Cubiko

Insights into how you can use data to grow your CDM program

In this session we will cover:

- Insights into how your practice can maintain financial sustainability and manage patient care through a CDM program
- How data can be used to easily identify opportunities to continue providing proactive and quality care
- The key workflows your team can use to optimise the opportunities identified in your practice

Managing patient care with a CDM Program

General Practitioners are often the first point of contact for a patient with a chronic condition and play a vital role in managing chronic diseases, from early diagnosis to ongoing care.

General practitioners are ESSENTIAL to the prevention, early diagnosis, and management of chronic diseases in our communities.

Cubiko aims to support our customers in this journey.

Workflow Key fundamentals for successful CDM in General Practice

1. Support and funding
2. Structured process
3. Subsidised services
4. Increase in clinical care
5. Increase in revenue = increase in care

Cubiko CDM Workflow

Top Metrics for CDM in Cubiko

Today's clinic metrics
How my day is looking

- Overdue reminders
- Possible service opportunities today

Item optimisation
How to best utilise my clinic's use of items

- Potential new CDM patients
- Item 721
- Item 723
- Item 732
- Item 10997

Billing optimisation
Insights on billing and payments

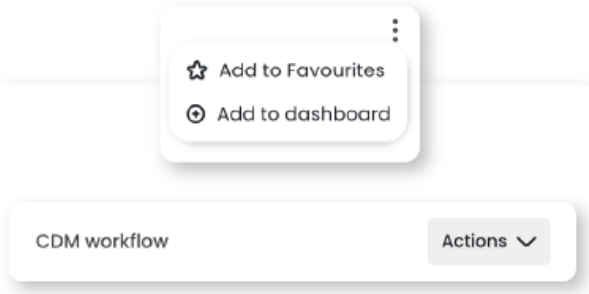
- Historical potential 10997 opportunities

Past clinic metrics
How did we go

- Total CDM billings
- 10997 completion rate

Future clinic metrics
What's on the horizon

- Future utilisation
- Unbooked appointments

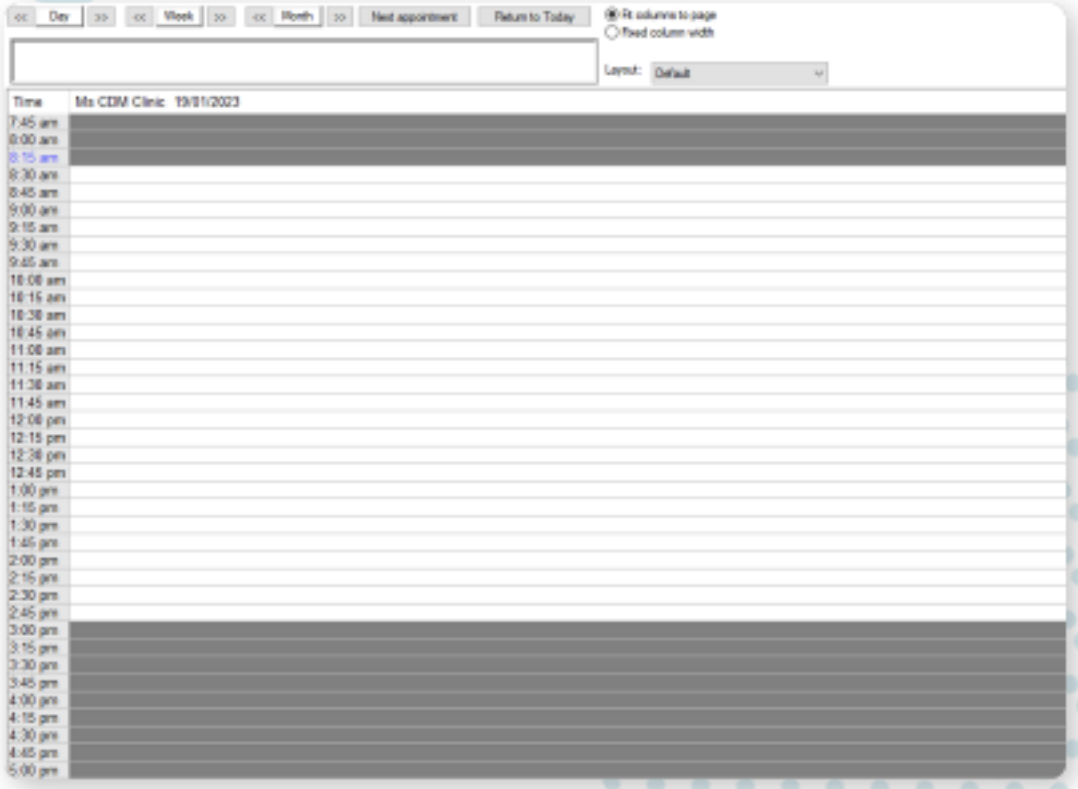


Are you currently using Cubiko as part of your CDM workflow in your practice?

Optimise CDM eligibility

Optimising your appointment book for CDM

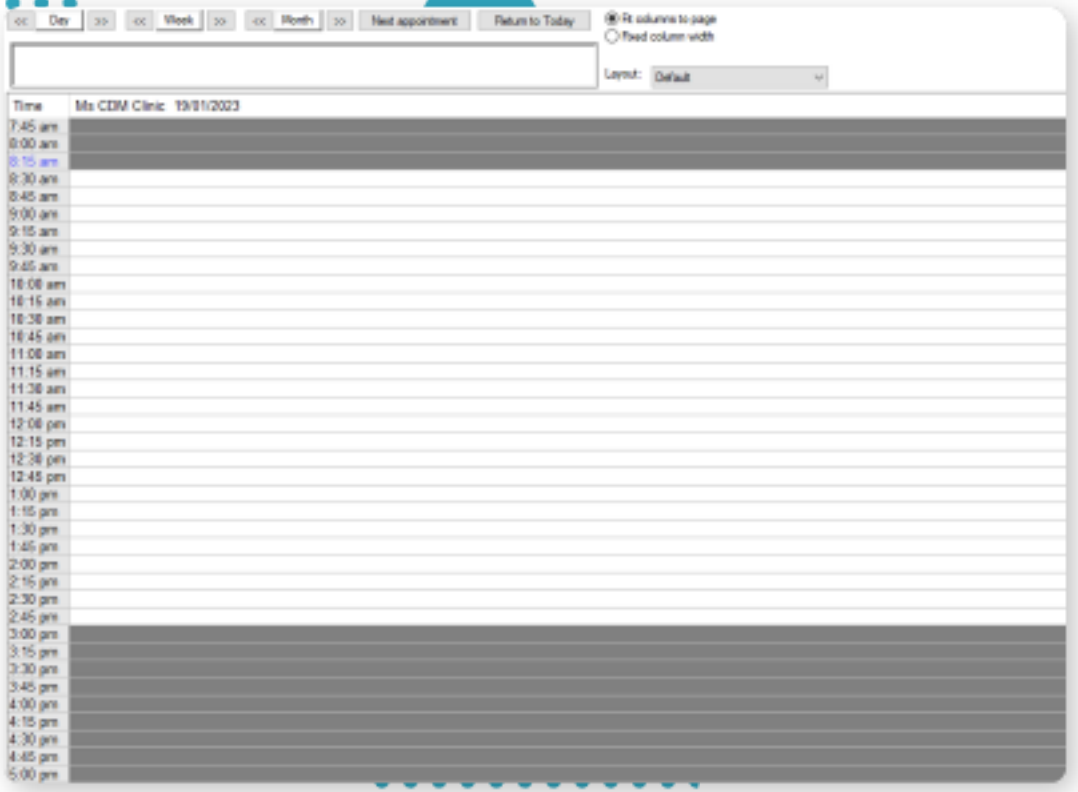
- Set up your appointment book for success
- Use Chronic Disease Management (CDM) clinics
- Use specific appointment types
- Use Autofills and templates



Cubiko

Optimising your appointment book for CDM

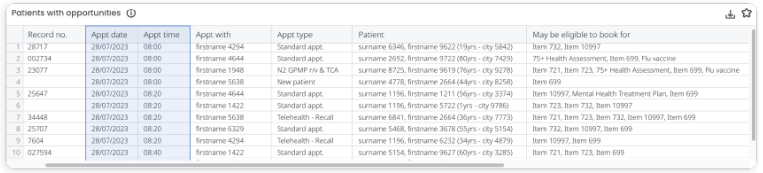
- Track historical utilisation
- Track Did Not Attend rate
- Review opportunities for future bookings
- Review potential missed billing opportunities



Cubiko

Opportunistic patient engagement

What are they eligible for?



List of Patients

- ✓ Are possibly eligible
- ✓ Check using PRODA

Appointment with Practitioner

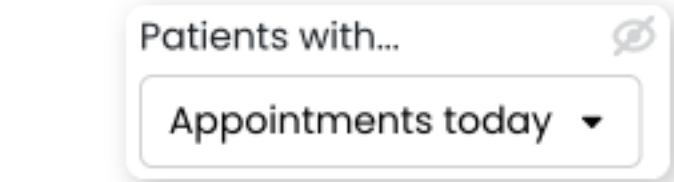
Doctor Direction Sheet or notes to reception in PMS

