



APCC

Web Portal User Guide

Wave 6

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Introduction to the APCC Web Portal

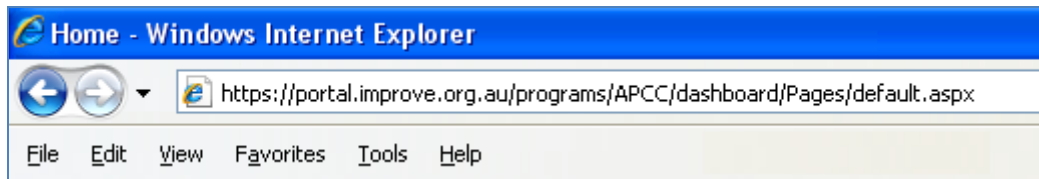
The web portal is a new way to communicate with the APCC Program. It will simplify Program reporting tasks (including monthly data uploads and PDSAs), allow greater access to Program resources, and save you time. You will also be able to view health service results in various reports.

For the purpose of this guide we have used Windows Internet Explorer 7. The web portal can be viewed using other browsers, however there are known issues when using Mozilla Firefox. Please refer to the Installing IE Tab and Web Portal Using

Logging on to the Web Portal

To access the web portal please follow the web address below.

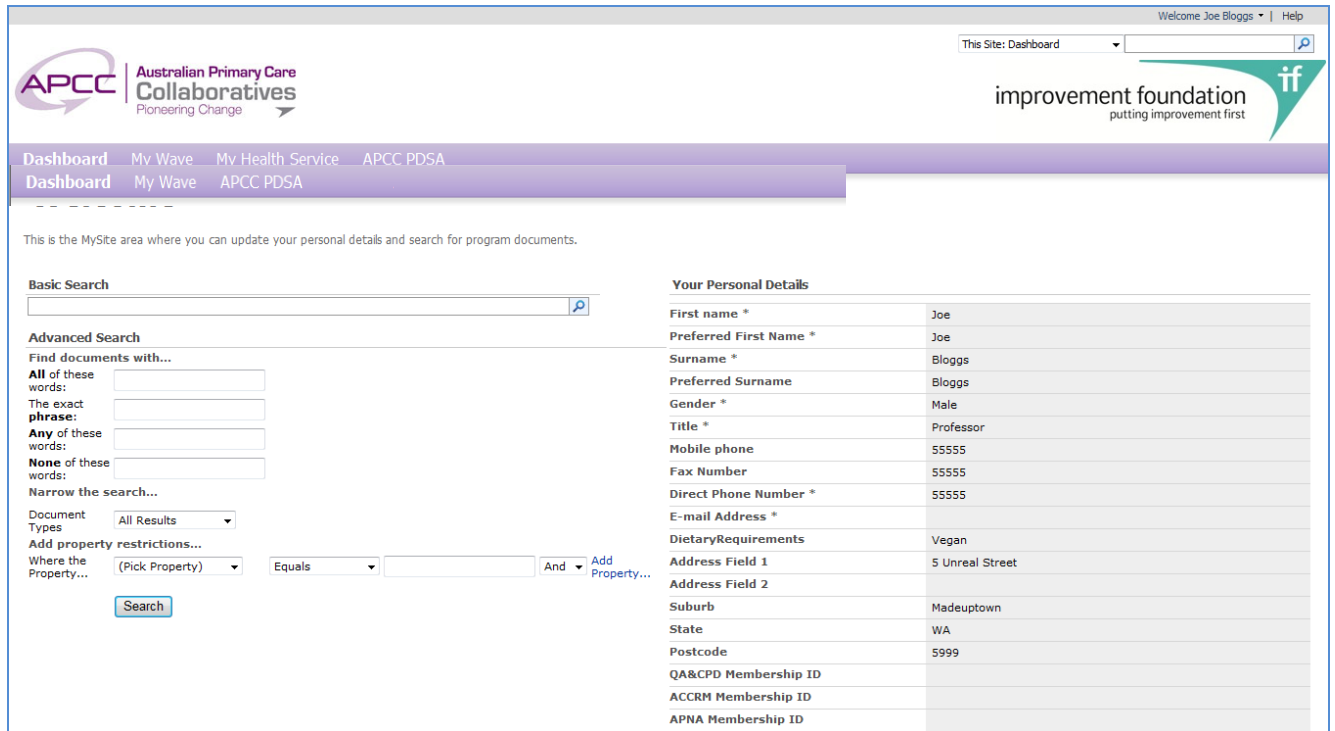
<https://portal.improve.org.au/programs/APCC/dashboard/Pages/default.aspx>



You will be prompted to enter your username and password (this is provided to you in a welcome email sent from the Improvement Foundation titled *APCC web portal: Your personal login*). You must ensure that the *improve* is included as part of your username. Your username is not affected by the use of lower case or capital letters; however your password is case sensitive so it must be entered as it appears on your welcome email.

A screenshot of the login page for the improvement foundation web portal. The page has a white header with the "improvement foundation if" logo and the tagline "putting improvement first". Below the header is a blue-grey background. The main content area contains a "Security (show explanation)" section with two radio buttons: "This is a public or shared computer" (selected) and "This is a private computer". Below this is a "Domain \user name:" field with the text "IMPROVE\" and a yellow input field. Below that is a "Password:" field with a yellow input field. A "Log On" button is positioned to the right of the password field. At the bottom left, there is a copyright notice: "© 2006 Microsoft Corporation. All rights reserved."

