



2023 Touchstone General Practice Industry Report

Acknowledgement of Country

In the spirit of reconciliation Cubiko acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Gaagal by Miimi and Jiinda



House keeping

- This session will be recorded. A copy of the recording will be made available to you after the webinar.
- All resources shared throughout this presentation will be included in the recording email.

In today's webinar

- Gain insight into the key trends and observations identified from the Touchstone report
- Explore trends in bulk billing rates, private fees, Chronic Disease Management (CDM), and practice sustainability
- Dr Bruce Willett and Riwka Hagen join us for a panel discussion as they discuss and analyse the report's findings.

Benchmarking

Management data

Comparison

Benchmarking

KPIs

Performance indicators

Management data

Comparison

Benchmarking



KPIs

Performance indicators

Benchmarking

Touchstone

Touchstone

touch·stone / \ 'təch-, stōn \
plural touchstones

a test or criterion for determining the quality or
genuineness of a thing

**See how your practice
performs compared to your peers,
identify the areas you succeed in
and opportunities for improvement.**

But how?





Ground Rules



Clinical Autonomy

~~Benchmarking~~ Touchstone



State



Modified Monash Model



Primary Health Network



Billing model



Teaching Practices



Doctor FTE



DATE

Mar 2024

FILTERS

Saved filters

State

All states

MMM Classification

All MMM classifications

PHN location

All PHN locations

Practice size

All sizes

Billing structure

All billing structures

Does the practice have Registrars?

No filtering on Registrars

- Home
- Favourites
- My Dashboards
- Print Preview
- Settings
- Log Out

Back Home / Touchstone

Touchstone

Cubiko's first ever iteration of Touchstone: the new GP benchmarking companion tool which can be used to see how the practice and practitioners are performing against the cohort. Use the filters on the left hand side to filter to the practice demographic. If there is not enough data in the cohort, no results will be shown.

Billings Billings breakdown Bulk billings Diary Hours New patients

How the clinic is doing

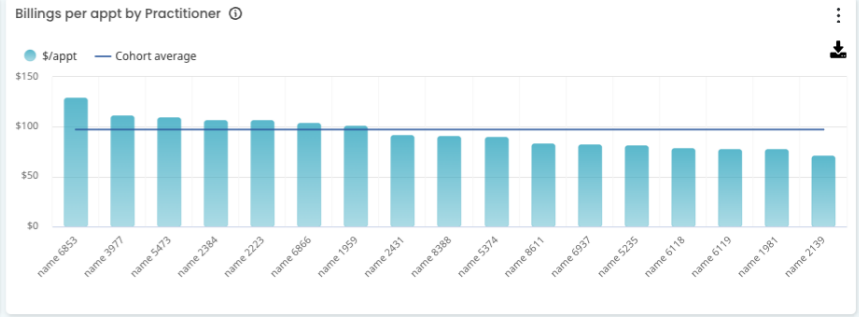
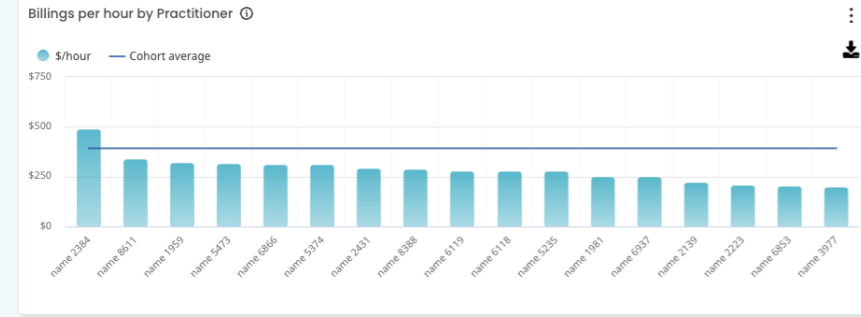
GP billings per hr **\$291** -25.65%

GP billings per appt **\$89** -8.77%

How your cohort is doing

GP billings per hr **\$392**


GP billings per appt **\$97**



Need Help?



DATE

Mar 2024 

FILTERS 

 Saved filters

State 

All states

MMM Classification 

All MMM classifications


PHN location 


All PHN locations

Practice size 

All sizes

Billing structure 

All billing structures 

Does the practice have Registrars? 