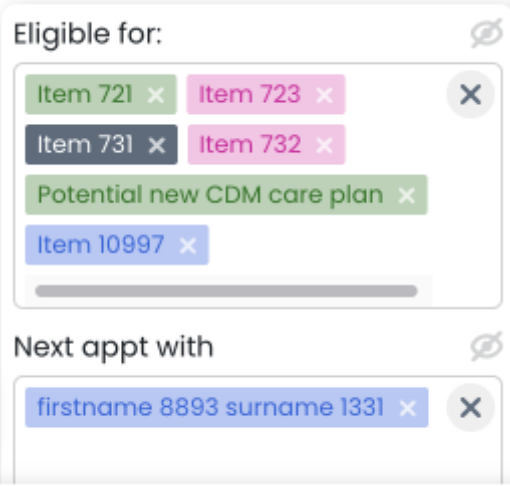
Reception to book

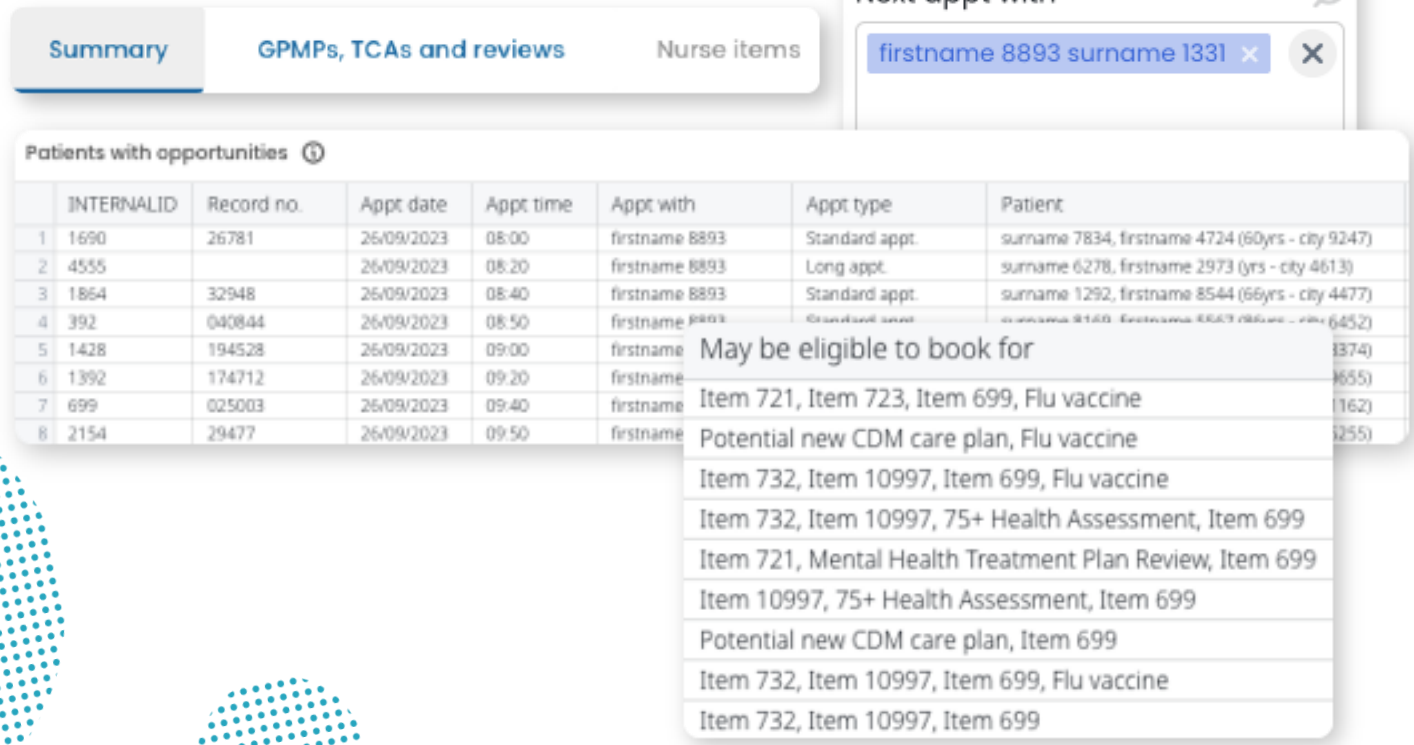
Today's clinic metrics
How my day is looking

Possible service opportunities today

- Summary opportunities table
- Appointments today
- Filter to individual Practitioner
- Filter to CDM item numbers
- Download and print
- Add to Favourites or My Dashboards





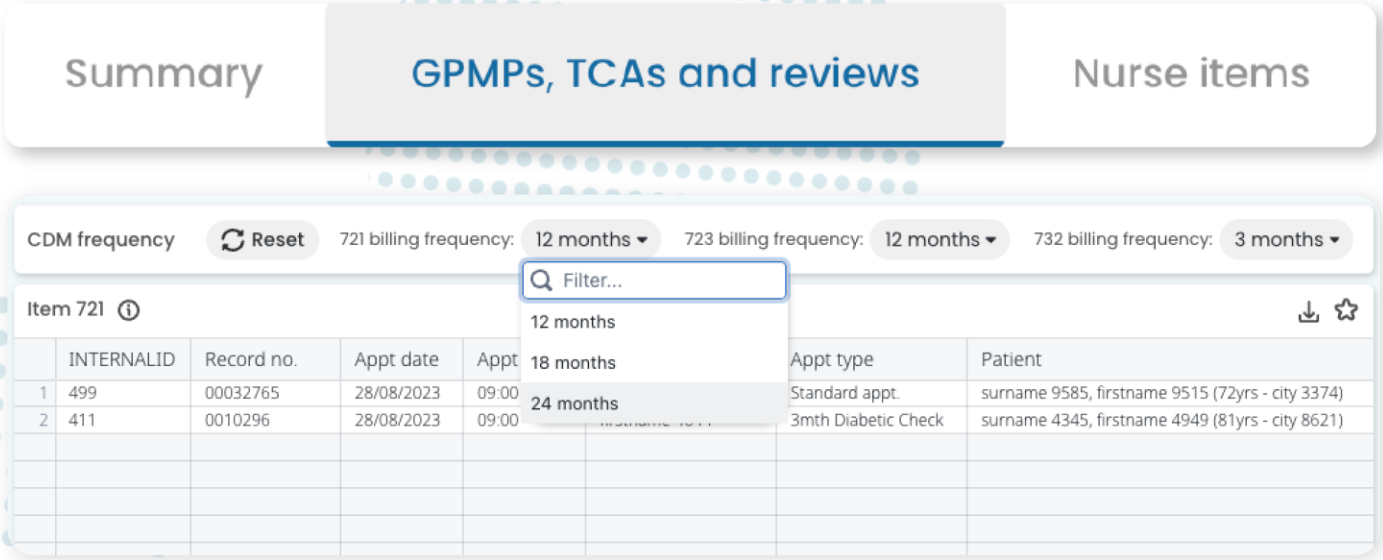


Today's clinic metrics

How my day is looking

Possible service opportunities today

- GPMPs, TCAs and reviews
- Item 721, 723, 732
- Use the drop-down filters to change billing frequency
- Download and print
- Add to Favourites or My Dashboards

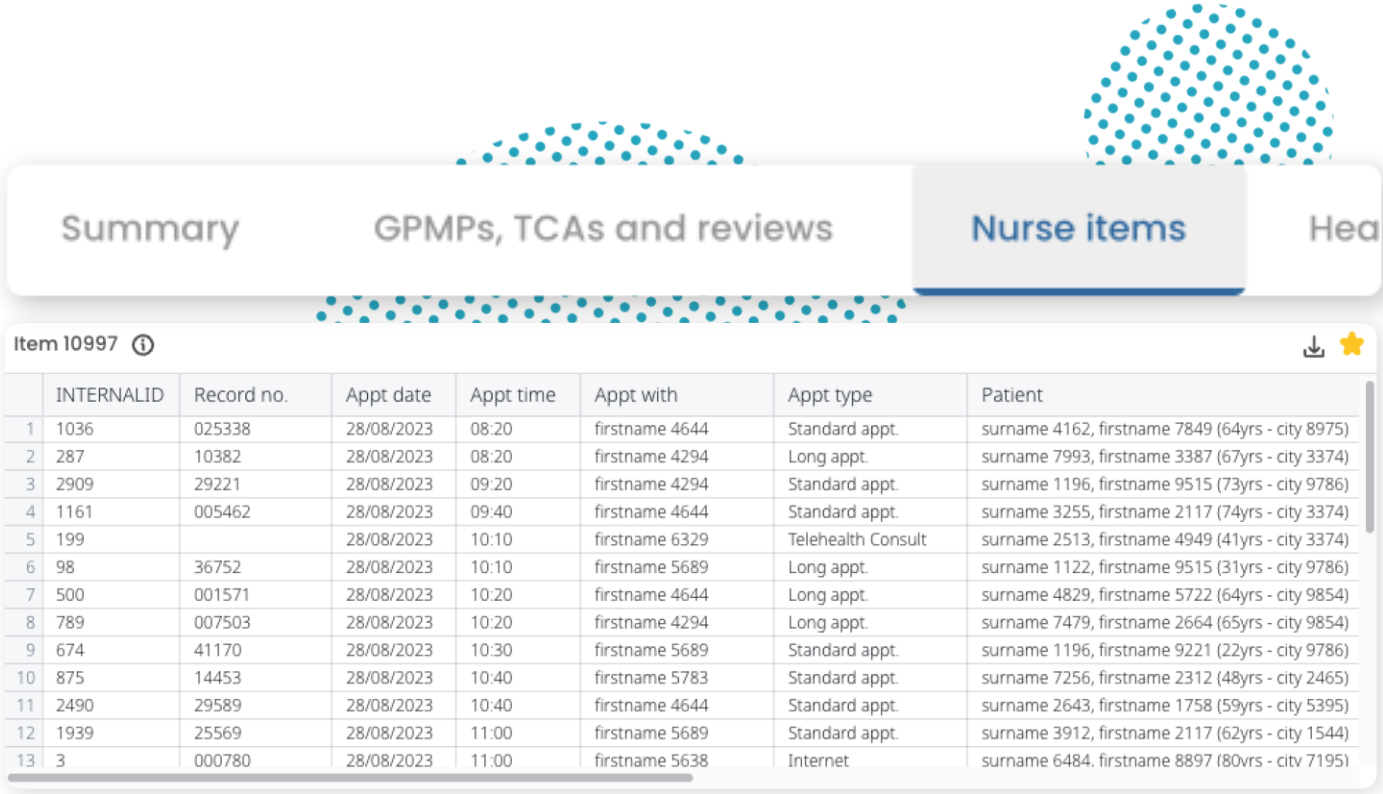


Today's clinic metrics

How my day is looking

Possible Service opportunities today

- Nurse items tab
- Item 10997
- Download and print
- Add to Favourites or My Dashboards



	INTERNALID	Record no.	Appt date	Appt time	Appt with	Appt type	Patient
1	1036	025338	28/08/2023	08:20	firstname 4644	Standard appt.	surname 4162, firstname 7849 (64yrs - city 8975)
2	287	10382	28/08/2023	08:20	firstname 4294	Long appt.	surname 7993, firstname 3387 (67yrs - city 3374)
3	2909	29221	28/08/2023	09:20	firstname 4294	Standard appt.	surname 1196, firstname 9515 (73yrs - city 9786)
4	1161	005462	28/08/2023	09:40	firstname 4644	Standard appt.	surname 3255, firstname 2117 (74yrs - city 3374)
5	199		28/08/2023	10:10	firstname 6329	Telehealth Consult	surname 2513, firstname 4949 (41yrs - city 3374)
6	98	36752	28/08/2023	10:10	firstname 5689	Long appt.	surname 1122, firstname 9515 (31yrs - city 9786)
7	500	001571	28/08/2023	10:20	firstname 4644	Long appt.	surname 4829, firstname 5722 (64yrs - city 9854)
8	789	007503	28/08/2023	10:20	firstname 4294	Long appt.	surname 7479, firstname 2664 (65yrs - city 9854)
9	674	41170	28/08/2023	10:30	firstname 5689	Standard appt.	surname 1196, firstname 9221 (22yrs - city 9786)
10	875	14453	28/08/2023	10:40	firstname 5783	Standard appt.	surname 7256, firstname 2312 (48yrs - city 2465)
11	2490	29589	28/08/2023	10:40	firstname 4644	Standard appt.	surname 2643, firstname 1758 (59yrs - city 5395)
12	1939	25569	28/08/2023	11:00	firstname 5689	Standard appt.	surname 3912, firstname 2117 (62yrs - city 1544)
13	3	000780	28/08/2023	11:00	firstname 5638	Internet	surname 6484, firstname 8897 (80yrs - city 7195)