You will then be redirected to the web portal *Dashboard*.



This is the MySite area where you can update your personal details and search for program documents.

Basic Search

Advanced Search

Find documents with...

All of these words:

The exact phrase:

Any of these words:

None of these words:

Narrow the search...

Document Types:

Add property restrictions...

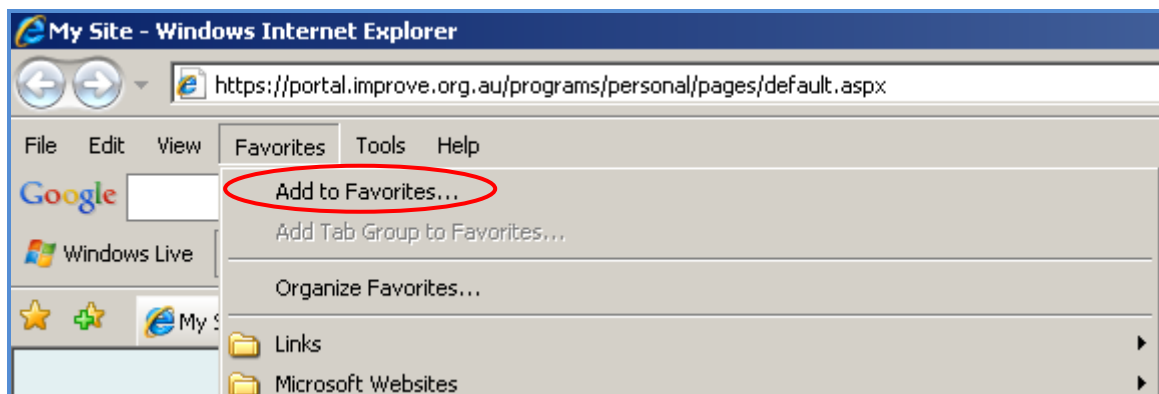
Where the Property...: Equals And Add Property...

Your Personal Details

First name *	Joe
Preferred First Name *	Joe
Surname *	Bloggs
Preferred Surname	Bloggs
Gender *	Male
Title *	Professor
Mobile phone	55555
Fax Number	55555
Direct Phone Number *	55555
E-mail Address *	
DietaryRequirements	Vegan
Address Field 1	5 Unreal Street
Address Field 2	
Suburb	Madeuptown
State	WA
Postcode	5999
QA&CPD Membership ID	
ACCRM Membership ID	
APNA Membership ID	

The *Dashboard* is the homepage for the APCC web portal.

Once you are in this view, it is advisable to save it to your favourites (name it APCC web portal for, for example, or something you will remember). This will allow you to easily navigate to the web portal in future.



My Site - Windows Internet Explorer

https://portal.improve.org.au/programs/personal/pages/default.aspx

File Edit View Favorites Tools Help

Google

Windows Live

My Site

Links

Microsoft Websites

Updating Personal Details

From the [Dashboard](#), you will see that your personal details are listed on the right hand side of the page. Some of this information is pre-populated from the information that is used to generate your username.

IFA UpdateUserProfile	
First name *	Gordon
Preferred First Name *	Gordo
Surname *	Freeman
Preferred Surname	Freeman
Gender *	Male
Title *	Dr
Mobile phone	0478654675
Fax Number	0875636754
Direct Phone Number *	0876856435
E-mail Address *	half@life.com

Each time you enter the web portal, it is important that you check that your personal details are up to date. You can update your details at any time, if there are any changes (e.g. your telephone number, email address, etc).

To edit your personal details, click on the [Edit](#) button on the right below the Quick Links section.

AAPM Membership ID	
Qantas Membership Number	
Virgin Velocity Membership Number	
Rex Membership Number	

You will then be able to edit a variety of fields. Mandatory fields are denoted by an asterix.

Your Personal Details	
First name *	<input type="text" value="Gordon"/>
Preferred First Name *	<input type="text" value="Gordon"/>
Surname *	<input type="text" value="Freeman"/>
Preferred Surname	<input type="text" value="Freeman"/>
Gender *	<input type="text" value="Male"/>
Title *	<input type="text" value="Dr"/>
Mobile phone	<input type="text" value="123456789"/>
Fax Number	<input type="text" value="123456789"/>
Direct Phone Number *	<input type="text" value="123456789"/>
E-mail Address *	<input type="text" value="gordo67@test.org.au"/>

Once you have completed all fields, press the **Save** button.

Virgin Velocity Membership Number	<input type="text"/>
Rex Membership Number	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Updating Health Service Details

From the [Dashboard](#) homepage, click on the [My Health Service](#) link near the top of the screen.

This is where you can view reports of all the measures submitted for the program. Please see the 'Viewing Measure Reports' section for more information.



You will then be taken to the [My Health Service](#) dashboard.

When you enter the web portal for the first time, it is important that you check that your Health Service details are correct. You can then update these details at any time if there are any changes (e.g. your telephone number changes).

To edit your Health Service/s details, click on the [Edit](#) button at the bottom of the page.

Website	
Address 1	
Address 2	
Suburb	
State	
Post Code	
Postal Address Same	
Postal Address 1	
Postal Address 2	
Postal Suburb	
Postal State	
Postal Post Code	

You will then be able to edit all of the fields. Once you have finished updating this information, press **Save** to retain your changes and return to the *My Health Service* page.

