|  |
| --- |
| QOOL-Vic Multidisciplinary Meeting Software**Frequently Asked Questions (FAQ)**OFFICIAL |

|  |
| --- |
| Version 1.2 – January 2024 |



**Table of Contents**

[**Contact Information** 3](#_Toc155607207)

[**Abbreviations** 3](#_Toc155607208)

[**QOOL-Vic** 4](#_Toc155607209)

[Rationale 4](#_Toc155607210)

[Background Information 4](#_Toc155607211)

[**User Experience** 5](#_Toc155607212)

[How can health services acquire QOOL-Vic? 5](#_Toc155607213)

[How can users’ access QOOL-Vic and QOOL-Vic data? 5](#_Toc155607214)

[Will it be easier to refer patients to an MDM using QOOL-Vic? 5](#_Toc155607215)

[Can QOOL-Vic be tailored to meet local needs? 6](#_Toc155607216)

[How are decisions made for enhancements to QOOL-Vic? 7](#_Toc155607217)

[**QOOL-Vic information and data sharing** 8](#_Toc155607218)

[Who has access to QOOL-Vic? 8](#_Toc155607219)

[How does QOOL-Vic support information-sharing between specialist clinics, inpatient and emergency departments? 8](#_Toc155607220)

[How does QOOL-Vic support information-sharing with referrers and healthcare providers? 8](#_Toc155607221)

[How does QOOL-Vic support regional to metropolitan patient-sharing? 8](#_Toc155607222)

[Does QOOL-Vic reduce the amount of data captured in an MDM? 9](#_Toc155607223)

[How does QOOL-Vic benefit data monitoring and reporting? 9](#_Toc155607224)

[How does QOOL-Vic benefit research? 9](#_Toc155607225)

[How is the data collected from QOOL-Vic currently being used now? 9](#_Toc155607226)

[**Technical Issues** 10](#_Toc155607227)

[Is QOOL-Vic secure? 10](#_Toc155607228)

[What happens to data from our current/previous MDM systems? 10](#_Toc155607229)

[Who can resolve issues with the software such as duplicate patients? 10](#_Toc155607230)

[**Resourcing and Costs** 11](#_Toc155607231)

[What are the ongoing costs of QOOL-Vic software? 11](#_Toc155607232)

[Who manages QOOL-Vic MDMs? 11](#_Toc155607233)

[**Health Service Support** 12](#_Toc155607234)

[How can we make sure QOOL-Vic is implemented in the best way possible? 12](#_Toc155607235)

[Who should be contacted for extra QOOL-Vic assistance post implementation? 12](#_Toc155607236)

[Does QOOL-Vic support MDM Medicare billing? 12](#_Toc155607237)

[Does the Victorian Department of Health fund MDCCs? 13](#_Toc155607238)

# **Contact Information**

**Email**: qoolvic@health.vic.gov.au

# **Abbreviations**

|  |  |
| --- | --- |
| Acronym |  |
| IHACPA | Independent Health and Aged Care Pricing Authority |
| MDM | Multi-Disciplinary Meeting |
| MDT | Multi-Disciplinary Team |
| MDCC | Multi-Disciplinary Case ConferenceNote: Used interchangeably with MDM |
| QCCAT | Queensland Cancer Control Analysis Team |
| QOOL | Queensland Oncology On-Line |
| QOOL-Vic | Queensland Oncology On-Line Victoria |
| UPI | Unique Patient Identifier |
| VCR | Victorian Cancer Registry |

# **QOOL-Vic**

## Rationale

This document has been created to respond to questions frequently asked by stakeholders and potential users regarding QOOL-Vic’s functionality, benefits, resources, and implementation into a new health service.

## Background Information

QOOL-Vic is an MDM management software that the Department of Health has adopted as their MDM software state-wide solution. QOOL-Vic provides health services and their staff members with an easily accessible online platform that can collect and manage patient information. This software gives a central view of patients’ MDM data available to multiple users, accessible at multiple locations by various health services. QOOL-Vic is hosted by the Cancer Alliance Queensland, which builds on the successful QOOL Software. The developers, QCCAT, operate QOOL in Queensland and handle software change requests and the software maintenance of QOOL-Vic.

# **User Experience**

## How can health services acquire QOOL-Vic?

QOOL-Vic is provided fee-free to all public health services by the Department of Health. The Department of Health holds the license for the QOOL-Vic software for the entire state. For a health service to become a QOOL-Vic user they will need to sign a sublicense agreement with the Department of Health

The Department of Health can provide a demonstration and an information meeting to discuss any queries a health service may have about the utility and functionality of the software. The Department of Health will also provide all initial training on how to use the software to the local health services super-users.