No filtering on Registrars 



Data Science Magic

Opt-in



De-identified



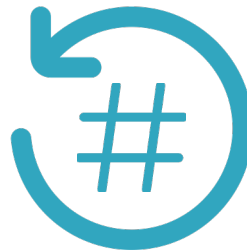
Aggregated



Frequency and cell
domination rules



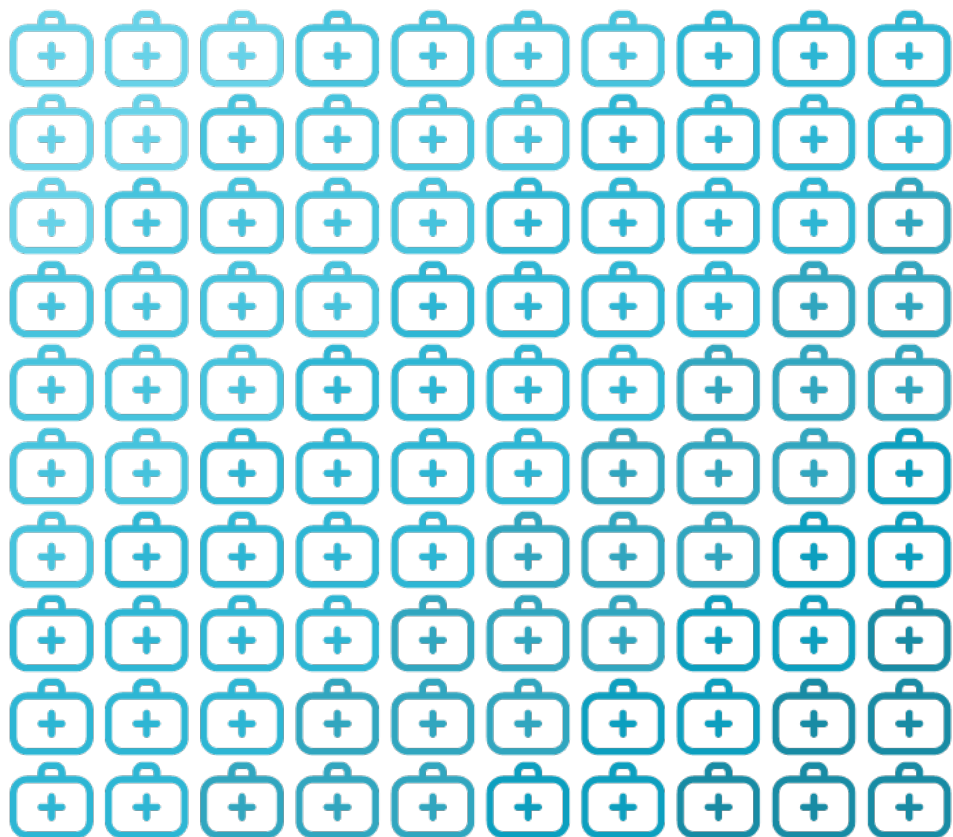
Data rounding



Minimum practice
size count randomised



The Touchstone dataset