Suburb	<input type="text"/>
State	<input type="text" value="▼"/>
Post Code	<input type="text"/>
Postal Address Same	<input type="checkbox"/>
Postal Address 1	<input type="text"/>
Postal Address 2	<input type="text"/>
Postal Suburb	<input type="text"/>
Postal State	<input type="text" value="▼"/>
Postal Post Code	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Changing your password

You can change the password provided in your **APCC web portal: Your personal login** email to something you can remember more readily, whilst still retaining password strength.

The following steps outline how to change your password for the web portal. Note that because the web portal contains personal information such as your QA&CPD or frequent flyer number, the password needs to conform to a certain strength level.

Your password will need to meet the following requirements:

- At least 7 characters long
- Not contain the user account name or parts of the user's full name that exceed two consecutive characters (e.g. User "John Smith" could not have the password John123 or Smi123)
- Must contain 3 of the 4 following
 - Uppercase character/s
 - Lowercase character/s
 - Numeral/s 0 – 9
 - Non-alphanumeric characters, such as !, #, @, %, etc

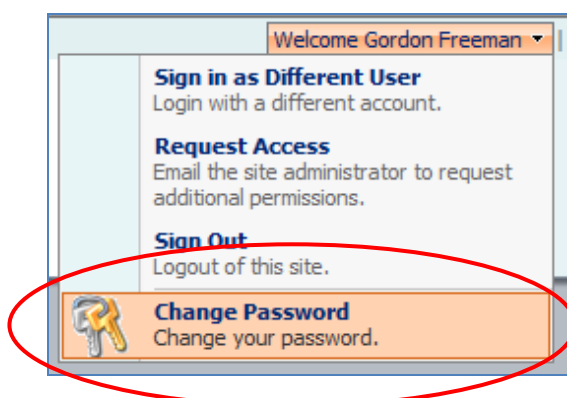
This may sound complicated, but it is relatively easy to build a strong password that is easy for you to remember. Conduct an internet search or try the following site which provides hints on creating strong passwords, as well as having a strength checker for you to test your password.

<http://www.microsoft.com/protect/fraud/passwords/create.aspx>

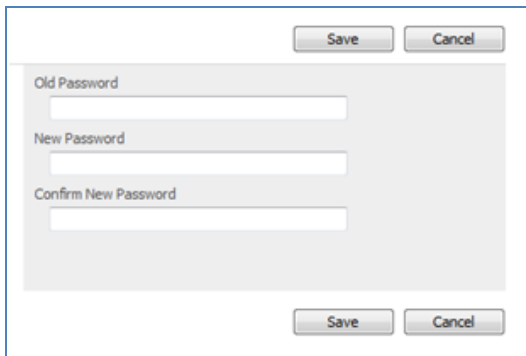
Once you have decided on an appropriate password, please follow these steps:

Log onto the web portal with your current password and then from the top right hand corner of any page in the web portal, click on the arrow next to the **Welcome [your name]**. In this example we have our sample user, Gordon Freeman.

Choose Change Password.

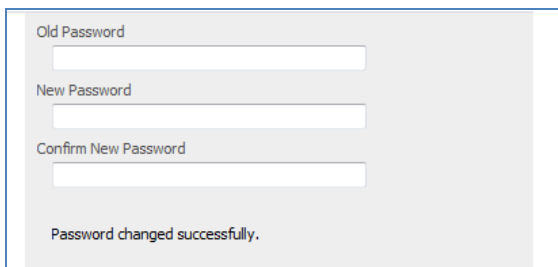


This will take you to a new page where you will be prompted to enter your old password once and your new password twice (to ensure that there are no typographical errors).



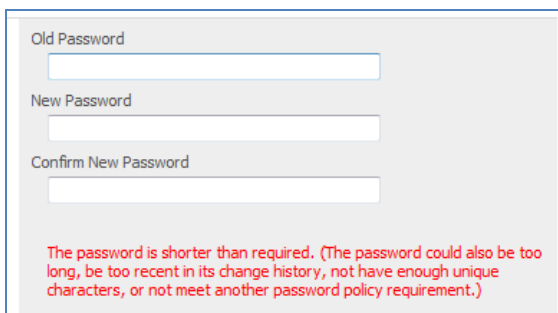
A screenshot of a web form for changing a password. The form has a light gray background and is enclosed in a blue border. At the top right, there are two buttons: 'Save' and 'Cancel'. Below these are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right, there are two more buttons: 'Save' and 'Cancel'.

You will receive a notification once you have changed your password successfully.



A screenshot of the same password change form, but now it displays a success message at the bottom: 'Password changed successfully.' The input fields are still visible above the message.

If you attempt to enter a password that does not meet the strength requirements, you will receive an error message.



A screenshot of the password change form with an error message at the bottom. The message is in red text and reads: 'The password is shorter than required. (The password could also be too long, be too recent in its change history, not have enough unique characters, or not meet another password policy requirement.)' The input fields are visible above the error message.

Please note: The Improvement Foundation will not be able to retrieve lost passwords, only reset them to the password originally supplied in the [APCC web portal: Your personal login email](#).

PEN Clinical Audit Tool set up

Please note that the following information is condensed from these user documents.