## How can users’ access QOOL-Vic and QOOL-Vic data?

Becoming a QOOL-Vic user is very simple. Go to the following link, select “Create Account”, and follow the prompts:

<https://cancerallianceqld.health.qld.gov.au/qoolcentral/>

After the user’s access has been approved, they will be able to view and collect patient data through a range of data extracts and reports available in QOOL-Vic. Furthermore, QOOL-Dash is a feature within QOOL-Vic that allows users to view this data with interactable graphs and statistics based on the data entered in QOOL-Vic.

A health service’s MDM coordinator will have access rights where they will be able to approve and delegate QOOL-Vic access for any users within their health service and view all the MDM data for that health service. The MDM coordinator will be responsible for approving access and training all the local health service users. The Department of Health will provide support for the MDM coordinator, giving them specialised MDM coordinator training and access to all QOOL-Vic training documents and manuals.

## Will it be easier to refer patients to an MDM using QOOL-Vic?

The advantage of using QOOL-Vic is that the software has been integrated with other health information systems to share information and make the patient referral process smoother. These systems include the VCR’s E-Path software and UPI. This is unique to QOOL-Vic as it is the only MDM software site that has implemented E-Path and UPI, allowing pathology reports and patient demographic information to automatically load into the software.

The linkage of the E-Path software means that most patient pathology reports are already present in QOOL-Vic. QOOL-Vic receives a direct feed of pathology reports for notified cancers that are sent to the VCR, which is approximately 97% of all cancer pathology notifications. This process happens in near real-time, providing a live feed of information on the patients’ pathology reports.

The integration of UPI allows patient demographics to automatically load within QOOL-Vic. This improves access to patient demographic details at the time of the patient’s referral and reduces the administrative load of entering patient information. The UPI solution system sits above other systems used within the health care sector and will assist in searching and updating patient demographic details to provide current information and patient identifiers from a variety of sources.

The Department of Health is committed to further developing QOOL-Vic over time by working with our health service representatives on proposed enhancements that would increase quality and functionality.

## Can QOOL-Vic be tailored to meet local needs?

QOOL-Vic can be tailored to meet specific needs based on the preferences of tumour streams and health services. As different tumour streams have varying requirements in reporting and discussing patient information, the layout of the site can be customised using the data bank available within the site’s settings. These data fields can be visible, hidden or deleted based on the preferences of different tumour streams.

QOOL-Vic has built-in pre and post communication documents, including Agenda, Healthcare Provider Letter, and MDM Summary documents, which can be sent via scheduled emails. These emails could be formatted based on the pre-existing information already made available in QOOL-Vic. This includes:

* MDT name
* MDT contact information
* Patient information
* Presentation notes during the MDM
* Treatment recommendations for the patient

All the data in QOOL-Vic can be downloaded. Health services are provided with multiple formats to download data depending on the information they require.

## How are decisions made for enhancements to QOOL-Vic?

Every quarter, the Department of Health hosts a meeting with the QOOL-Vic User Group. This group consists of a representative from each health service that has signed a sub-licensing agreement for QOOL-Vic. The representatives may make decisions on behalf of their health service about changes proposed to QOOL-Vic or take the question back to their peers for consideration.

During this meeting, enhancements or features to be modified are discussed and voted upon. If unanimous agreement is reached by all users on a particular request, the Department of Health will propose the enhancement to QCCAT. If the changes are considered beneficial and feasible, QCCAT will supply a quotation which will be subject to Department of Health budget availability.

Feedback on progress of the request will be given at subsequent QOOL-Vic User Group meetings.

# **QOOL-Vic information and data sharing**

## Who has access to QOOL-Vic?

Once a health service has implemented QOOL-Vic as their MDM management software, staff members will be able to create an account and access QOOL-Vic. They can access QOOL-Vic through a web browser on any device (mobile, PC, and tablet).

To obtain access to an MDT in QOOL-Vic, users will need to contact their health service’s MDM coordinator.

## How does QOOL-Vic support information-sharing between specialist clinics, inpatient and emergency departments?

Health services can invite clinicians employed by their health service to become a QOOL-Vic user. As a QOOL-Vic user, they will be able to receive and download QOOL-Vic documents (eg MDM agendas, summaries, etc.).

QOOL-Vic is not currently integrated with any Electronic Medical Record (EMR) system. MDM summaries, or other QOOL-Vic related documents, can be downloaded as a pdf or word document which then can be uploaded to an EMR.