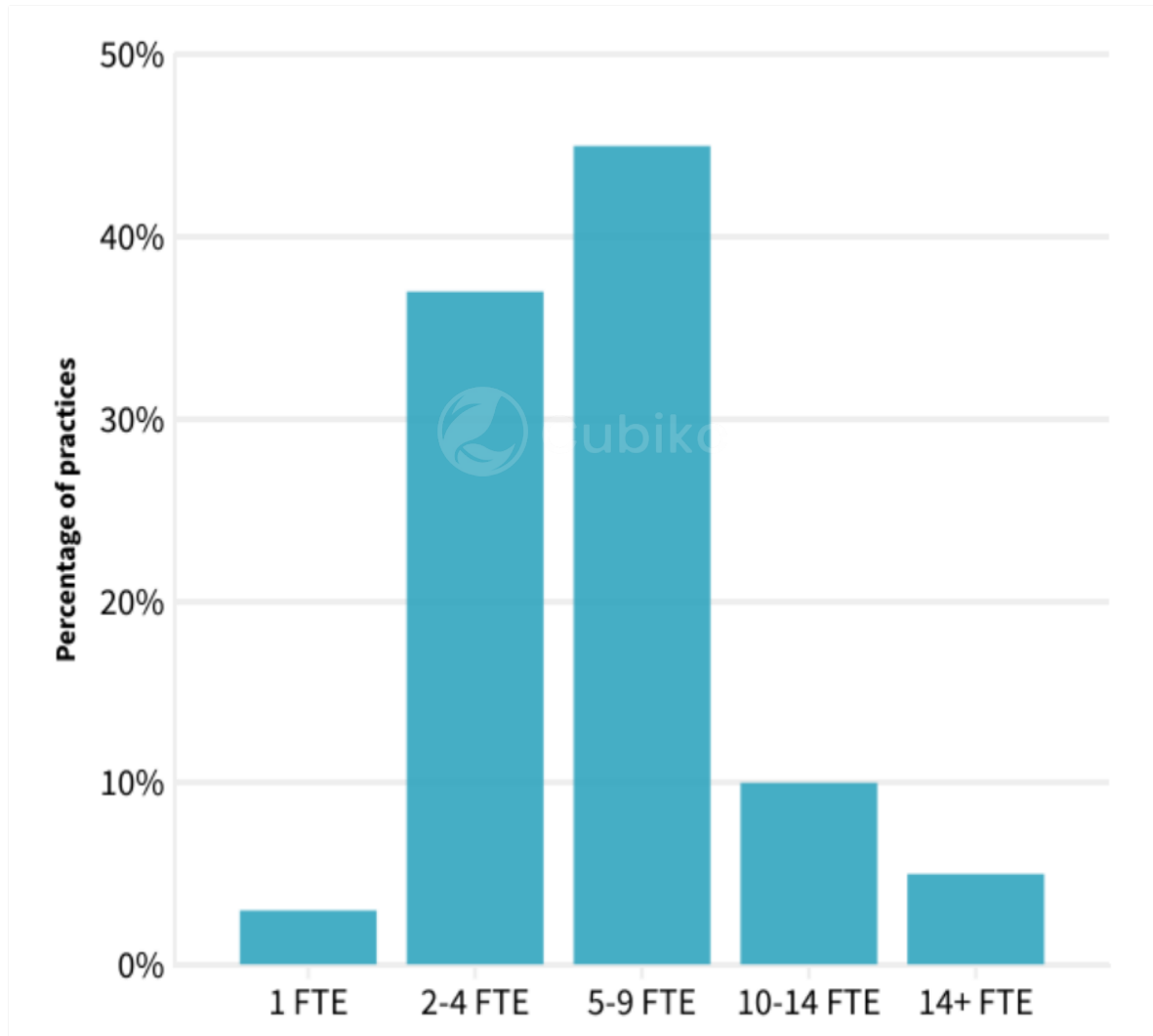
Total number of practices

811+

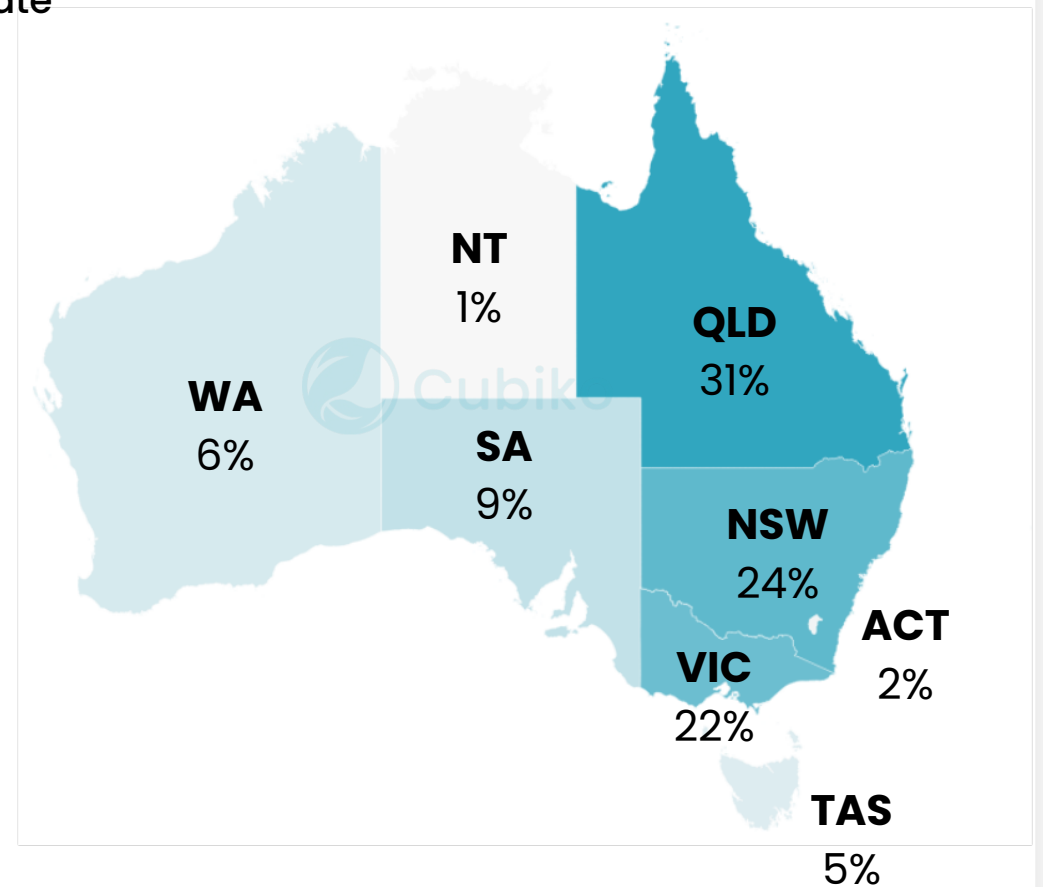
A cross section of practice



Percentage of practices in the Touchstone dataset by General Practitioner FTE



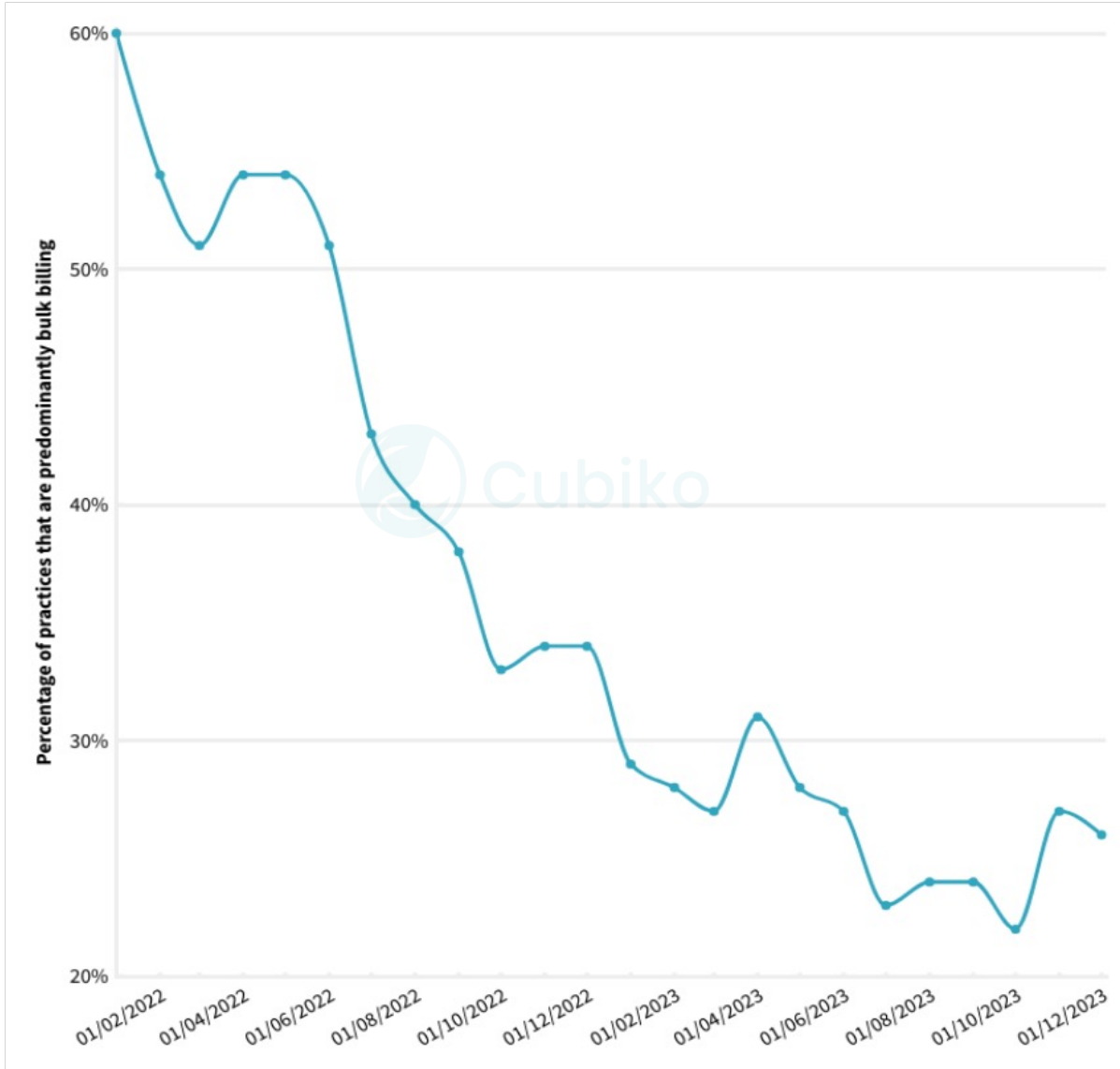
Percentage of practices in the Touchstone dataset by State