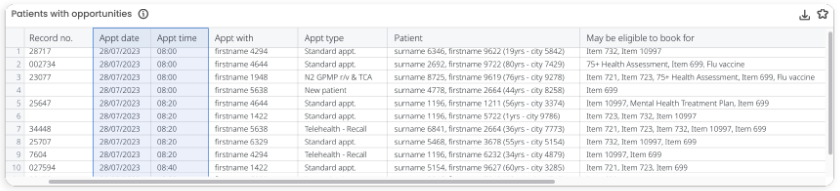
Helpful resource to download

Free Download

Doctor Direction Sheet

Proactive patient engagement

Efficient outreach workflow


Patients with opportunities

	Record no.	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible to book for
1	28717	28/07/2023	08:00	firstname 4294	Standard appt.	surname 6346, firstname 9622 (19yrs - city 5842)	Item 732, Item 10997
2	002734	28/07/2023	08:00	firstname 4644	Standard appt.	surname 2692, firstname 9722 (80yrs - city 7429)	75+ Health Assessment, Item 699, Flu vaccine
3	23077	28/07/2023	08:00	firstname 1948	N2 GPMP r/v & TCA	surname 8725, firstname 9619 (76yrs - city 9278)	Item 721, Item 723, 75+ Health Assessment, Item 699, Flu vaccine
4		28/07/2023	08:00	firstname 5638	New patient	surname 4778, firstname 2664 (44yrs - city 8258)	Item 699
5	25647	28/07/2023	08:20	firstname 4644	Standard appt.	surname 1196, firstname 1211 (56yrs - city 3374)	Item 10997, Mental Health Treatment Plan, Item 699
6		28/07/2023	08:20	firstname 1422	Standard appt.	surname 1196, firstname 5722 (1yrs - city 9786)	Item 723, Item 732, Item 10997
7	34448	28/07/2023	08:20	firstname 5638	Telehealth - Recall	surname 6841, firstname 2664 (36yrs - city 7773)	Item 721, Item 723, Item 732, Item 10997, Item 699
8	25707	28/07/2023	08:20	firstname 6329	Standard appt.	surname 5468, firstname 3678 (55yrs - city 5154)	Item 732, Item 10997, Item 699
9	7604	28/07/2023	08:20	firstname 4294	Telehealth - Recall	surname 1196, firstname 6232 (34yrs - city 4879)	Item 10997, Item 699
10	027594	28/07/2023	08:40	firstname 1422	Standard appt.	surname 5154, firstname 9627 (60yrs - city 3285)	Item 721, Item 723, Item 699

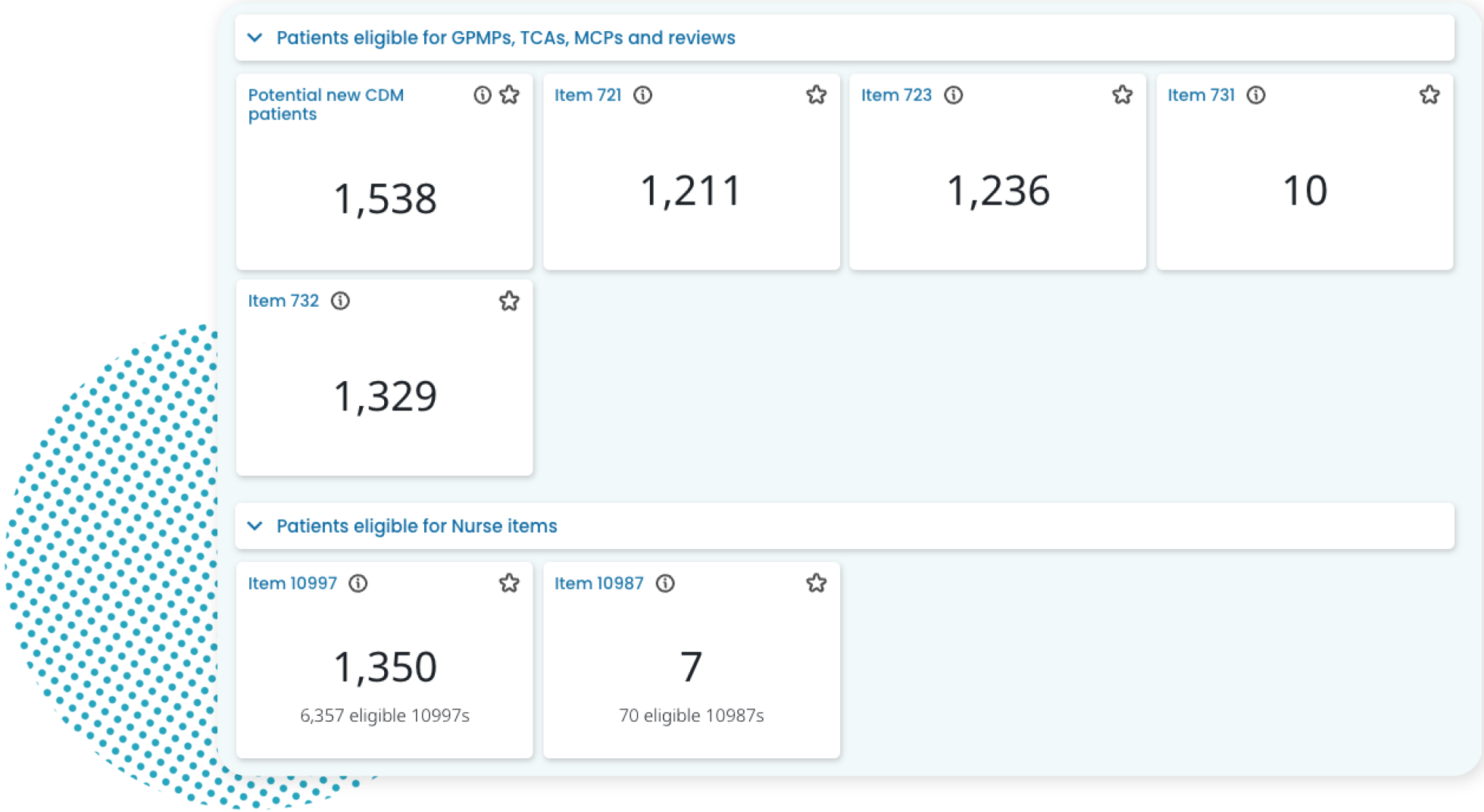
List of Patients

- ✓ RACGP Active (3+ appts in 2 years)
- ✓ Are possibly eligible
- ✓ Check using PRODA