[Clinical Audit Tool – User Guide: Part 2 - Functionality](#)

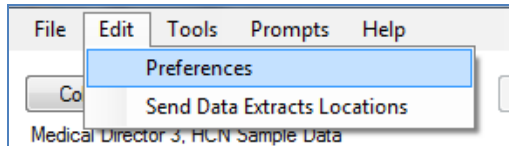
[Clinical Audit APCC User Guide](#)

Both are available here: <http://help.pencs.com.au/cat.htm>

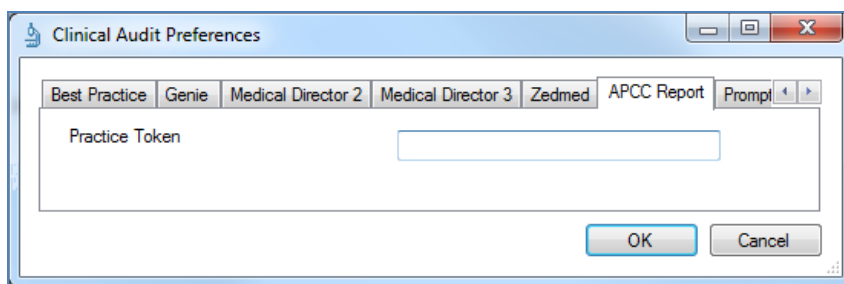
If you would like more detailed PEN CAT information please refer to these documents.

Open the [PEN Clinical Audit Tool](#).

Before submitting data to the web portal, please ensure that the web portal practice token is entered in the Clinical Audit Tool (CAT). This can be entered by clicking on the [Preferences](#) option under the [Edit](#) menu.



Select the APCC Report tab. You can now copy and paste the web portal practice token from the [APCC web portal: Your personal login](#) email (making sure to include the = at the end of the token).

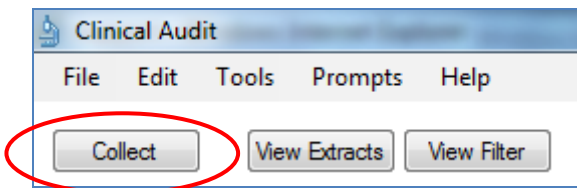


Please note: We strongly recommend that the token is copied and pasted from the email as the long string of random characters makes it very easy to make a mistake when typing.

To collect information from your clinical software you will need to point the CAT to the correct folders for your software. For information on how to set this up for your software, please see the [Clinical Audit Tool – User Guide: Part 2 – Functionality](#) guide on the PEN Computer Systems site listed at the beginning of this section.

Collecting and Submitting data via PEN CAT

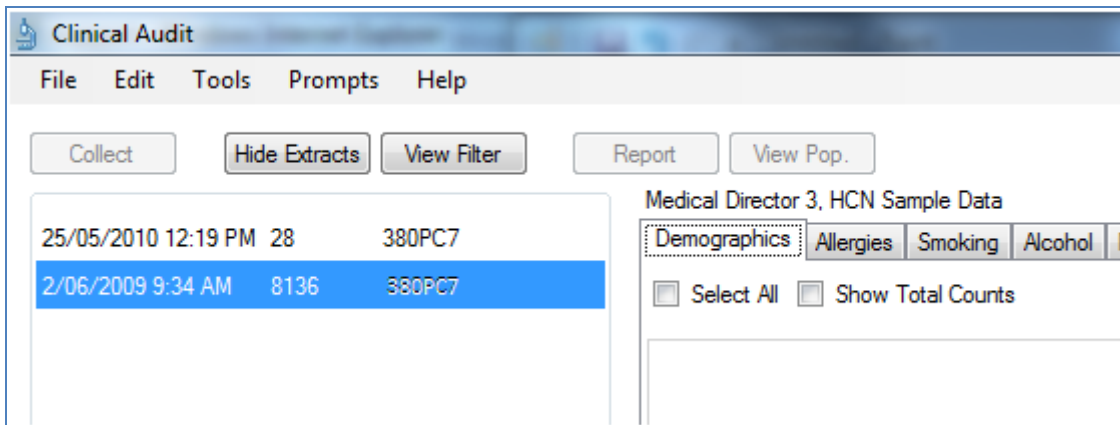
Once the CAT settings are correctly set up, click on the **Collect** button located in the top left corner.



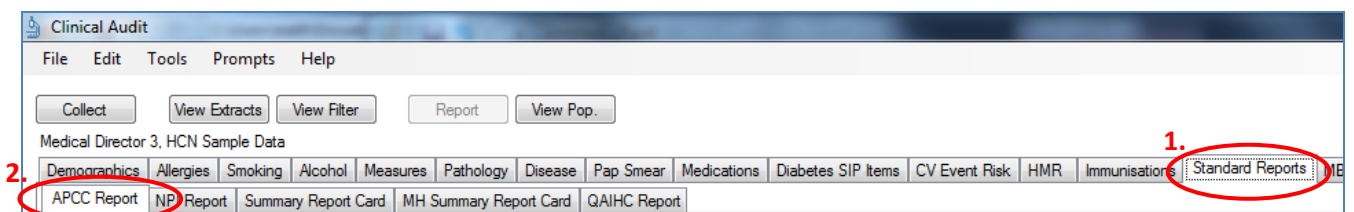
This collection can take a while to run, depending on your system and software.

Once the collection has finished, the extract is automatically loaded into the CAT.