Your Practice
Your Data

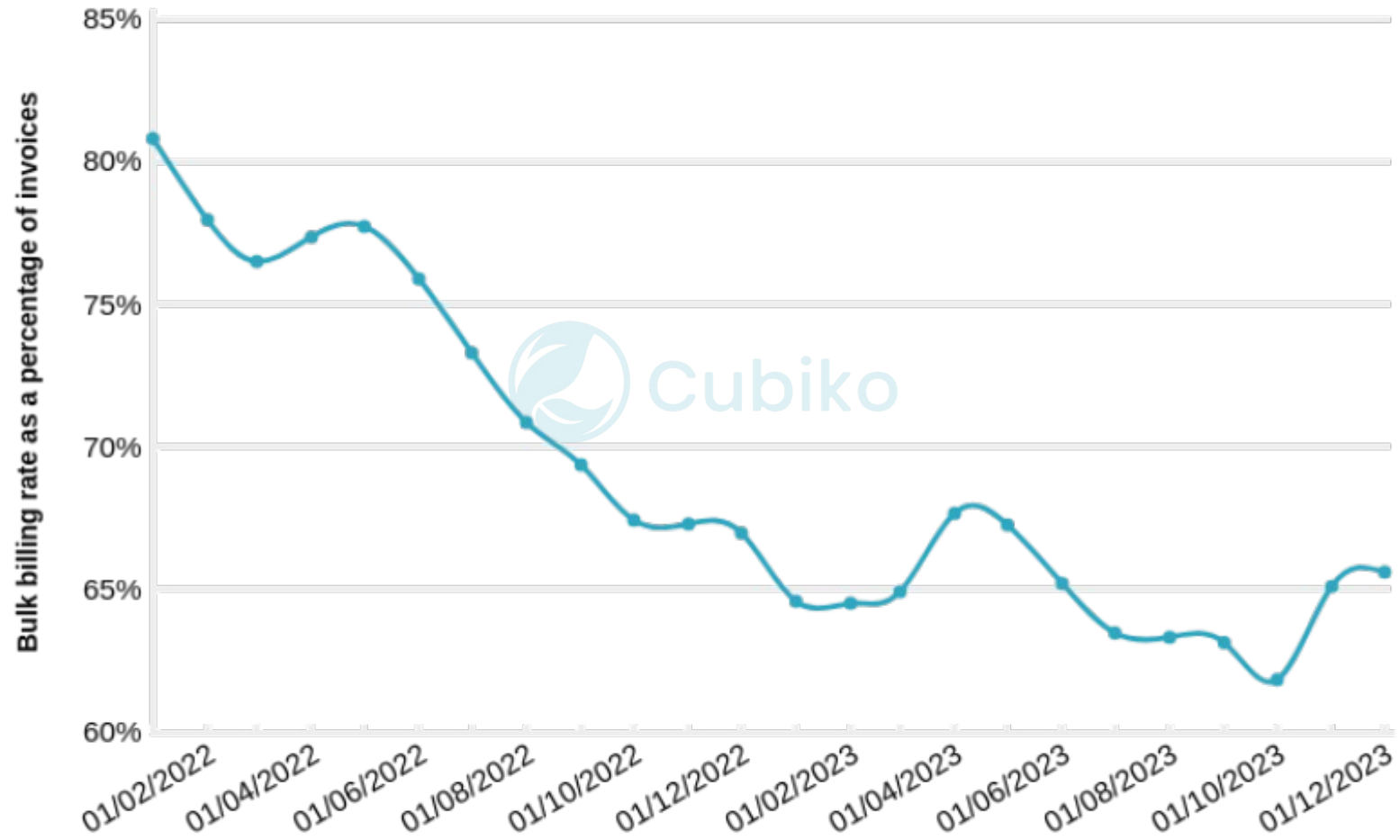
Bulk Billing

The Percentage of practices that bulk bill over 80% of invoices



26%

Bulk billing rate as a percentage of invoices





Number of Invoices Bulk Billed



Number of Invoices

Bulk billing

*Bulk billings include invoices paid by Medicare or DVA

Percentage of billings bulk billed ⓘ

90%

Bulk billings (\$): \$187,331
Total billings (\$): \$208,815

Percentage of items bulk billed ⓘ

95%

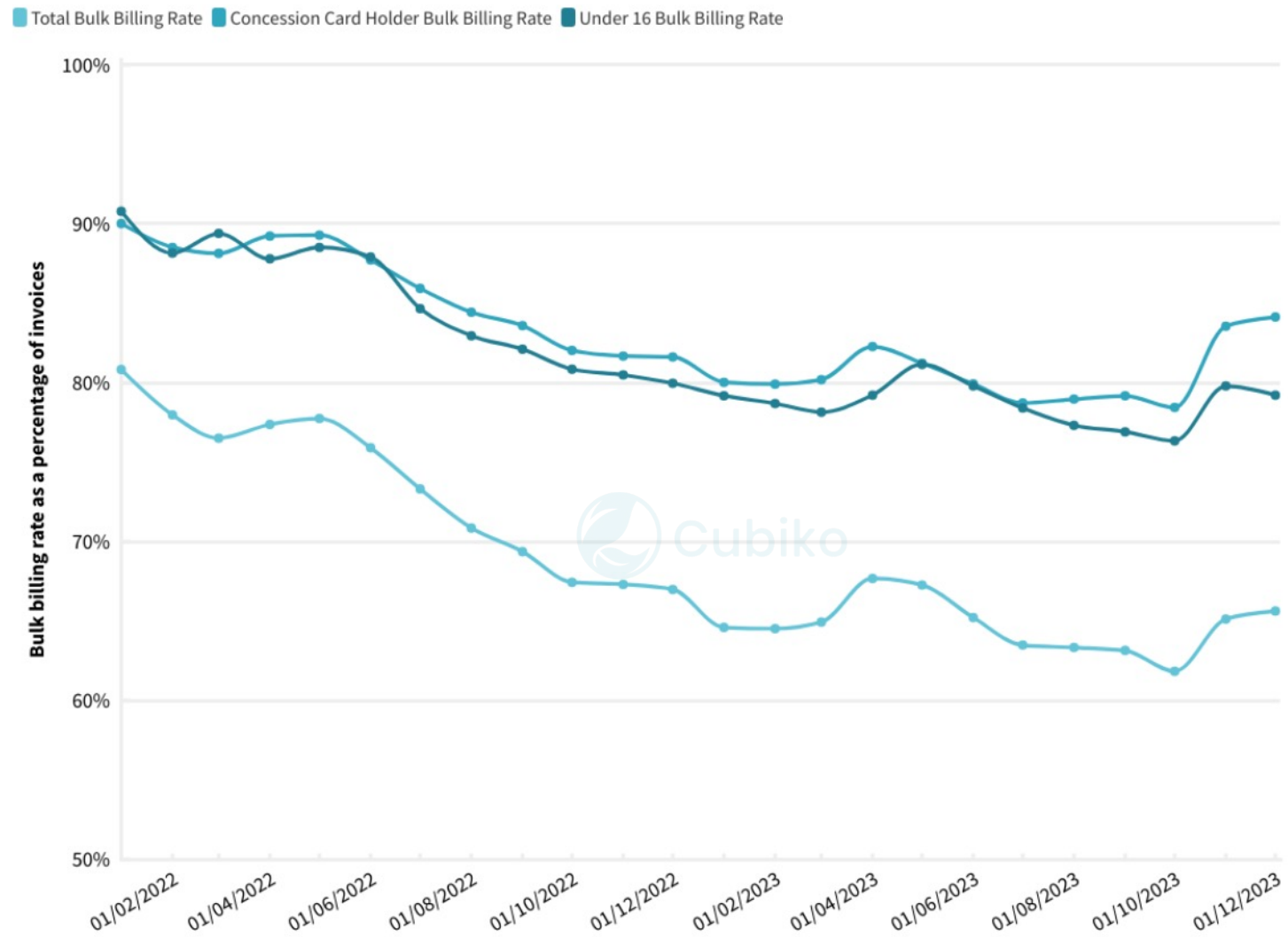
Items bulk billed: 4,620
Items billed: 4,857