Check with Practitioner

Bulk SMS or letter or phone call

Item optimisation

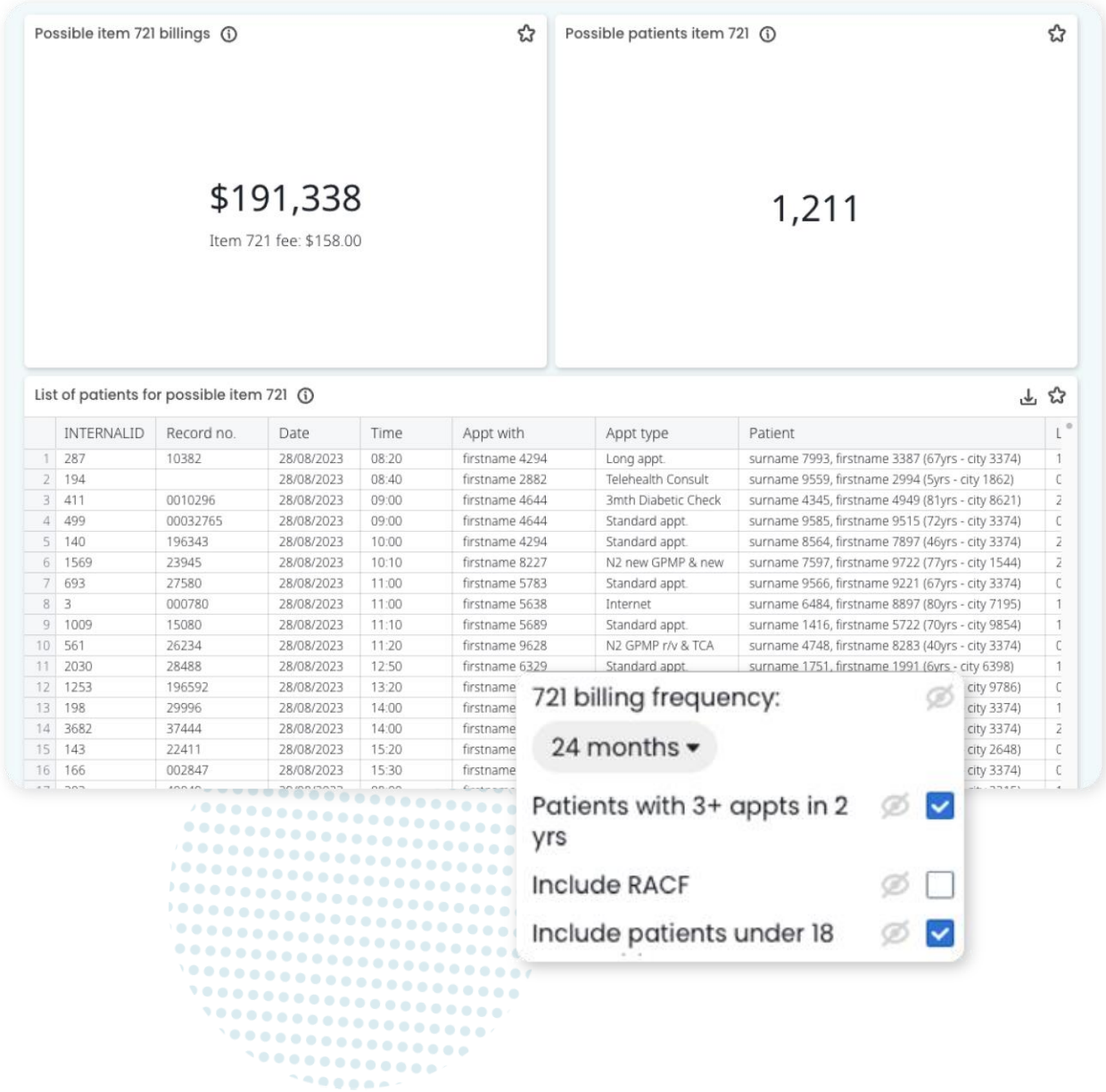


Item optimisation

How to best utilise my clinic's use of items

Item optimisation

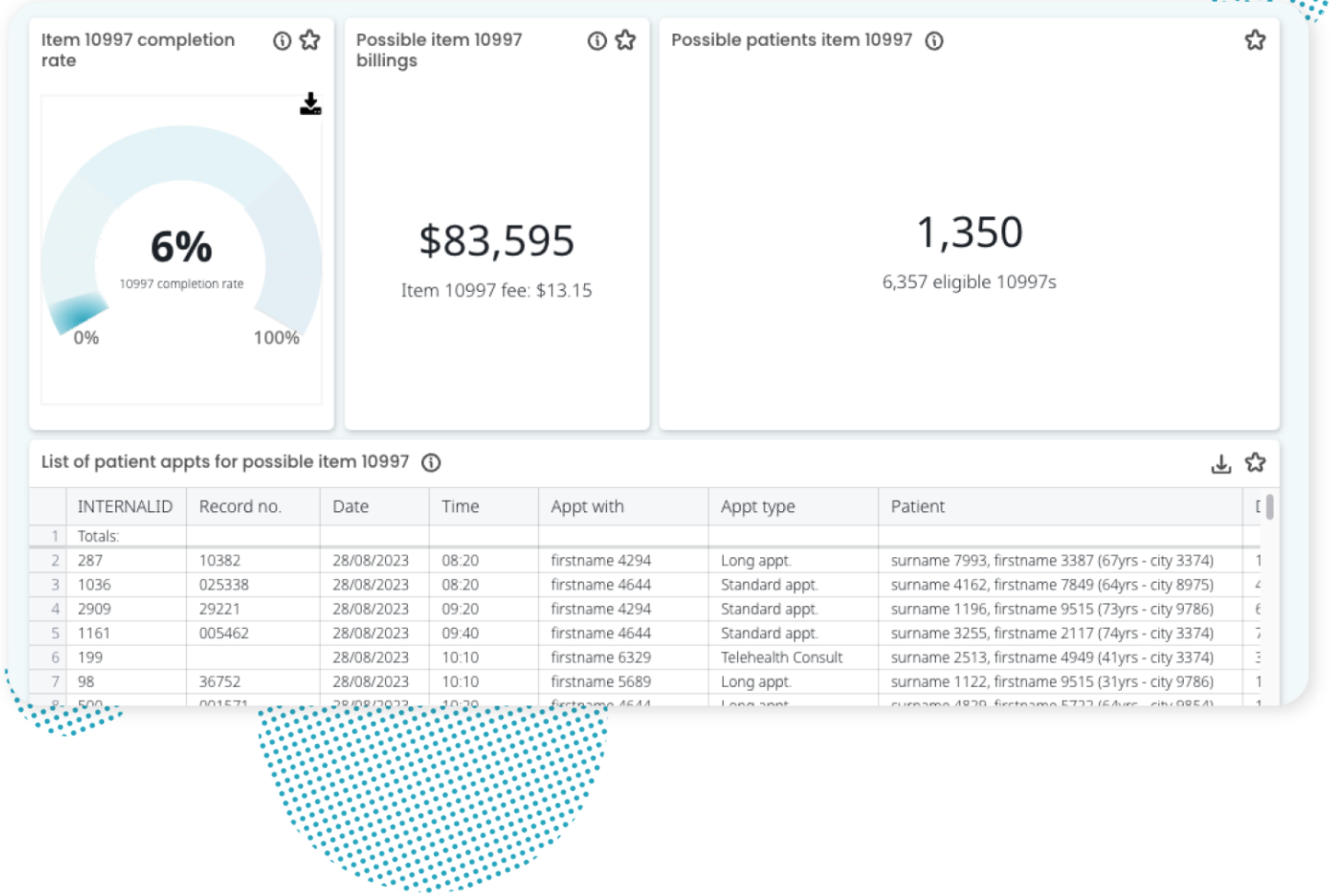
- Items 721, 723, 732
- Potential new CDM patients
- Filter to RACGP active patients
- Download and print
- Add to Favourites or My Dashboards



Item optimisation
How to best utilise my clinic's use of items

Item optimisation

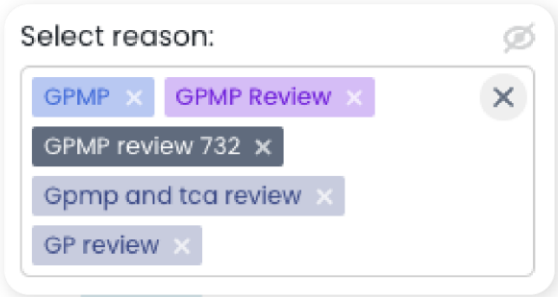
- Item 10997
- Track completion rate
- View 10997s remaining
- View date of last 10997 billed
- Sort by appointment type
- Download and print
- Add to Favourites or My Dashboards



Today's clinic metrics
How my day is looking

Overdue reminders

- GPMP/TCA review
- Filter by Reminder Reason
- Check for future appointment booked
- Filter by Practitioner
- Download and print
- Add to Favourites or My Dashboards



Patient last seen	Patient next booked
23/02/2023	No bookings
26/06/2023	No bookings
08/08/2023	23/11/2023 02:10 PM
22/02/2023	No bookings
04/05/2023	No bookings
24/08/2023	31/08/2023 08:00 AM

Overdue reminders

	INTERNALID	Record no.	Due date	Reminder ID	Patient	Reason
1	3193	196531	25/08/2023	55342	surname 8672, firstname 8472 (28yrs -	GPMP
2	317	26929	24/08/2023	58731	surname 7477, firstname 7536 (47yrs -	GPMP
3	503	041011	24/08/2023	57409	surname 7782, firstname 2655 (62yrs -	GPMP
4	10460	32210	24/08/2023	61636	surname 3959, firstname 5517 (63yrs -	GPMP Review
5	4774	31250	24/08/2023	61070	surname 1781, firstname 8679 (62yrs -	GPMP
6	586	15269	24/08/2023	60037	surname 5633, firstname 9221 (49yrs -	GPMP
7	122		24/08/2023	58494	surname 6834, firstname 1991 (69yrs -	GPMP
8	8963	4224	24/08/2023	61657	surname 9365, firstname 5614 (65yrs -	GPMP Review
9	1184	17843	23/08/2023	48865	surname 1141, firstname 6373 (23yrs -	GPMP
10	36925		23/08/2023	61727	surname 4935, firstname 7768 (3yrs - city	GPMP Review
11	562	193869	23/08/2023	58695	surname 6132, firstname 5722 (31yrs -	GPMP
12	1941	25616	23/08/2023	64329	surname 5731, firstname 3387 (44yrs -	GPMP
13	7564	27953	23/08/2023	61518	surname 1741, firstname 4759 (28yrs -	GPMP Review
14	7814	28431	22/08/2023	58630	surname 9325, firstname 8514 (48yrs -	GPMP
15	6564	26781	22/08/2023	61700	surname 3313, firstname 4911 (60yrs -	GPMP

Overdue reminders

! 272

149 last 90 days

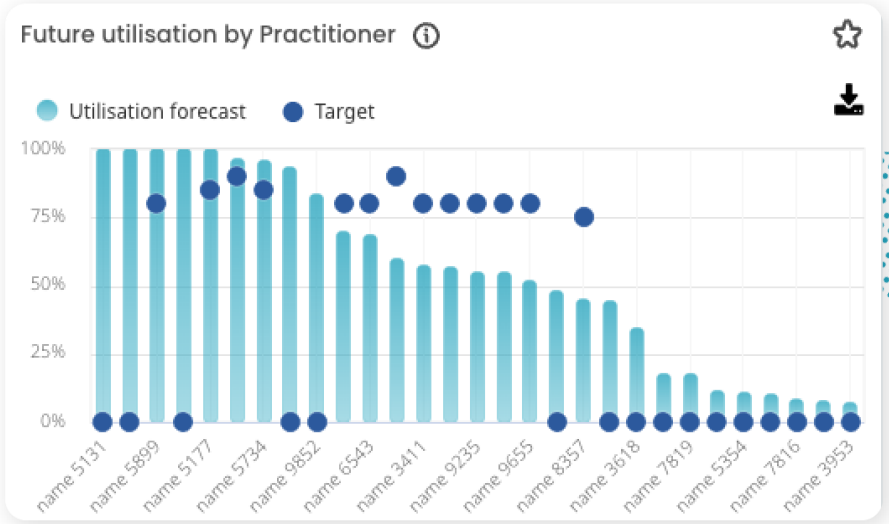
Review utilisation and capacity

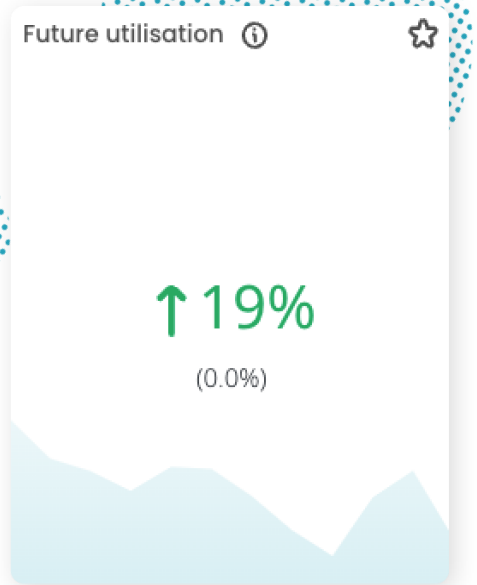
Future nurse capacity

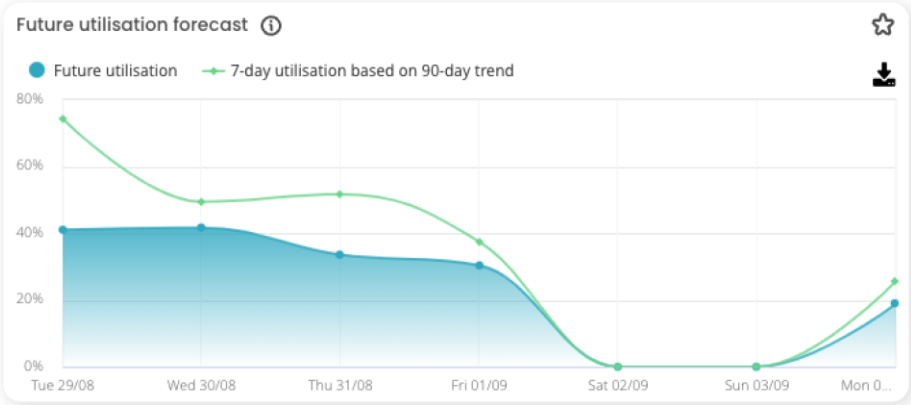
Future clinic metrics
What's on the horizon