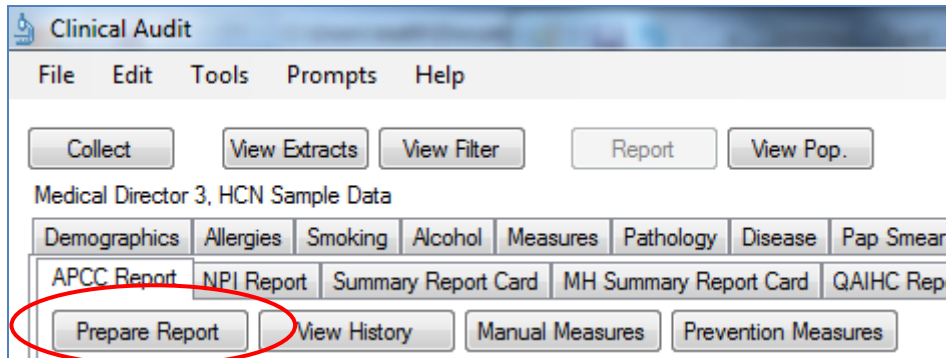
If you run the **Collect** then close the CAT you will need to select the extract using the **View Extracts** button before you can continue. This will open a list of previously collected extracts.



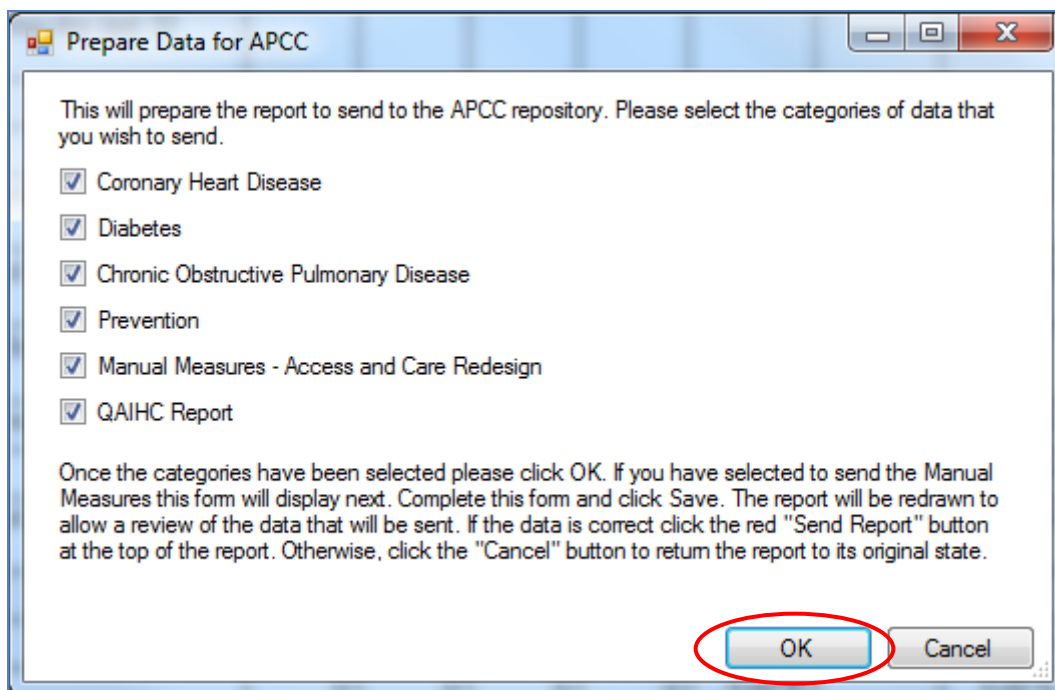
Once the data has been loaded into the CAT select the **Standard Reports** tab, then the **APCC Report** tab to open the reporting screen.



Click the **Prepare Report** button to populate the APCC Report.



A dialogue will appear asking which measures you would like to submit to the web portal. Un-checking a box next to a measure topic will mean that topics data is not submitted to the web portal. Click **OK** to proceed.



If the **Manual Measures – Access and Care Redesign** topic box is checked a new dialogue box will appear. This is where you can enter the values that cannot be automatically collected from your clinical software. Click **Save** to continue. *Please keep any values you cannot collect blank, as a zero will be calculated as a valid data point.*

Manual Measures

Please enter the Manual Measures for the APCC report:

MAN-001 Is the practice using an 'Open Access' system? Yes No

MAN-002 The number of days until the GP 3rd Available appointment. 0.00

MAN-003 Is there a practice nurse who takes appointments? Yes No

MAN-004 The number of days until the Practice nurse 3rd available 0.00

MAN-005 The number of patients whose appointment demands were unmet. 0

MAN-006 Average patient satisfaction score. 0.00

MAN-007 The number of full time equivalent GPs at the practice. 0.00

MAN-008 The number of full time equivalent practice nurses employed at the practice. 0.00

Does the practice have a practice wide, systemised register for the following?

MAN-012	CHD	None	MAN-013	Hypertension	None	MAN-014	COPD	None
MAN-015	Asthma	None	MAN-016	Diabetes	None	MAN-017	Diabetes Risk	None
MAN-018	Any Mental Health	None	MAN-019	Osteoporosis	None	MAN-020	Any Cancer	None
Other (comma separated values)			MAN-021	Paper		MAN-021	Electronic	

Does the practice have a practice wide, systemised recall/ reminder system for the following?