## How does QOOL-Vic support information-sharing with referrers and healthcare providers?

QOOL-Vic provides documents such as the MDM agenda, MDM summary, and Healthcare provider letters in simple formats that automatically summarise relevant aspects of MDM events. They are easily accessible and can be scheduled to be sent out as emails and downloaded from the QOOL-Vic site as a pdf files.

## How does QOOL-Vic support regional to metropolitan patient-sharing?

As QOOL-Vic is an accessible singular online platform, it allows patient information to be easily shared and viewed between health services. If health services use QOOL-Vic as their MDM management software, regional sites can easily refer patients, and review the MDM outcome of their patients when discussed at a metropolitan health service, and vice versa. This ensures that smaller regional cancer services can be supported by larger metropolitan services improving access for regional patients to specialist care.

## Does QOOL-Vic reduce the amount of data captured in an MDM?

Data entry fields have been created and tested by clinicians of various disciplines. The Department of Health has ensured that all necessary fields in the MDM Quality Framework are available. The quality and quantity of clinical data captured in an MDM is expected to improve due to QOOL-Vic capabilities.

## How does QOOL-Vic benefit data monitoring and reporting?

QOOL-Vic has multiple built-in reports and data extracts that can track all aspects of MDM discussions and decisions These can be downloaded at any time by local super-users.

All users have access to the QOOL-Vic inbuilt dashboard. QOOL-Dash gathers updated patient and MDM data entered by health services. The dashboard collates the data into interactive graphs and statistics, allowing users to monitor MDT activity and data quality in near real time. This functionality helps users review and monitor the quality of their data capture, report on their patient data and allows monitoring of patient outcomes within their health services.

## How does QOOL-Vic benefit research?

The data collected in QOOL-Vic can support local and multi-site research projects. Examples include reports created in Queensland, with their statewide MDM QOOL software. These are available at: <https://cancerallianceqld.health.qld.gov.au/Website/reports-publications/>. Some of these reports were supported by QOOL's ability to facilitate prospective data collection.

QOOL-Vic data may be requested from the Department of Health for research purposes. Applications can be made to the Department via our email: qoolvic@health.vic.gov.au.

## How is the data collected from QOOL-Vic currently being used now?

Tumour, Node and Metastasis (TNM) Staging and Performance Status data entered into QOOL-Vic is sent to the Victorian Cancer Registry by the Department of Health. These crucial pieces of information will contribute to understanding of variations in cancer treatments and outcomes. This reporting of data to the VCR is auspiced by the Improving Cancer Outcomes Act 2014.

# **Technical Issues**

## Is QOOL-Vic secure?

QOOL-Vic has undergone extensive cybersecurity testing to ensure it is safe and secure. A requirement of the Department of Health is for QOOL-Vic to undergo annual penetration testing to ensure that security is maintained. The QOOL-Vic system also creates an audit log any time a user accesses the system and when any changes to patient information occur.

The Department of Health undergoes an array of regular audits to identify user access and privileges to ensure data security is maintained. The Department of Health maintains the right to withdraw access to the software if they find or suspect a user is misusing the software.

## What happens to data from our current/previous MDM systems?

Sites can elect to migrate their legacy MDM data into QOOL-Vic as part of, or after, implementation. Data migration of legacy MDM data, for both metropolitan and regional sites, will be supported by the Department of Health.

## Who can resolve issues with the software such as duplicate patients?

Any issues or queries users may have with QOOL-Vic, are welcome to be directed to the Department of Health via email – qoolvic@health.vic.gov.au.

Duplicate patient profiles are often resolved by both the MDM coordinators and Department of Health staff. Once a duplicate profile has been identified, MDM coordinators can merge patient profile information. However, only Department of Health staff can delete patient profiles. Hence, after merging patient information, MDM coordinators will need to contact the Department of Health at the above email address requesting the deletion of the profile.

# **Resourcing and Costs**

## What are the ongoing costs of QOOL-Vic software?

QOOL-Vic is fully funded for public health services. Licensing costs are covered on an ongoing basis.

Private health services are required to pay a license fee, determined by the Department of Health.

The Department of Health provides funding for appropriate enhancements to QOOL-Vic. Enhancements may be requested at quarterly QOOL-Vic User Group meetings by each health service representative. The Department will explore the possibility of implementing all the enhancements that are agreed by the QOOL-Vic User Group.

## Who manages QOOL-Vic MDMs?

QOOL-Vic has been designed to support MDMs with minimal staffing.

Each health service allocates an MDM coordinator for QOOL-Vic for their site. Their responsibilities include training the health service user’s on QOOL-Vic and managing the health service’s day to day MDM activity. The MDM coordinators are supported by the staff at the Department of Health and other MDM coordinators around the state.