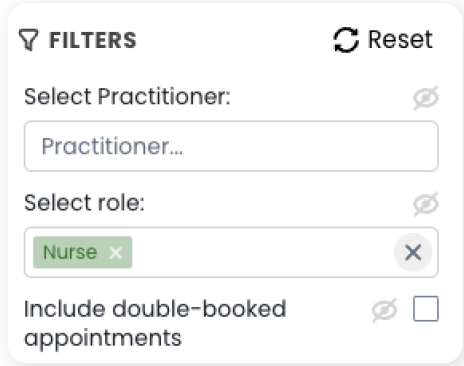
Future utilisation

- Look ahead at nurse clinic utilisation
- Use date range filter
- See by day the future booked utilisation
- Filter by role - Nurse
- Add to Favourites or My Dashboards







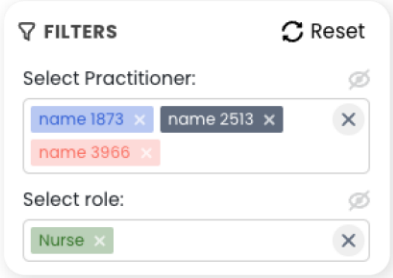


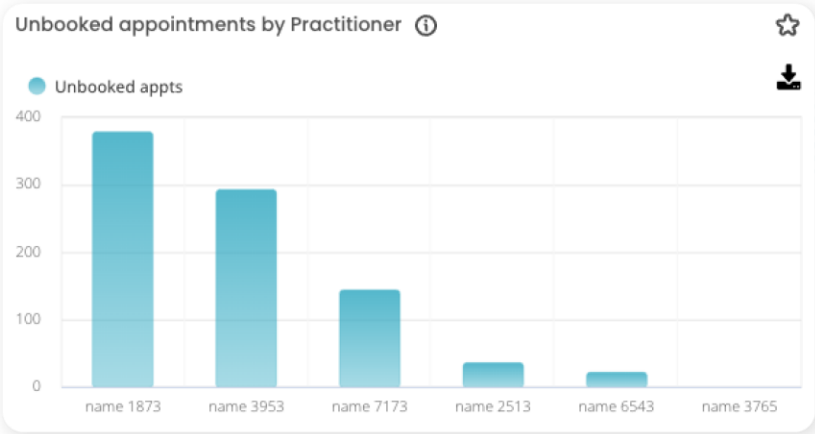
Future clinic metrics

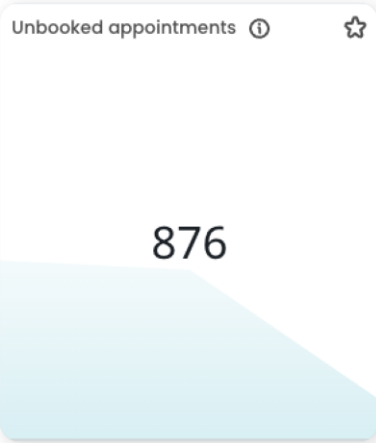
What's on the horizon

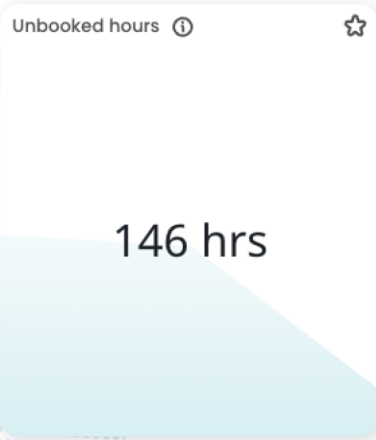
Unbooked appointments

- Look ahead at nurse clinic utilisation
- Use date range filter
- See by day the number of unbooked appointments
- Filter by role - Nurse
- Add to Favourites or My Dashboards









Settings goals and tracking your progress

CDM Billings

Number of services completed

10997 completion rate

Historical potential 10997 opportunities

CDM billings and number of services completed

CDM billings as a % of total billings

Total CDM billings

$23,112

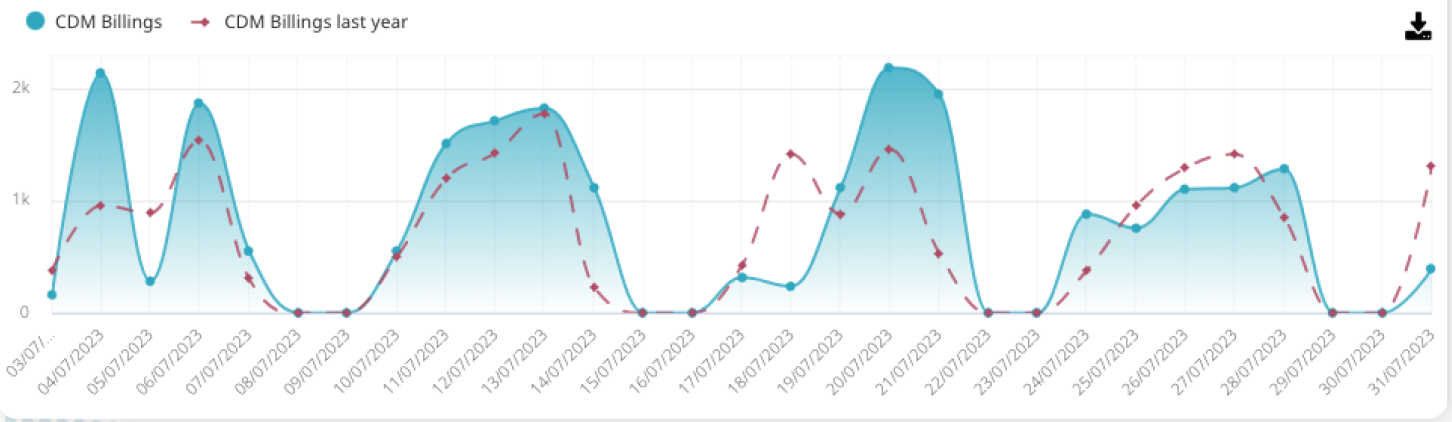
Billings last year: $20,148 (14.7%)

CDM billings by MBS item billed

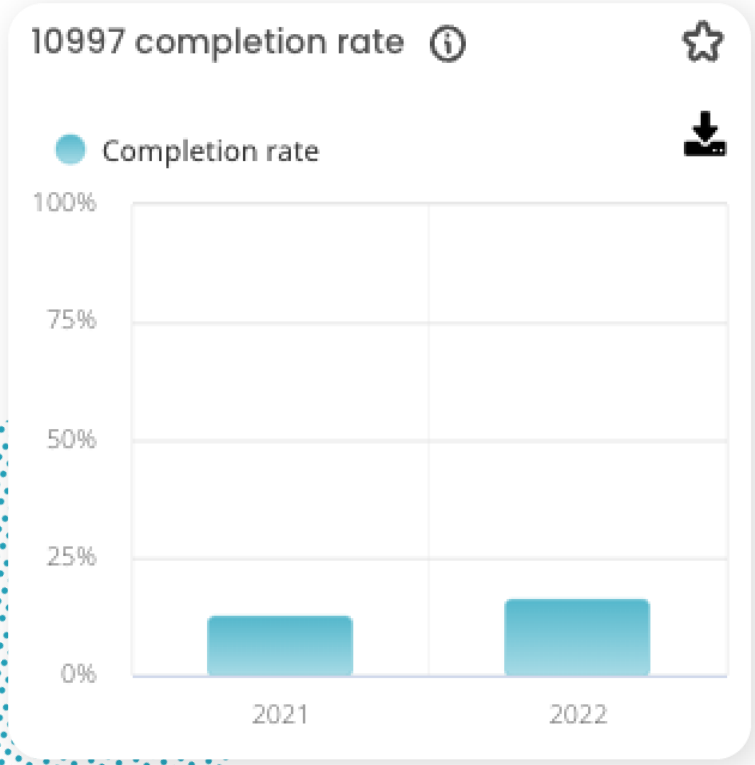
	MBS Item	CDM Billin...	# services	# patients
1	Totals:	$23,111.75	230	169
2	Item 721	$10,586.00	73	67
3	Item 723	$3,756.00	34	30
4	Item 732	$8,769.75	123	72

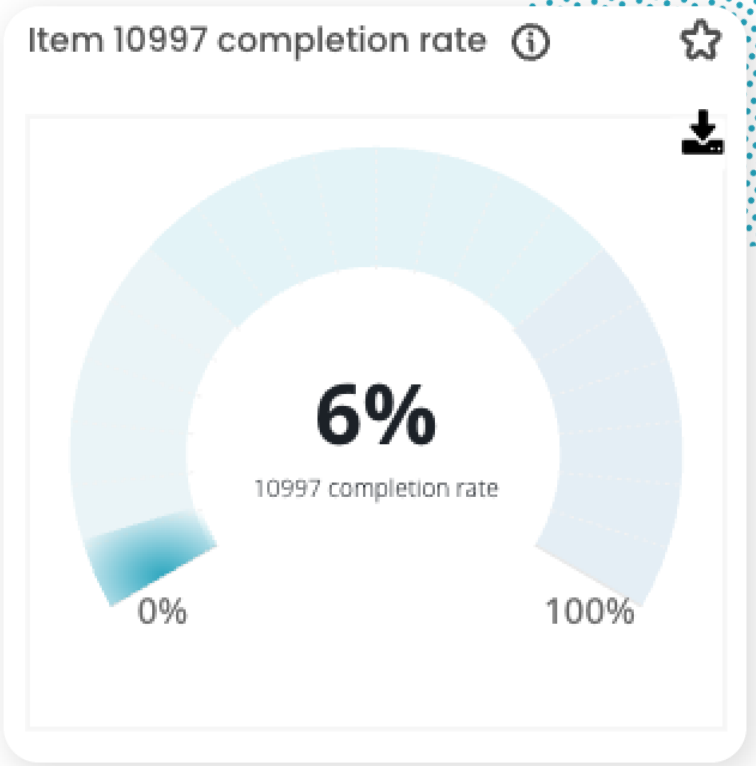
Trend of CDM billings vs. the same time last year

Group by:



10997 completion rate



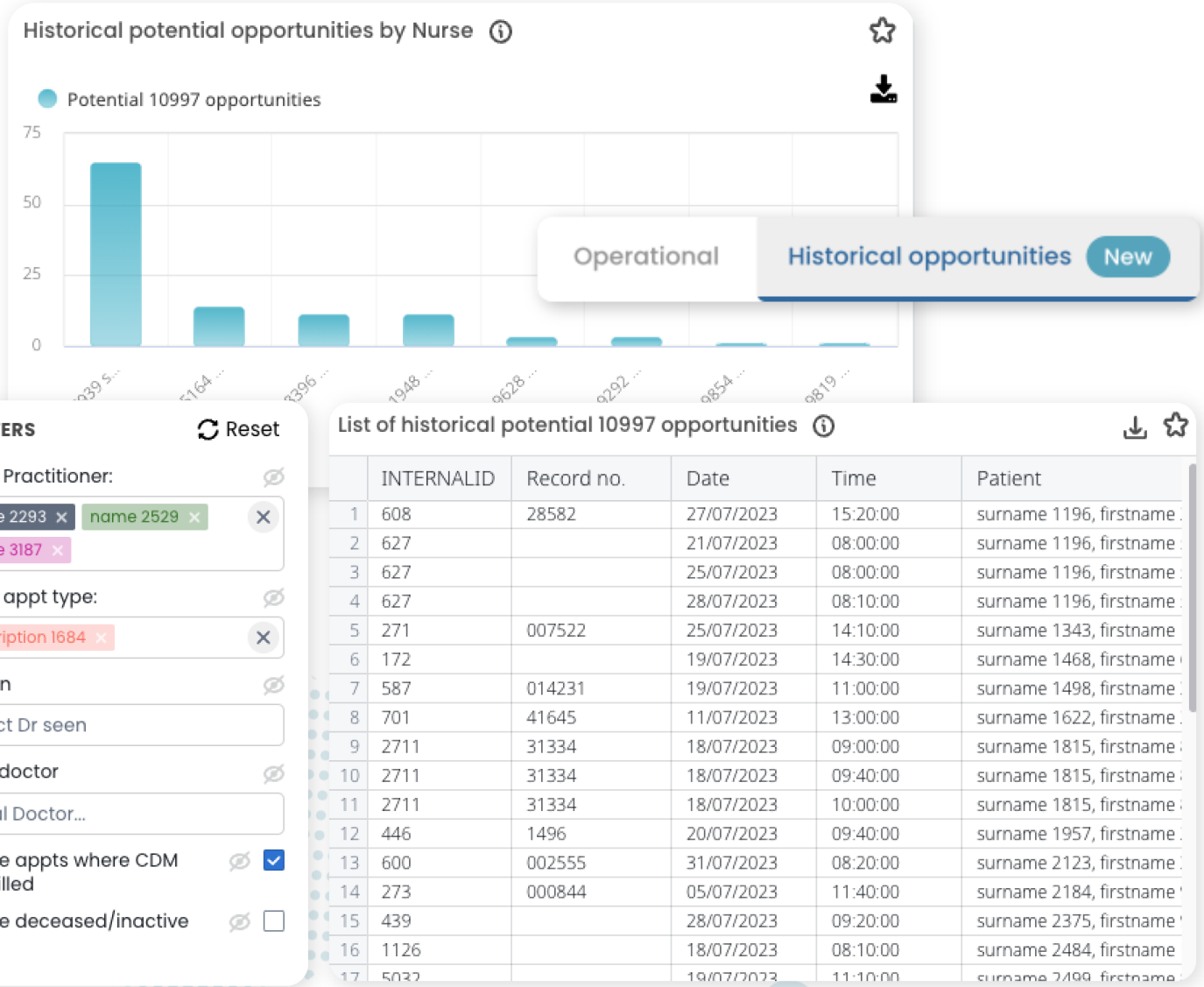


Billing optimisation

Insights on billing and payments

Review historical potential 10997 opportunities

- View potential missed opportunities for 10997
- Include CDM item appts
- Sort by appointment type
- Download and print
- Add to Favourites or My Dashboards

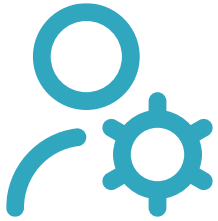


	INTERNALID	Record no.	Date	Time	Patient
1	608	28582	27/07/2023	15:20:00	surname 1196, firstname
2	627		21/07/2023	08:00:00	surname 1196, firstname
3	627		25/07/2023	08:00:00	surname 1196, firstname
4	627		28/07/2023	08:10:00	surname 1196, firstname
5	271	007522	25/07/2023	14:10:00	surname 1343, firstname
6	172		19/07/2023	14:30:00	surname 1468, firstname
7	587	014231	19/07/2023	11:00:00	surname 1498, firstname
8	701	41645	11/07/2023	13:00:00	surname 1622, firstname
9	2711	31334	18/07/2023	09:00:00	surname 1815, firstname
10	2711	31334	18/07/2023	09:40:00	surname 1815, firstname
11	2711	31334	18/07/2023	10:00:00	surname 1815, firstname
12	446	1496	20/07/2023	09:40:00	surname 1957, firstname
13	600	002555	31/07/2023	08:20:00	surname 2123, firstname
14	273	000844	05/07/2023	11:40:00	surname 2184, firstname
15	439		28/07/2023	09:20:00	surname 2375, firstname
16	1126		18/07/2023	08:10:00	surname 2484, firstname

Getting your team involved

Celebrate success

Communication & feedback



Access to data

Education, training & support

Helpful resource to download

Free Download

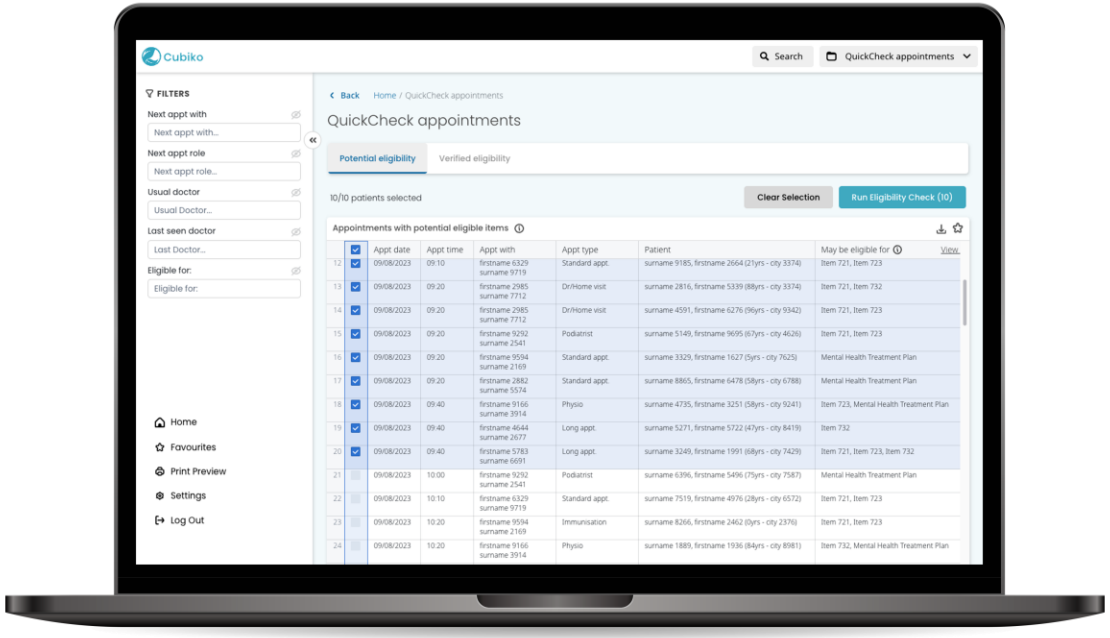
CDM cheat sheet

Free Download

CDM workflow

QuickCheck

Check items 721, 723, 732
and Mental Health Plans & Reviews



How much time do you currently spend each week in your practice checking item eligibility for patients?

How Forest Hill Family Practice uses Cubiko to streamline their MBS eligibility checks

For us, CDM was very ad hoc, if we worked with the nurses they would pick it up, but it would drop off throughout the year.

We needed to work with the team to create a simple, repeatable process for easily verifying CDM eligibility and booking those eligible appointments.

Now we run QuickCheck each morning, and anyone who is eligible, we make a note on the file what the patient is due for.

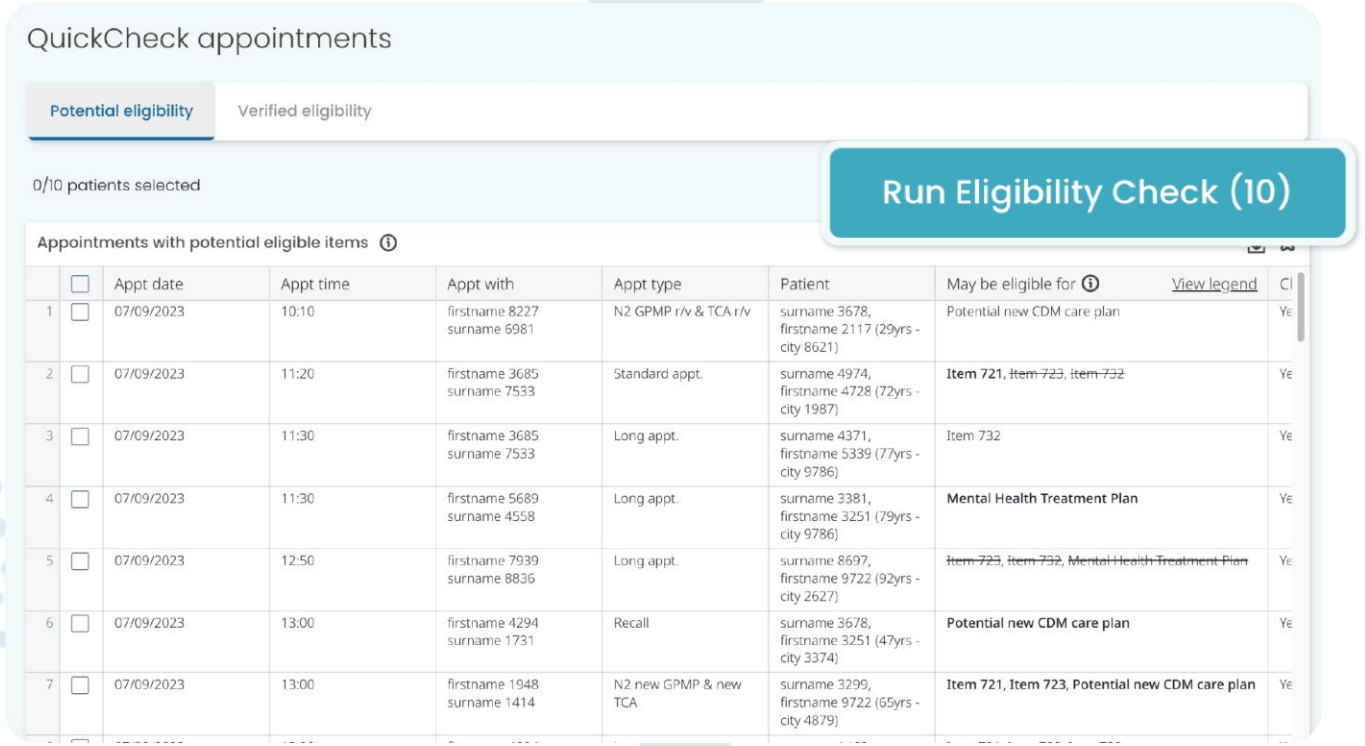
QuickCheck is a game changer! We have gone from 9% CDM to 21%.