MAN-022	CHD	None	MAN-023	Hypertension	None	MAN-024	COPD	None
MAN-025	Asthma	None	MAN-026	Diabetes	None	MAN-027	Diabetes Risk	None
MAN-028	Any Mental Health	None	MAN-029	Osteoporosis	None	MAN-030	Any Cancer	None
Other (comma separated values)			MAN-031	Paper		MAN-031	Electronic	

MAN-032 The number of full time equivalent Aboriginal Health Workers employed at the practice. 0.00

MAN-033 The number of full time equivalent Allied Health Workers employed at the practice. 0.00

MAN-034 The number of full time equivalent Administration/Management Staff employed at the practice. 0.00

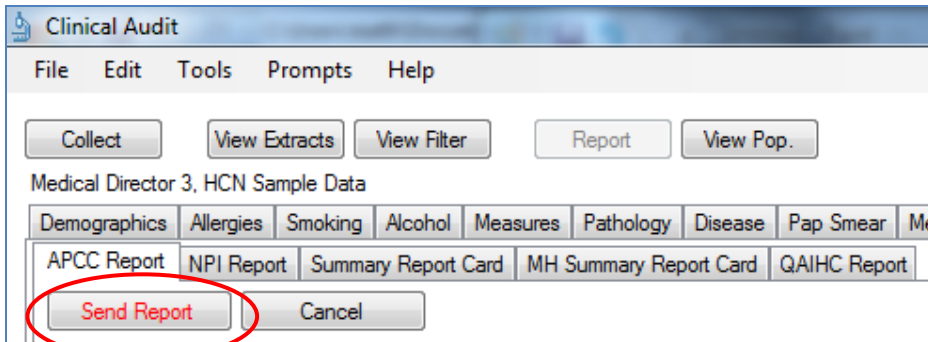
MAN-035 The number of full time equivalent Psychologists/Counsellors employed at the practice 0.00

MAN-036 The percentage of total practice staff who have had Aboriginal and Torres Strait Islander Cultural Awareness Training 0.00

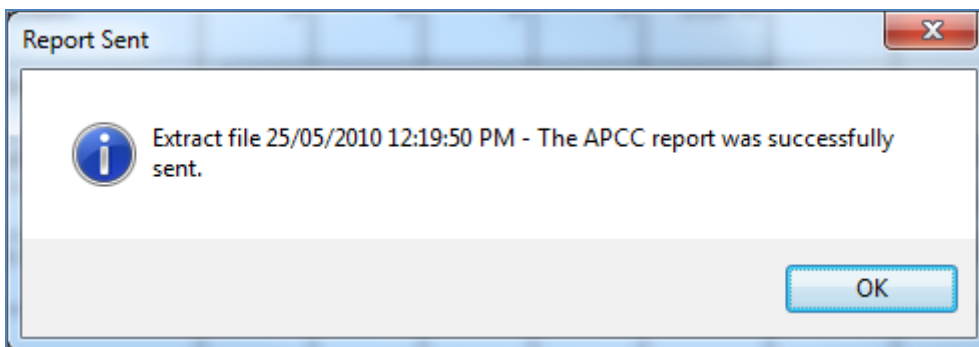
Save
Cancel

The prevention measures will also appear as a new dialogue box at this point. Once the values are entered click **Save** to continue.

The button at the top of the screen has now changed to say **Send Report**. When you click this button to complete the upload you will be asked to confirm that you wish to send the data to the APCC repository.



If your upload has been successful you will receive a message with the extraction date to confirm.



Submitting Data Manually

From *My Health Service*, click on the *Submit Manual Measures* link, under *Quick Links* on the right of the page.

Submit Links


[Submit Manual Measures](#)

[Submit PDSA](#)

Last Submission

Could not get ProgramEntityGUID from parameter values


Report Quick Links

 [Export Report Data](#)


My Programs

You are currently associated with the following programs:


Once the form is loaded, select today's date in the *Measure Submission Date* selection. This will ensure that your data is accredited to the correct reporting period provided it is submitted before the monthly cut-off period (midnight 1st Wednesday of the month).



Australian Primary Care Collaboratives



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Measure Submission Date: 

Program Entity:

Please click [here](#) for a full description of the CHD and c

Coronary Heart Disease

Measure

The number of patients on the CHD register

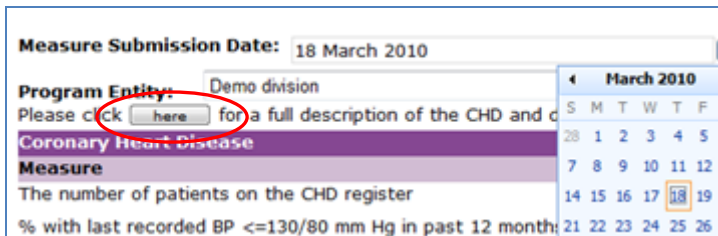
Measure	Total	%
% with last recorded BP <=130/80 mm Hg in past 12 months	<input type="text"/>	%
% on an anti-platelet	<input type="text"/>	%
% on a statin	<input type="text"/>	%
% with last recorded total cholesterol of <4mmol/l in past 12 months	<input type="text"/>	%

← March 2010

S	M	T	W	T	F	S
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3


Today is Thursday, 18 March 2010

A full description of the CHD and diabetes measures can be seen by selecting [here](#) button located below the **Program Entity** drop down list.



Measure Submission Date: 18 March 2010
 Program Entity: Demo division
 Please click [here](#) for a full description of the CHD and c
Coronary Heart Disease
Measure
 The number of patients on the CHD register
 % with last recorded BP <=130/80 mm Hg in past 12 months

If you are linked to more than one health service, select the health service you are submitting measures for in the **Program Entity** drop down list. *Please note that the form will default to the first organisation in the list.*




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Measure Submission Date: 18 March 2010
 Program Entity: Demo division
 Please click [here](#)
Coronary Heart Disease
Measure
 The number of patients
 % with last recorded
 % on an anti-platelet

- Demo division
- Demo practice 1
- Demo practice 2
- Demo practice 3
- Demo practice 4
- Sample Practice 2

The measure fields can now be completed with the values obtained for the APCC program. ***If you cannot collect any of the measures, leave the field blank*** (zeros will be counted as a value, not a blank). *If the measures are not a requirement of your APCC program wave but you would like to submit them for your own reference, please feel free to do so.*

Third Available Appointment measures can be calculated by pressing the *calculator* button next to the relevant measure; the below example refers to the **GP 3rd Available Appointment** measure.