Percentage of invoices bulk billed ⓘ

91%

Invoices bulk billed: 2,160
Invoices billed: 2,375

Bulk billing rate as a percentage of invoices across eligibility types



Billings Per Hour

Touchstone

Billings per hour



Total Billings



Cubiko Consulting Hours

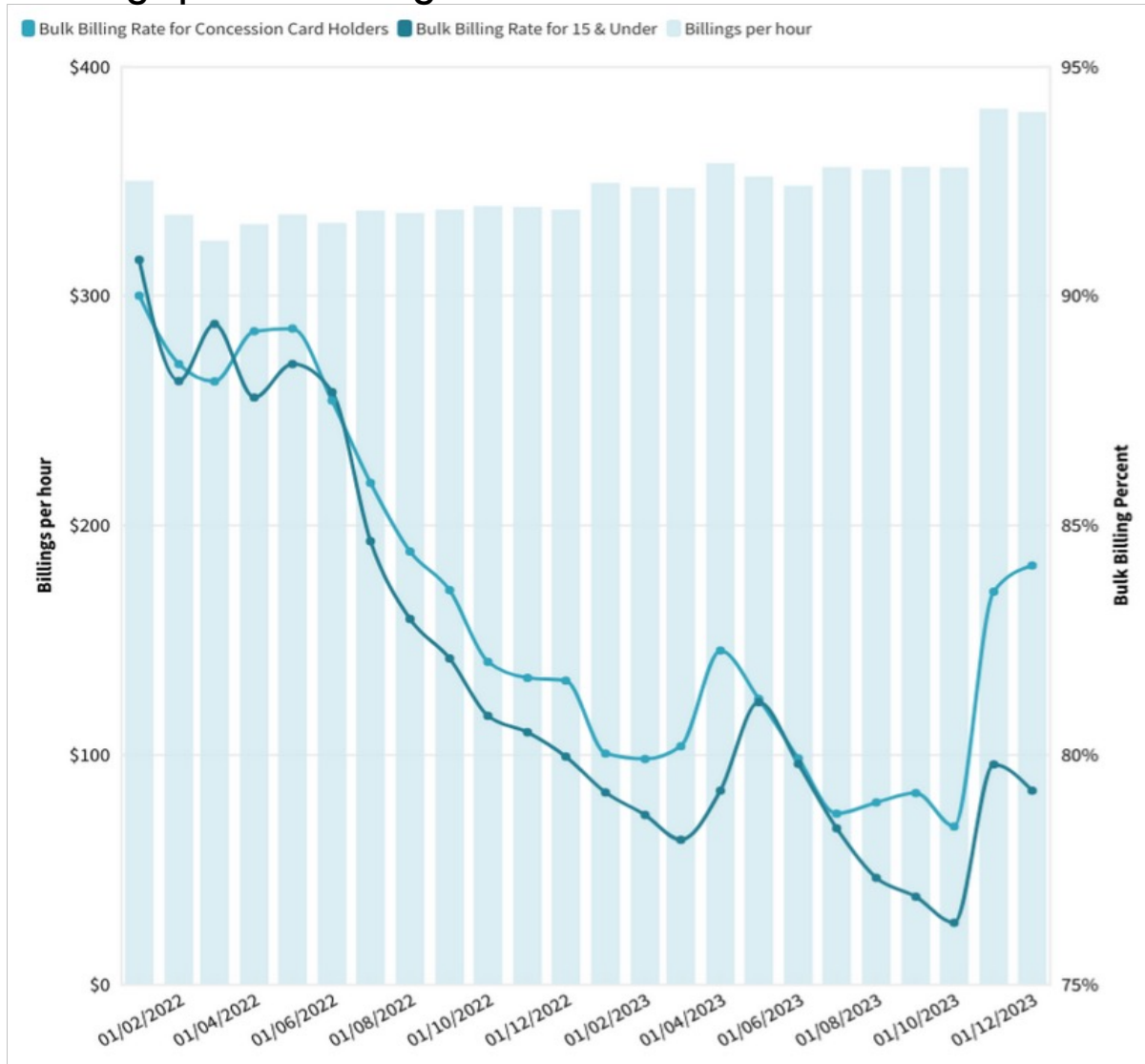


Mixed Billing Practice
\$361.89 > \$384.71
6.3% increase



Bulk Billing Practice
\$332.68 > \$372.24
11.8% increase

Comparison Bulk billing percentage of Invoices to Billings per consulting hour



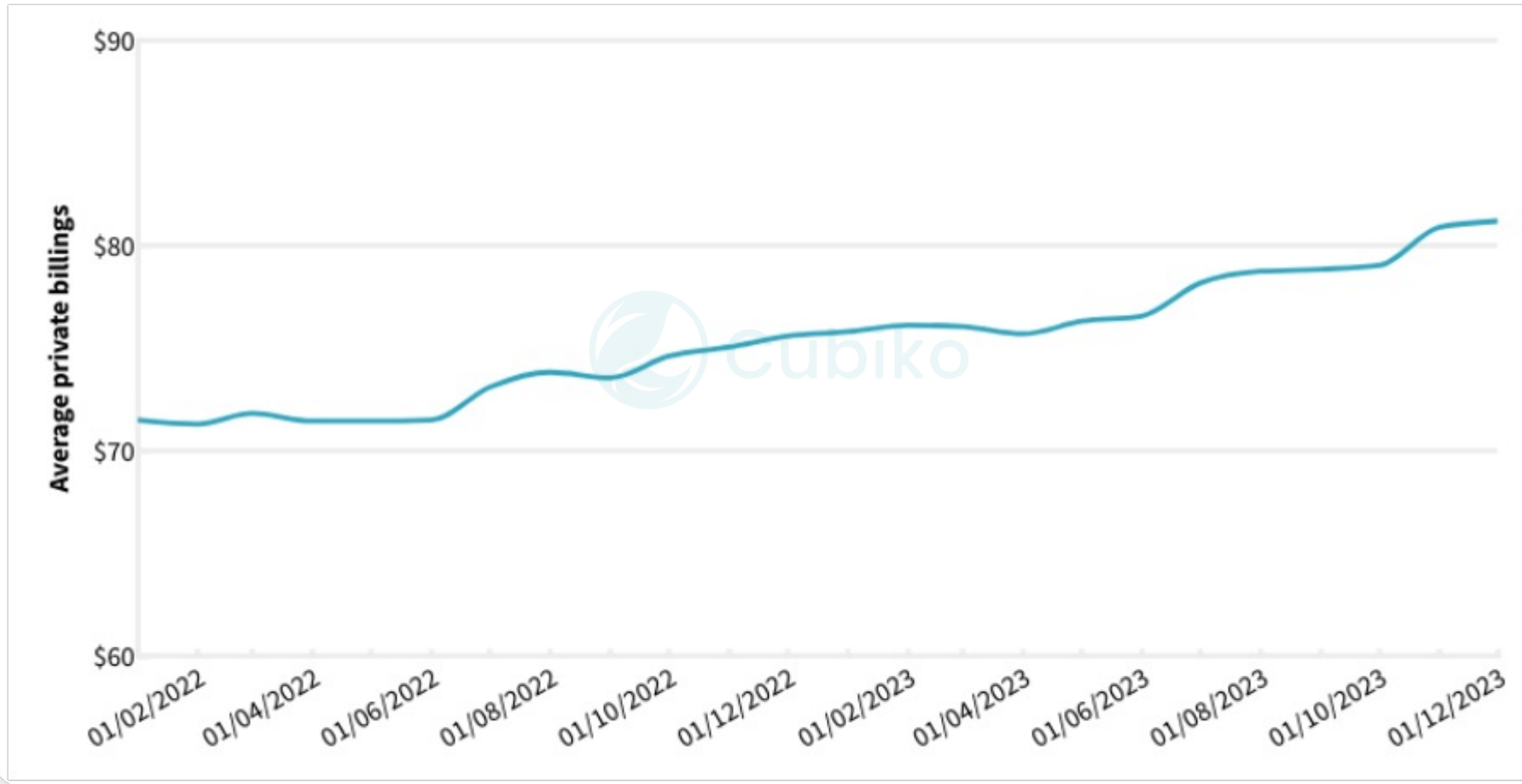
November 2023

Introduction of the triple bulk billing incentive

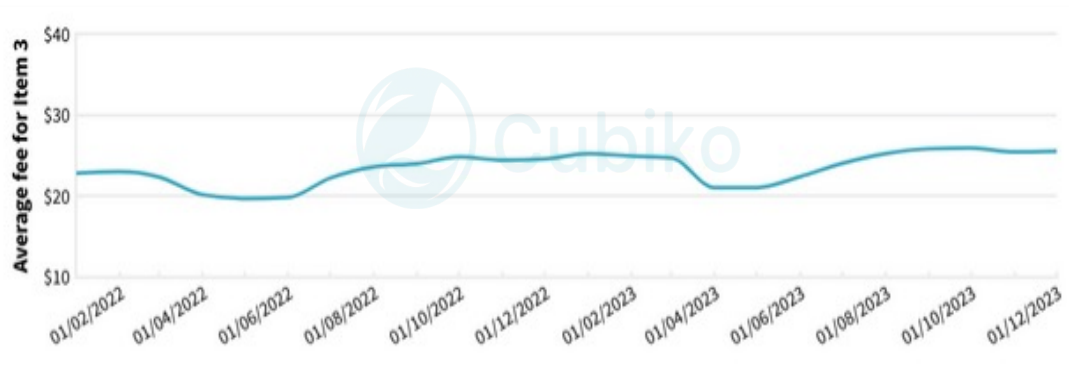
0.5% MBS Indexation for consults

Average Fees

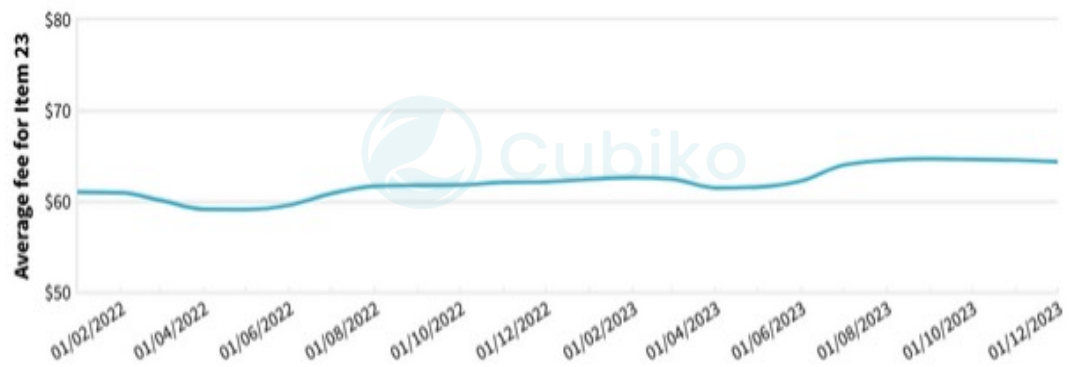
Average private fee of an item 23 across the Touchstone dataset