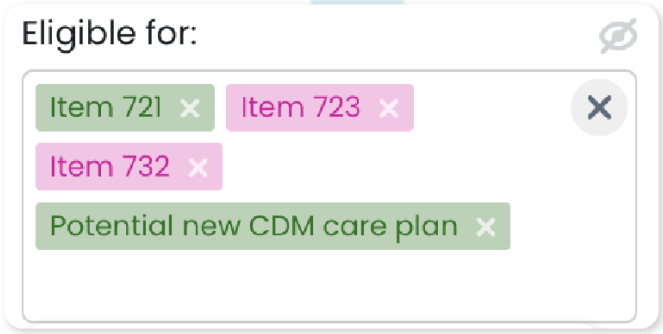
QuickCheck appointments

Easily perform service eligibility checks for patients with upcoming appointments.

QuickCheck and CDM workflow: Appointments today

- Open **QuickCheck appointments** each morning
- Filter: Select patients showing as eligible for CDM
- Run eligibility check
- Provide eligibility results to your Doctors
- Print list or update appointment notes with eligibility
- Doctors can also see results in My Cubiko





My Cubiko

Individual Summary Page

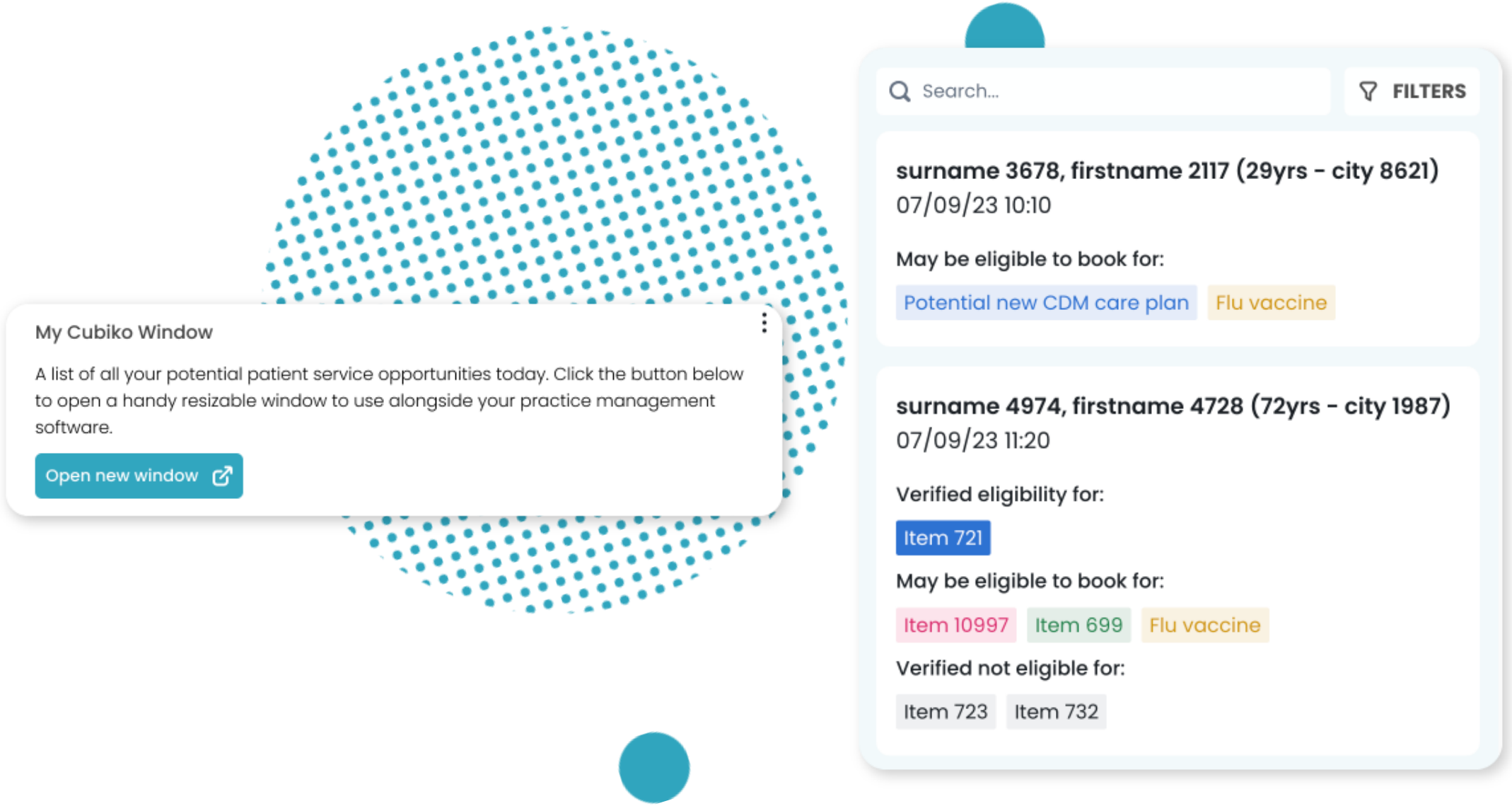
QuickCheck and My Cubiko

Results from eligibility checks run on patients in both **QuickCheck appointments** and **QuickCheck patient search** will show in the My Cubiko cabinet for doctors in your practice.

My service opportunities

Open in new window

	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible for (View legend)	Check
1	07/09/2023	10:10	firstname 8227 surname 6981	N2 GPMP r/v & TCA r/v	surname 3678, firstname 2117 (29yrs - city 8621)	Potential new CDM care plan, Flu vaccine	Yes
2	07/09/2023	11:20	firstname 3685 surname 7533	Standard appt.	surname 4974, firstname 4728 (72yrs - city 1987)	**Item 721**, Item 723, Item 732, Item 10997, Item 699, Flu vaccine	Yes
3	07/09/2023	11:30	firstname 3685 surname 7533	Long appt.	surname 4371, firstname 5339 (77yrs - city 9786)	Item 732, Item 10997, 75+ Health Assessment, Item 699	Yes
4	07/09/2023	11:30	firstname 5689 surname 4558	Long appt.	surname 3381, firstname 3251 (79yrs - city 9786)	**Mental Health Treatment Plan**, Item 10997, 75+ Health Assessment, Item 699	Yes
5	07/09/2023	12:50	firstname 7939 surname 8836	Long appt.	surname 8697, firstname 9722 (92yrs - city 2627)	~~Item 723~~, ~~Item 732~~, ~~Mental Health Treatment Plan~~, Item 10997, 75+ Health Assessment, Item 699	Yes
6	07/09/2023	13:00	firstname 3685 surname 7533	Long appt.	surname 3356, firstname 2655 (83yrs - city 3374)	Item 10997, 75+ Health Assessment, Item 699	
7	07/09/2023	13:00	firstname 4294 surname 1731	Recall	surname 3678, firstname 3251 (47yrs - city 3374)	**Potential new CDM care plan**, 45-49 health assessment, Item 699, Flu vaccine	Yes
8	07/09/2023	13:00	firstname 1948 surname 1414	N2 new GPMP & new TCA	surname 3299, firstname 9722 (65yrs - city 4879)	**Item 721**, **Item 723**, **Potential new CDM care plan**, Item 699	Yes
9	07/09/2023	13:00	firstname 2449 surname 1337	New patient	surname 4256, firstname 8283 (52yrs - city 3557)	Item 715, Item 699, Flu vaccine	
10	07/09/2023	13:20	firstname 3685 surname 7533	Standard appt.	surname 9585, firstname 6662 (55yrs - city 9786)	Item 10997, Item 699	

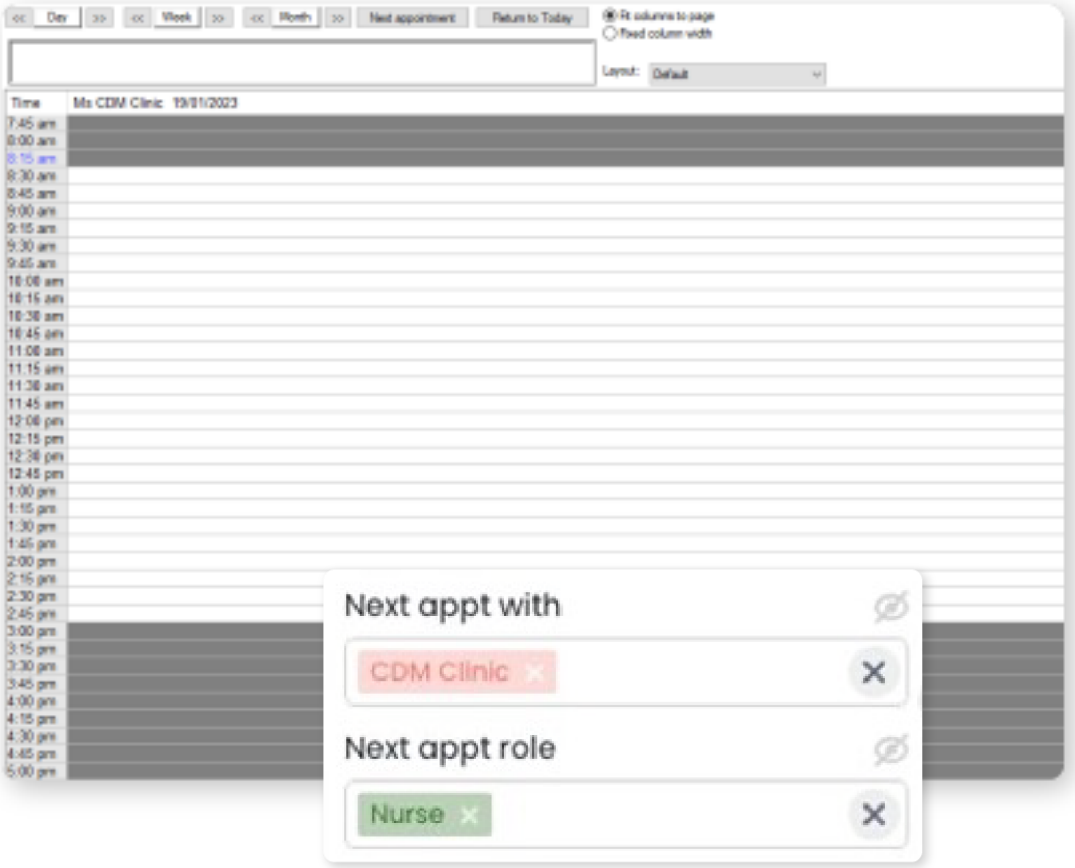

My Cubiko Window
A list of all your potential patient service opportunities today. Click the button below to open a handy resizable window to use alongside your practice management software.
Open new window
Search...
FILTERS
surname 3678, firstname 2117 (29yrs - city 8621)
07/09/23 10:10
May be eligible to book for:
Potential new CDM care plan
Flu vaccine
surname 4974, firstname 4728 (72yrs - city 1987)
07/09/23 11:20
Verified eligibility for:
Item 721
May be eligible to book for:
Item 10997
Item 699
Flu vaccine
Verified not eligible for:
Item 723
Item 732

QuickCheck appointments

Easily perform service eligibility checks for patients with upcoming appointments.