Access
 Patient Survey:
 Unmet Demand:
 GP Full Time Equivalent:
 Nurse Full Time Equivalent:
 The number of days until the GP 3rd available appointment : NaN
 The number of days until the Practice nurse 3rd available appointment : NaN
(where there is not a practice nurse or the practice nurse does not have appointments this measure is not required)

A table will appear. You will need to enter in the name of your GPs, as well as their FTE in the spaces provided. *Please note you will need to re-enter this information every time you open the calculator.*

The number of days until the GP 3rd available appointment : 0.00

Name	Dr A	Dr B	Dr C								
FTE	1	0.8	1								
Total	0	0	0	0	0	0	0	0	0	0	0
Average											
Av. X FTE	0	0	0	0	0	0	0	0	0	0	0

Insert item
Instructions
 The Calculator provides enough fields for 20 staff members, use the scroll bar along the bottom of the screen to show more columns.

In the first row, select the date the 3rd available data was collected.

Access
 Patient Survey:
 Unmet Demand:
 GP Full Time Equivalent:
 Nurse Full Time Equivalent:
 The number of days until the GP 3rd available appointment : 0.00

Name	Dr A	Dr B	Dr C								
FTE	1	0.8	1								

enough fields for 20 staff members, use the scroll bar along the bottom of the screen to show more columns.

names and FTE), when you close the calculator these will be saved and will be recalled next time you use it.
 are measuring 3rd available appointment in the Date Column (dd/mm/yy).
 ar of days and enter it in the days column

Then enter the number of days (until the 3rd available appointment) for each GP on that specific day.

Name	Dr A	Dr B	Dr C							
FTE	1	0.8	1							
18/03/2010	3	2	3							
Total	3	2	3	0	0	0	0	0	0	0
Average	3	2	3							
Av. X FTE	3	1.6	3	0	0	0	0	0	0	0

If you wish to add numbers you have collected on a different day; click *Insert Item* at the bottom left of the table.

Name	Dr A	Dr B	Dr C							
FTE	1	0.8	1							
18/03/2010	3	2	3							
Total	3	2	3	0	0	0	0	0	0	0
Average	3	2	3							
Av. X FTE	3	1.6	3	0	0	0	0	0	0	0

Insert item

Instructions
The Calculator provides enough fields for 20 staff members, use the scroll bar along the bottom of the screen to show more columns.

You can then select another date and add additional data. The calculator will automatically work out the overall measure value.

The number of days until the GP 3rd available appointment :

Name	Dr A	Dr B	Dr C							
FTE	1	0.8	1							
18/03/2010	3	2	3							
Total	3	2	3	0	0	0	0	0	0	0
Average	3	2	3							
Av. X FTE	3	1.6	3	0	0	0	0	0	0	0

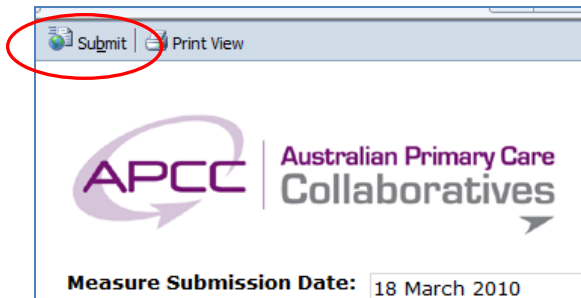
Insert item

Instructions
The Calculator provides enough fields for 20 staff members, use the scroll bar along the bottom of the screen to show more columns.

If staff are on annual leave or sick (No Locum Cover), please leave the relevant cells blank.

The calculation process is the same for the practice nurse's 3rd available appointment. However, you will need to use the calculator next to the *Nurse 3rd Available Appointment* measure.

Once you have completed the data entry, press **Submit** at the very top or very bottom of the data entry form.