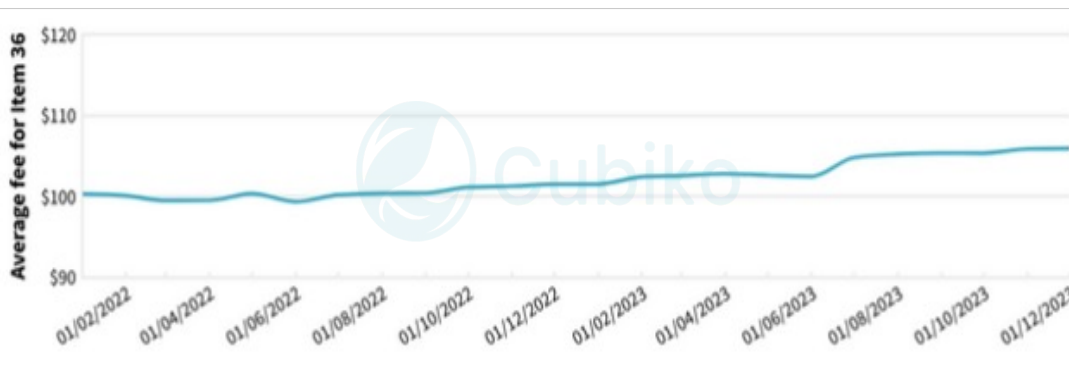
Average fee for Item 3



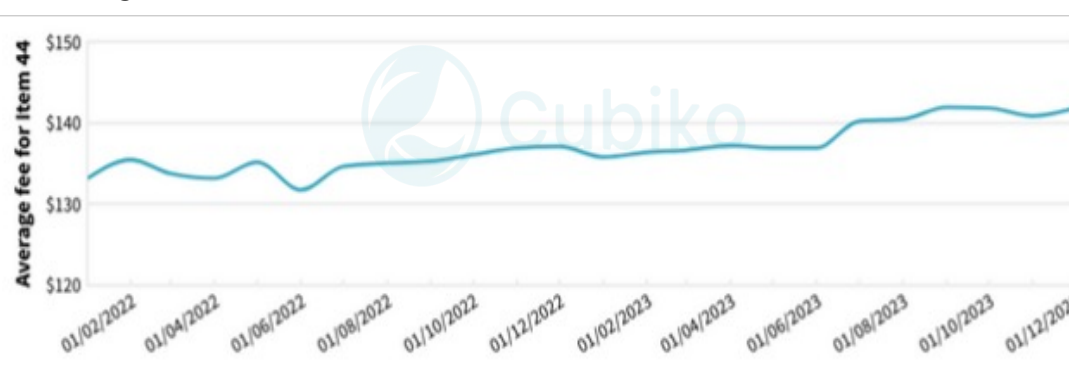
Average fee for Item 23



Average fee for Item 36



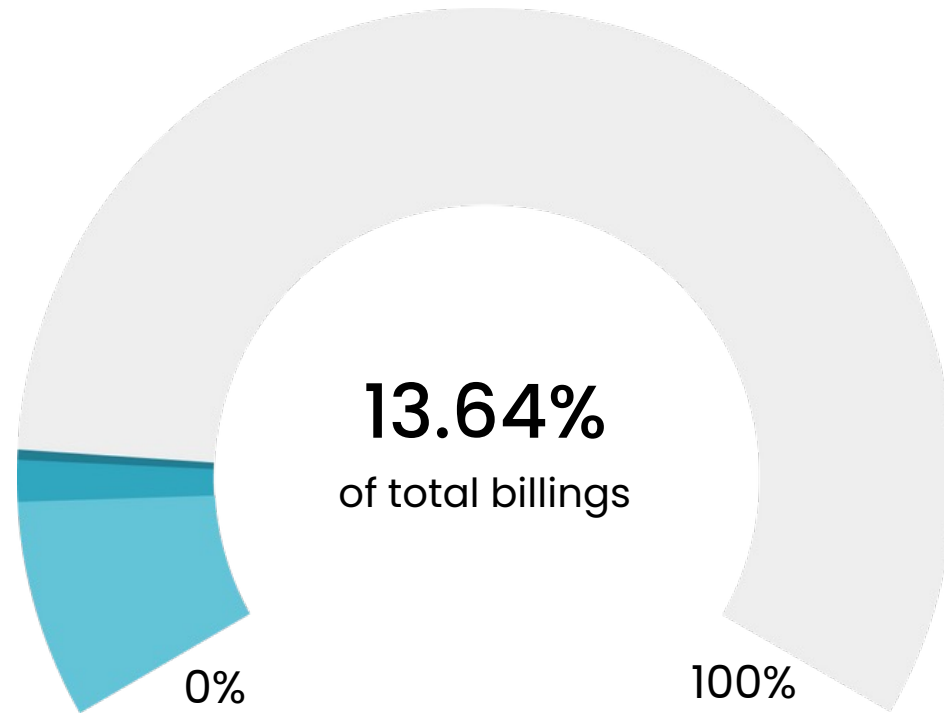
Average fee for Item 44



Chronic Disease Management

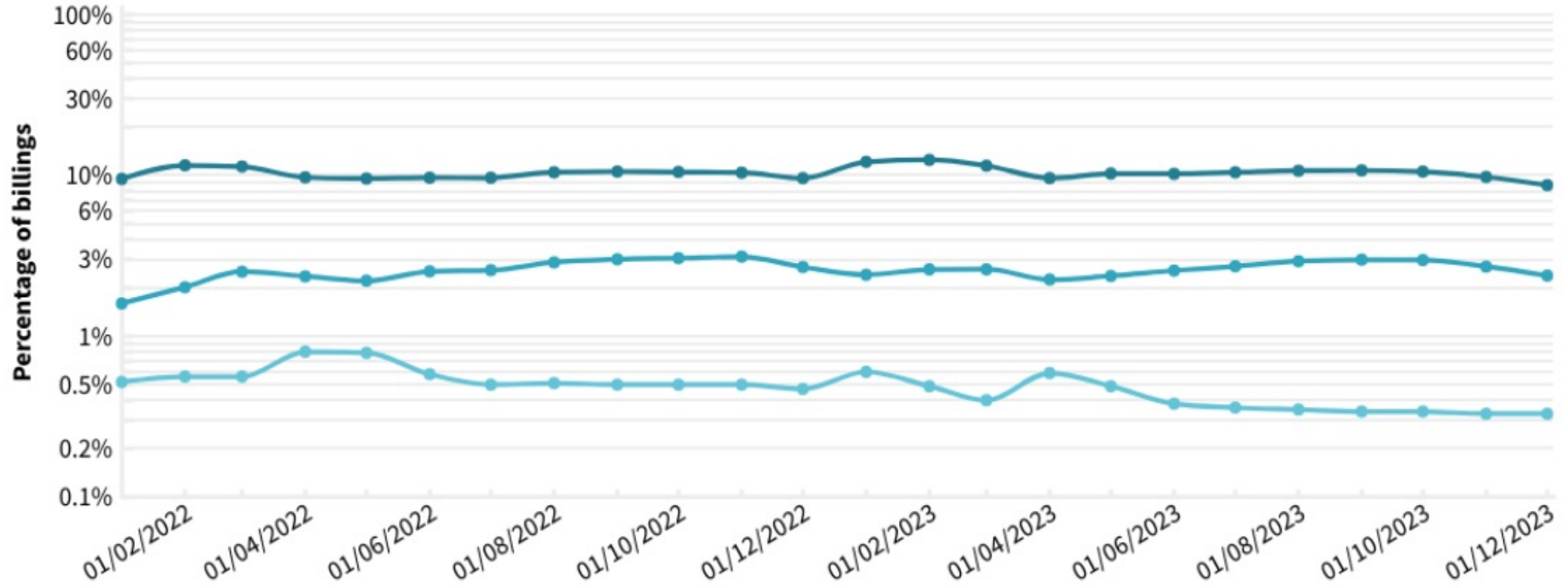
CDM billings as a percentage of total billings

● Chronic Disease Management ● Health Assessments ● Nurse-led services

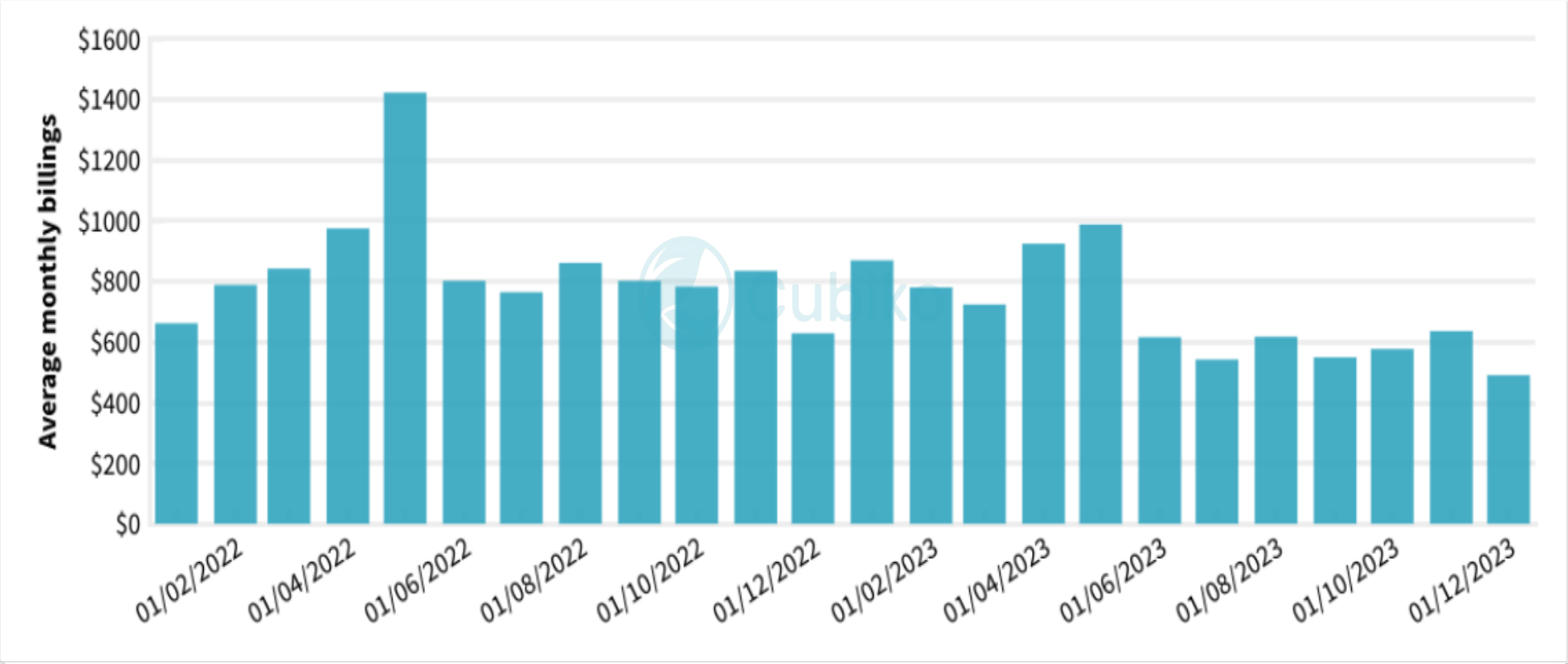


Change in Chronic Disease Management, Health Assessments & Nurse-led services over time

Chronic Disease Management % Health Assessments % Nurse-led %



Average monthly billings for Nurse-Led CDM



Regions



Billings per consulting hour

for metro practices in 2023 averaged \$358.83 compared to \$352.62 for rural practices.



Bulk billing percentage

for metro practices in 2023 averaged 62.80% compared to 70.88% for rural practices.