QuickCheck and CDM workflow: CDM clinic

- Open **QuickCheck appointments**
- Filter: select appt book column
  For example 'CDM Clinic' and/or
- Filter: select 'Nurse' role
- Run eligibility check for appointments up to 3 days in advance



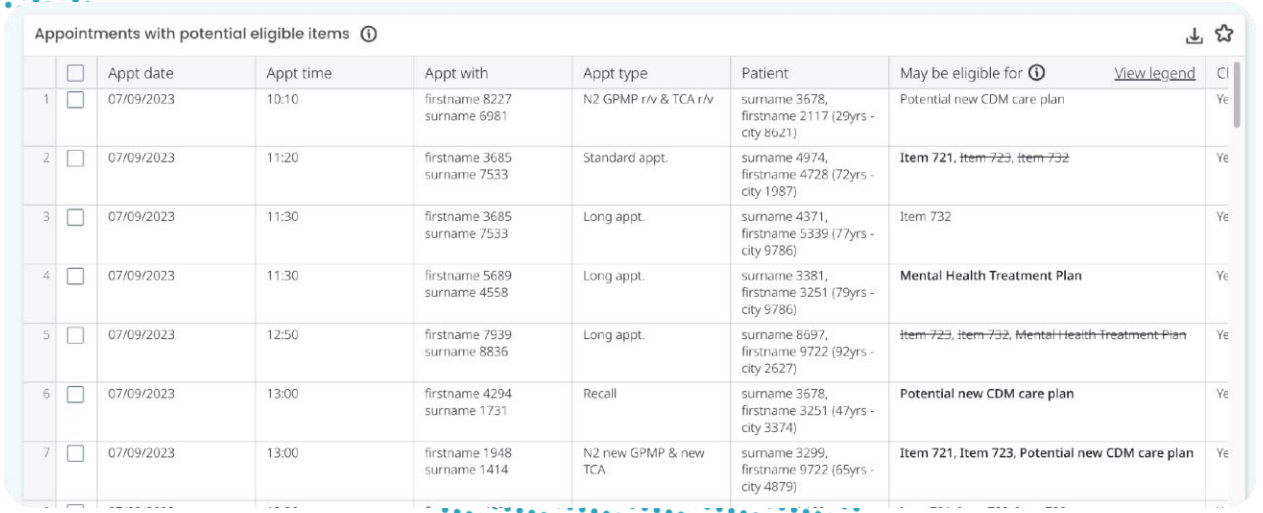
QuickCheck appointments

Easily perform service eligibility checks for patients with upcoming appointments.

QuickCheck and CDM workflow: CDM clinic

What are the benefits?

- Ensure patients are eligible for billing on the day
- Save nurse and doctor time
- Maximise practice billings!



Appointments with potential eligible items

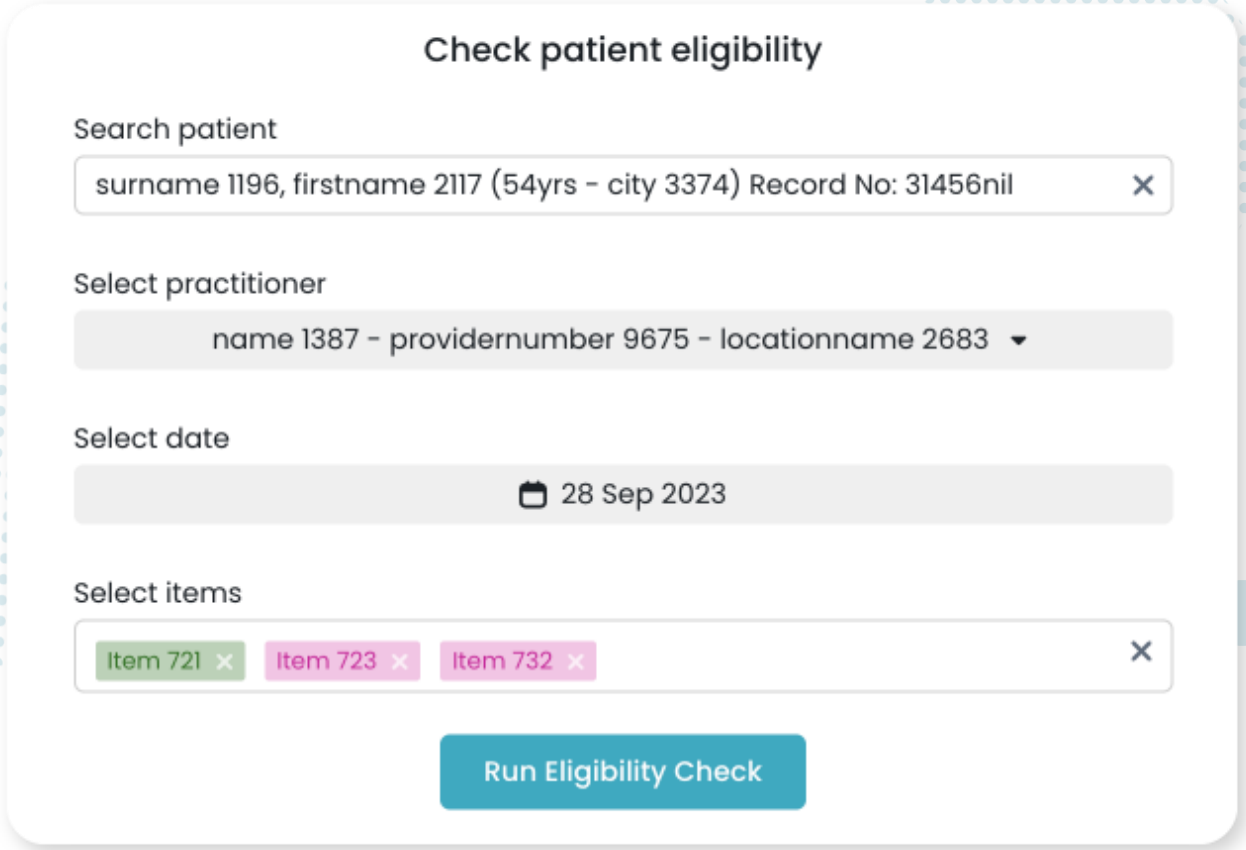
		Appt date	Appt time	Appt with	Appt type	Patient	May be eligible for View legend	Cl
1	☐	07/09/2023	10:10	firstname 8227 surname 6981	N2 GPMP r/v & TCA r/v	surname 3678, firstname 2117 (29yrs - city 8621)	Potential new CDM care plan	Ye
2	☐	07/09/2023	11:20	firstname 3685 surname 7533	Standard appt.	surname 4974, firstname 4728 (72yrs - city 1987)	**Item 721**, ~~Item 723~~, ~~Item 732~~	Ye
3	☐	07/09/2023	11:30	firstname 3685 surname 7533	Long appt.	surname 4371, firstname 5339 (77yrs - city 9786)	Item 732	Ye
4	☐	07/09/2023	11:30	firstname 5689 surname 4558	Long appt.	surname 3381, firstname 3251 (79yrs - city 9786)	**Mental Health Treatment Plan**	Ye
5	☐	07/09/2023	12:50	firstname 7939 surname 8836	Long appt.	surname 8697, firstname 9722 (92yrs - city 2627)	~~Item 723~~, ~~Item 732~~, ~~Mental Health Treatment Plan~~	Ye
6	☐	07/09/2023	13:00	firstname 4294 surname 1731	Recall	surname 3678, firstname 3251 (47yrs - city 3374)	**Potential new CDM care plan**	Ye
7	☐	07/09/2023	13:00	firstname 1948 surname 1414	N2 new GPMP & new TCA	surname 3299, firstname 9722 (65yrs - city 4879)	**Item 721, Item 723, Potential new CDM care plan**	Ye

QuickCheck patient search New

Easily perform service eligibility checks for your patients.

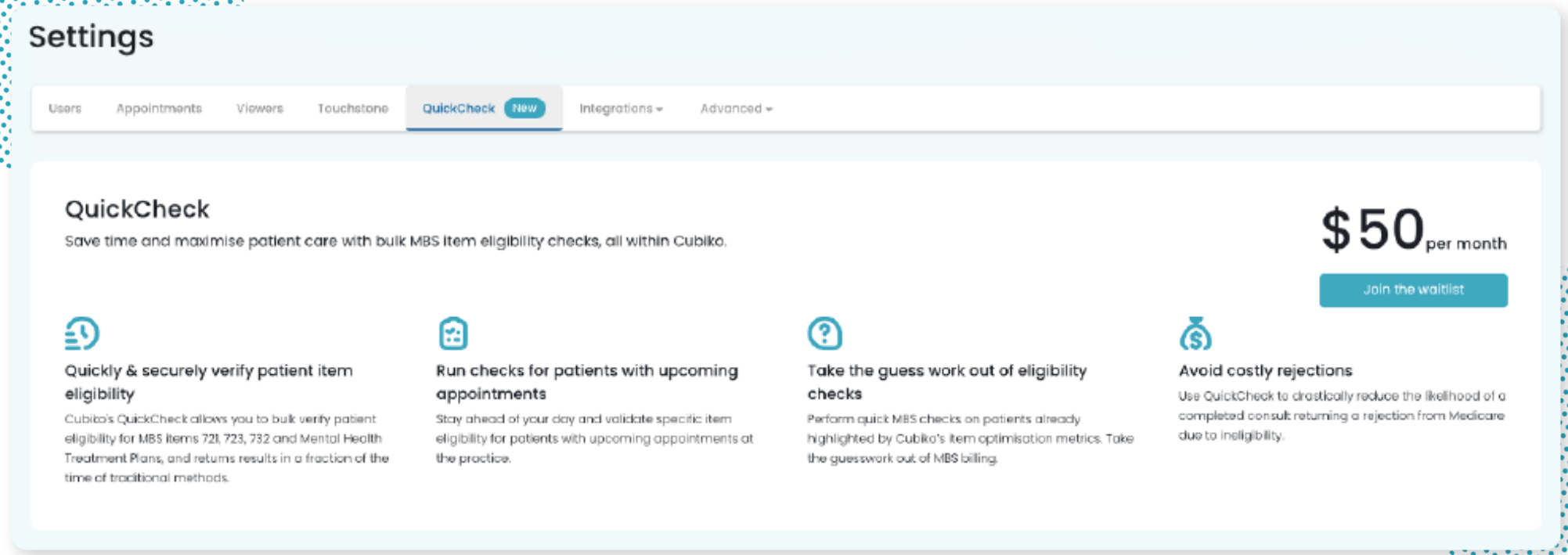
QuickCheck patient search

Search any patient in your practice database!



Where do I sign up for QuickCheck?

- Cubiko dashboard
- Settings > QuickCheck
- Click **Join the waitlist** and complete details



Question & Answer