (Plan-Do-Study-Act) cycle**.

Investigations contacted not given

Use this to assist Practitioners who have investigation results not marked as **given**.

You can download this list by Practitioner and provide this to them, so that they are able to ensure that their patients have been given their investigation results as part of the accreditation standards.

Record/ print out the initial figures and your improvement over time in a PDSA to present for accreditation.

Recalls

Your clinical governance team can use this metric as a means to confirm practitioners are actioning recalls as per the internally agreed policies made in the practice.

This metric acts as a powerful and multi-faceted tool that shows your clinical compliance and provides a list of patients who need to be contacted. Implement this as a daily check for your clinical team to action.

Recall appointments to rebook

This metric can assist in improving your patient care by ensuring that patients who require an appointment for a recall are not missed.

Use this to show you are managing any recall appointments not attending the practice.

Overdue reminders

This metric can assist with your patient's active participation in proactive healthcare. Our overdue reminders metric links to your PMS to help where a Practitioner has identified that a patient should be reminded about an important health issue that relates to their care.

If a reminder is overdue, it means it is still to be actioned.

Unactioned Inbox Items

This metric will show you the details of all of the items in the inbox that have not been actioned.

This metric can be filtered down by practitioner to help ensure that the providers at your practice are flagged to action any unactioned and potentially urgent items in their inbox regularly, and identify when patients are booked in for their next appointment, as well as their last appointment.

Vaccination support cabinets

Show the number of patients vaccinated against Covid, Influenza, and Shingles in your clinic.

Appointment day sheet by appointment type

This list allows for a quick response should the need arise.

Filter by date (e.g. all patients seen in the last 10 days) and by appointment type (e.g. flu appointments last 7 days) in the case of an issue with a flu vaccine given.

You can also implement this into your cold chain breach protocol as a means to quickly contact patients vaccinated in the past 14 days and any upcoming vaccine appointments that may need to be used.

This is a great backup to use in the power outage kits too! We have built the internal ID on this list for quick export to your third-party integrator for SMS contact.

GP Standard 6 - Vaccine potency: **Criterion GP6.1 – Maintaining vaccine potency**
Core Standard 3 - Practice governance and management: **Criterion C3.3 – Emergency response plan**

Past clinic metrics

Use our past clinic metrics cabinet to look at all historic practice data. Here you will find a lot of data such as financial information that may help you develop your business plan.

This is also where you can track goals set in settings to track how your business is performing to the goals set.

Core Standard 3 - Practice governance and management: **Criterion C3.1 – Business operation systems**

RACGP active patient records

Use this metric for data cleaning and marking patients as inactive. The patients listed in this metric do not meet the RACGP guidelines for an 'active' patient but are marked as active in your database. These patients have had less than 3 appointments in the past 24 months.

Record/ print out the initial figures and your improvement over time to present in a PDSA for accreditation

Core Standard 6 - Information management: **Criterion C6.4 – Information security**

Patient wait time

Sometimes, waiting to see the doctor is inevitable, but patient wait times are one of the most frequent complaints and are usually the number one distractor on patient feedback surveys.

Patient wait time gives insight into how long a patient is waiting from the time they arrive to the time their consultation begins.

Use the data to identify areas of extended patient wait time in your practice to action, you can also use this data in your improvement plan AND to show results to patients once this figure starts to decrease!

QI Standard 1 - Quality improvement: **Criterion QI1.2 – Patient feedback**

Pathology and Imaging

Track the number of pathology and imaging requests sent by your practice in the selected date range.

Here you can see which pathology providers you are engaging with most frequently and the type of tests being requested.

This is a great area to audit and gather a list of requested tests performed over a period time and ensure results have been returned for tests.

GP Standard 2 - Comprehensive care: **Criterion GP2.3 – Engaging with other services**