Private billings for item 23

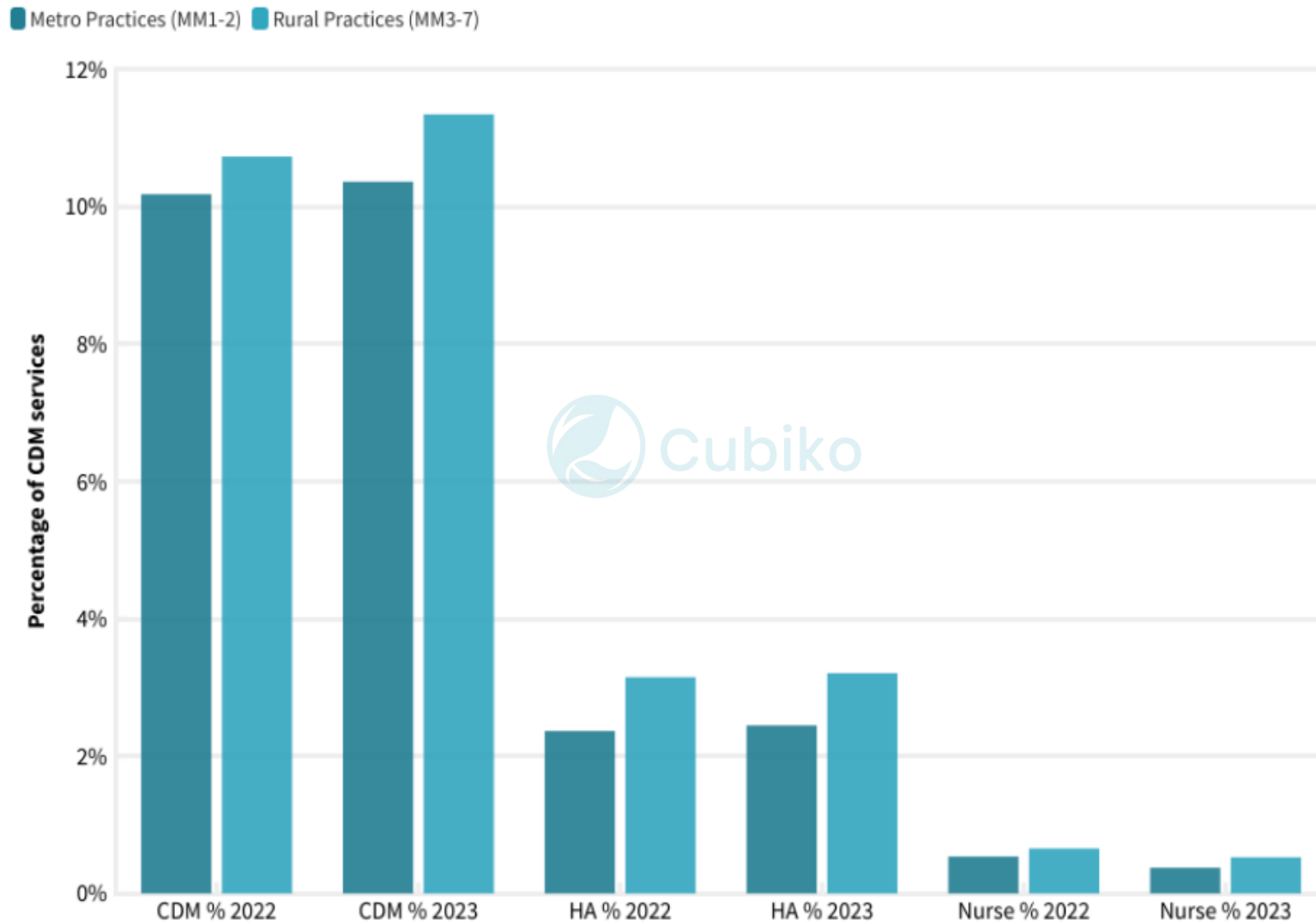
for metro practices in 2023 averaged \$77.75 compared to \$78.00 for rural practices.



Appointments per hour

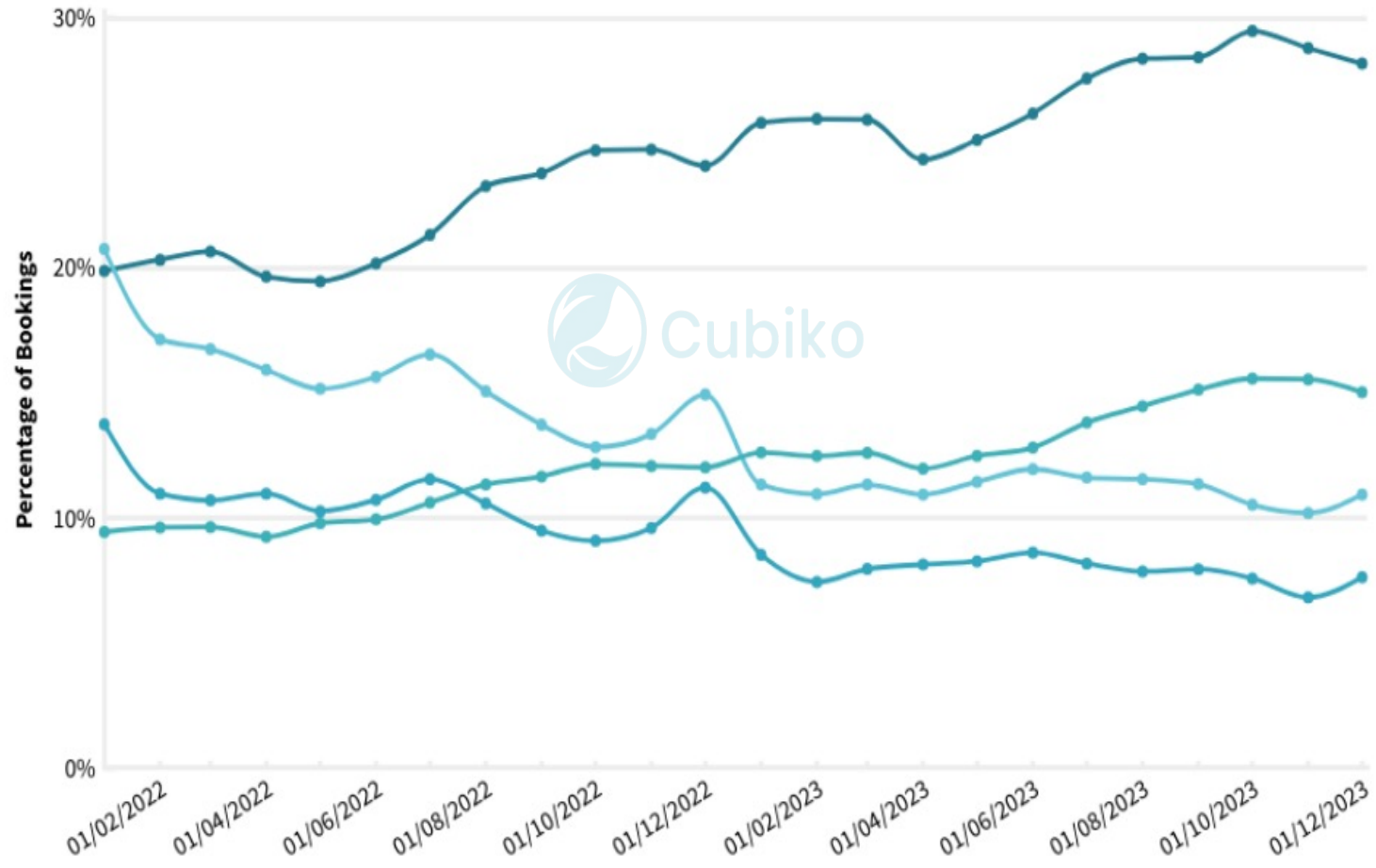
for metro practices in 2023 averaged 4.23 appointments per hour compared to 4.04 for rural practices.

Comparison of CDM care across MMM regions



Comparison between percentage of Telehealth and online bookings for Metro and Rural practices

■ Percentage of Online Booking for MM1-2 ■ Percentage of Telehealth for MM1-2 ■ Percentage of Online Booking for MM3-7 ■ Percentage of Telehealth for MM3-7