Currently, the Department of Health provides a full-time support team to assist health services with any complex software queries, enhancement suggestions, and super-user training requests. The support team is contactable via the QOOL-Vic email address: qoolvic@health.vic.gov.au.

Furthermore, the Department of Health supports sites in implementing QOOL-Vic and advises on solutions to any issues that may arise. A Microsoft Teams Group is also available for the health service representatives to use if they would like to communicate with Department of Health staff and other super-users. This facilitates information sharing and a shared understanding of how to optimise MDM resourcing.

# **Health Service Support**

## How can we make sure QOOL-Vic is implemented in the best way possible?

The Department of Health has an allocated team to support the implementation of QOOL-Vic. They can guide a health service through all the steps required to implement QOOL-Vic. This includes:

* On-site training
* Providing sites with training resources including user manuals with screenshots, video tutorials supplementary to the user manuals and other resources
* Support via telephone/Teams for troubleshooting

A follow-up service post implementation of QOOL-Vic is available to help resolve any outstanding issues. The state-wide administrator role is an ongoing position funded to continue to support and coordinate implementation and administration of QOOL-Vic.

The Victorian Integrated Cancer Services is also available to assist with QOOL-Vic implementation on request. They can assist in understanding the local environment with cancer services, identify specific training, and monitor and help health services improve the way QOOL-Vic is used over time.

## Who should be contacted for extra QOOL-Vic assistance post implementation?

The Department of Health’s dedicated QOOL-Vic team will always be available for support throughout a health service’s use of QOOL-Vic.

Post implementation, there is an expectation that general user queries, such as how to create an account, put a patient on the MDM discussion list, etc., will be handled by the local MDM co-ordinator and/or super-user. If the MDM co-ordinator or super-user has difficulty answer any queries, requires additional training or guidance they are welcome to contact the Department of Health via our email address, qoolvic@health.vic.gov.au.

## Does QOOL-Vic support MDM Medicare billing?

QOOL-Vic data can be extracted and used for Medicare billing purposes, including (but not limited to):

* Date of meeting
* List of attendees
* Patient demographic details and
* Medicare number

QOOL-Vic exports data in CSV format which is versatile and can be used in multiple ways by end-users for a variety of additional activities such as billing.

## Does the Victorian Department of Health fund MDCCs?

MDCCs are funded by the Victorian Department of Health under the National Funding Model Tier 2 Non-admitted Services Classification system. [[1]](#footnote-2), [[2]](#footnote-3) Tier 2 categorises hospital non-admitted services into classes that are generally based on the nature of the service provided and the type of clinician providing the service. Health Services are required to register their MDCC clinics in the Department of Health *Non-Admitted Classification Management System (NACMS)* in order for the activity to be included in the overall National Weighted Activity Unit targets and funding. The relevant clinic Tier 2 classification is 20.56 “Multidisciplinary case conference – patient not present”. To download the NACMS User Manual see the following link (<https://content.health.vic.gov.au/sites/default/files/2023-07/non-admitted-clinic-management-system-health-service-user-manual.docx>)

Health Services can estimate funding for MDCC activity by utilising the National Weighted Activity Unit (NWAU) calculator. To download the 2023-2024 NWAU calculator please see the following link (<https://www.ihacpa.gov.au/sites/default/files/2023-09/NWAU23_calculator_for_non-admitted%20_activity.XLSB>).

Health services are welcome to send specific queries regarding MDCCs to the Victorian Department of Health email: nationalfundingmodel@health.gov.au.

**How does QOOL-Vic support this reporting and funding requirements for MDCCs?**

MDCC activity recorded in QOOL-Vic automatically populates the VINAH dataset to meet the reporting obligations. Health services who utilise QOOL-Vic are therefore not required to directly submit MDCC data to VINAH.

Do you have a question that wasn’t answered in this document?

Please contact the Department of Health via our email address, qoolvic@health.vic.gov.au.

**Acknowledgements**

The QOOL-Vic team acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and pay respect to their Elders, past and present.

The QOOL-Vic team also thanks the Victorian Integrated Cancer Service managers for their input into developing these FAQs.

1. [Tier 2 Non-Admitted Services Classification | IHACPA](https://www.ihacpa.gov.au/health-care/classification/non-admitted-care/tier-2-non-admitted-services-classification) [↑](#footnote-ref-2)
2. Note: The terminology MDCC and MDM are interchangeable. IHACPA’s preference is MDCC. [↑](#footnote-ref-3)