Our Guests



Dr Bruce Willett



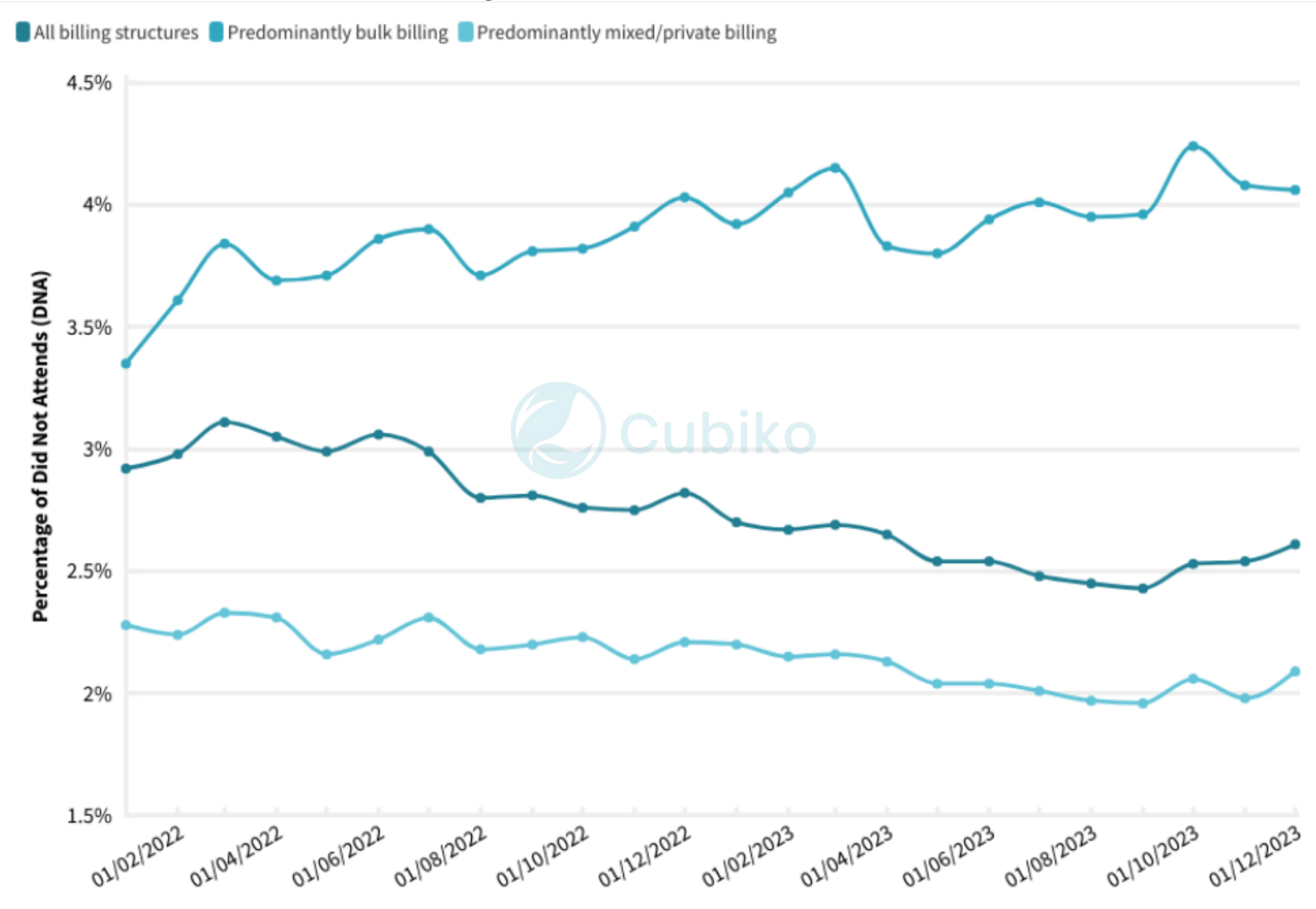
Riwka Hagen

Book a Demo



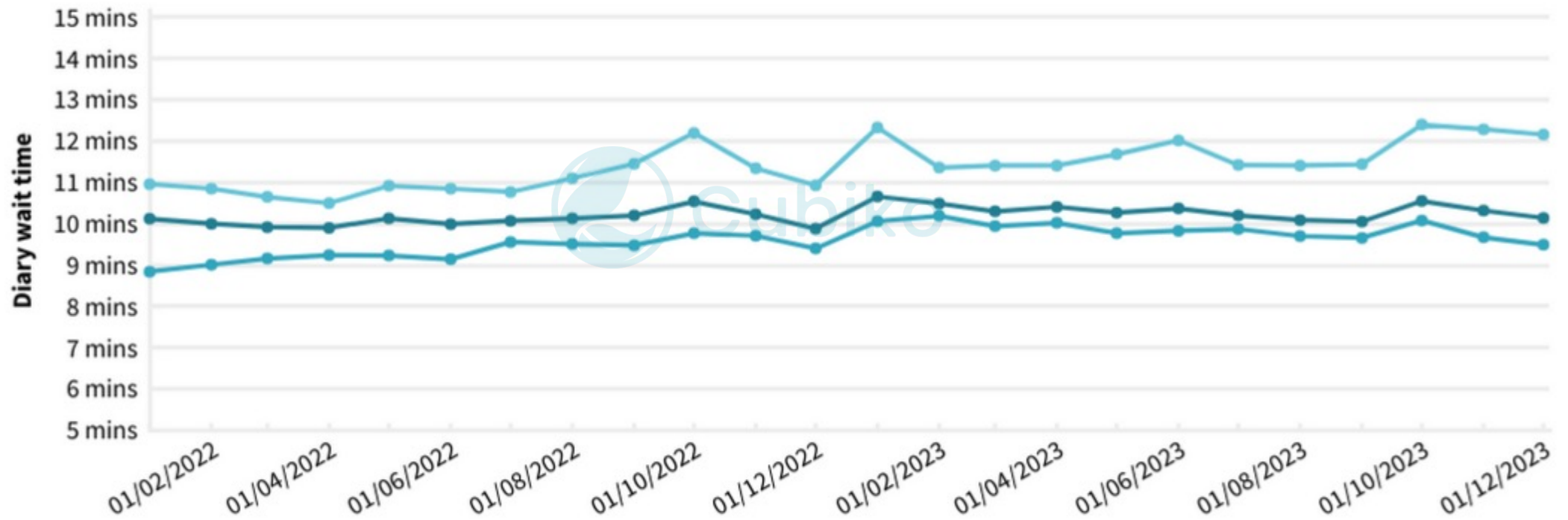
Operations

Trend of DNA's across billing structures

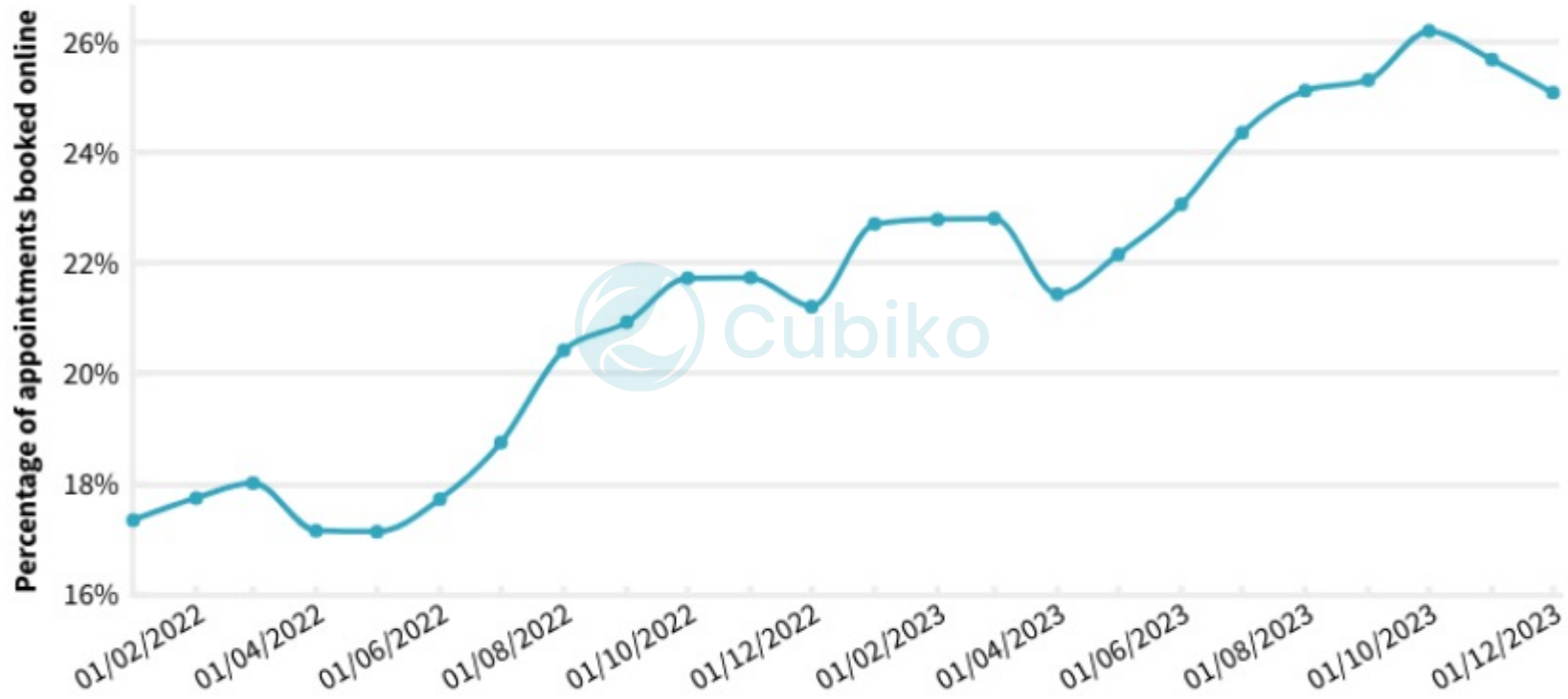


Trend of patient wait times across all billing structures

■ All practices ■ Mixed-Billing ■ Bulk-Billing



Trend of the percentage of appointments booked online



Trend of percentage of appointments with new patients