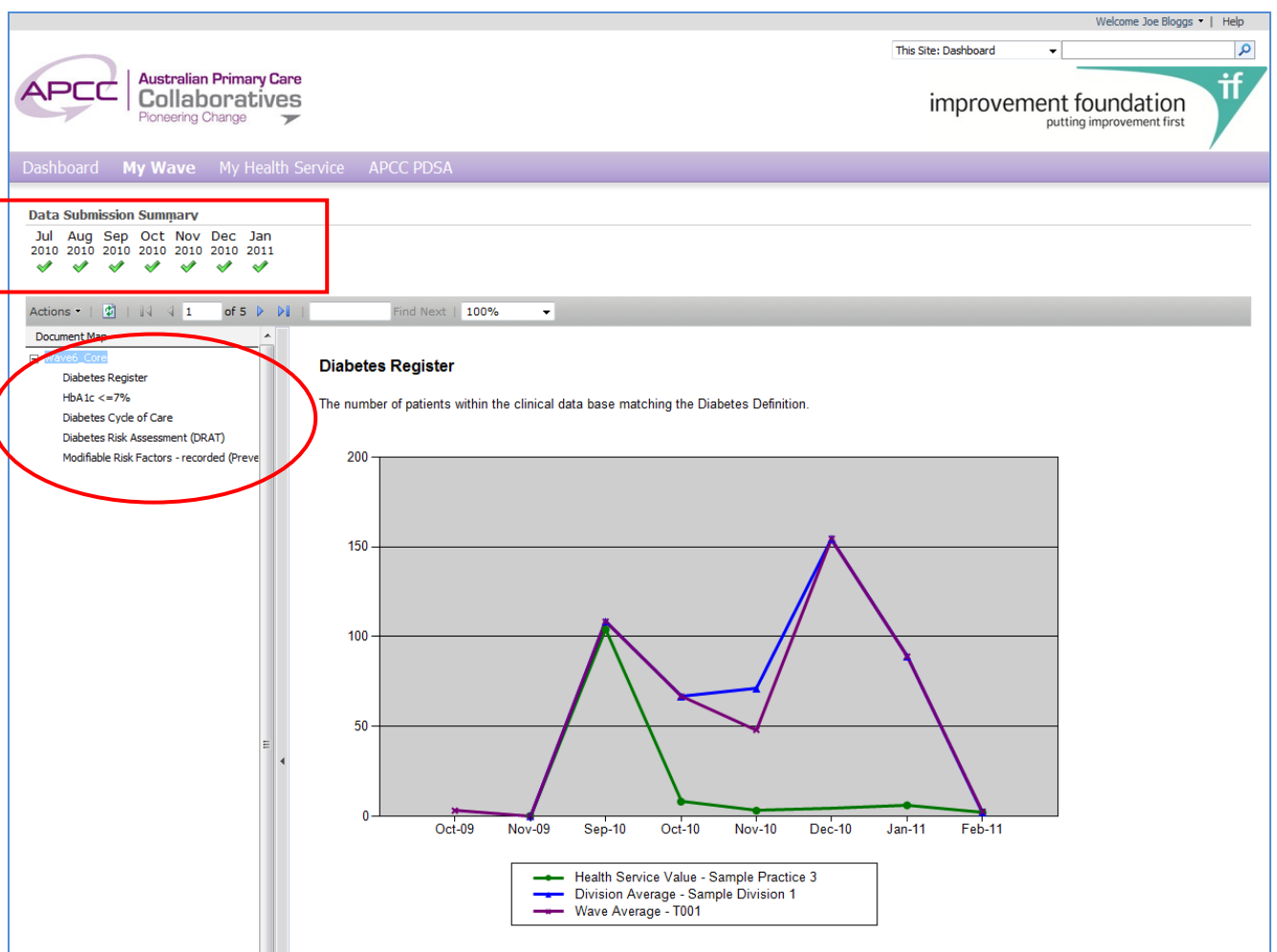


*Please note: The form will not retain any information from one month to the next, it will be blank each time it is loaded. If you wish to retain a copy of your calculations you can print the form by clicking on **Print View** at the top or bottom of the page, then use the print function of your web browser.*

My Wave tab

The **My Wave** tab provides a snapshot of the Diabetes Prevention & Management measures, as well displaying the months for which Diabetes data has been submitted.

A range of reports on a sub set of the measures can be selected from the menu on the left of the page. The selected report will display in the centre of the screen.



The screenshot shows the APCC My Wave interface. At the top, there are navigation tabs: Dashboard, **My Wave**, My Health Service, and APCC PDSA. Below the navigation is a 'Data Submission Summary' table with a red box around it, showing submission status for months from July 2010 to January 2011, with green checkmarks indicating successful submissions.

Below the summary is a 'Document Map' on the left with a red circle around it, listing several reports: Diabetes Register, HbA1c <=7%, Diabetes Cycle of Care, Diabetes Risk Assessment (DRAT), and Modifiable Risk Factors - recorded (Preve). The 'Diabetes Register' is selected.

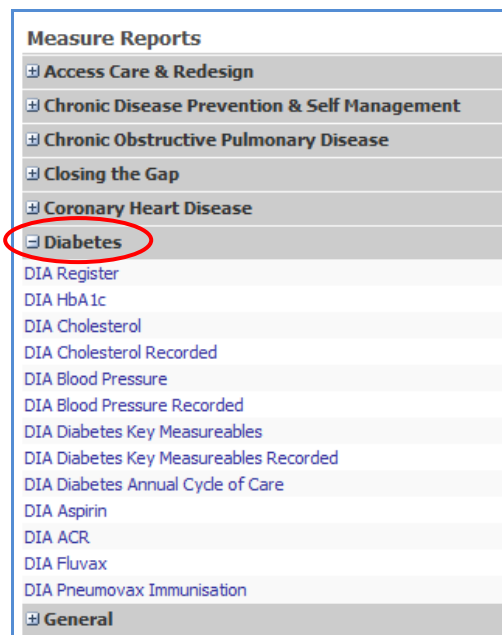
The main content area displays the 'Diabetes Register' report, which includes a line chart showing the number of patients matching the Diabetes Definition from October 2009 to February 2011. The chart compares three data series: Health Service Value - Sample Practice 3 (green line), Division Average - Sample Division 1 (blue line), and Wave Average - T001 (purple line). The Y-axis ranges from 0 to 200 patients.

Month	Health Service Value - Sample Practice 3	Division Average - Sample Division 1	Wave Average - T001
Oct-09	0	0	0
Nov-09	0	0	0
Sep-10	100	100	100
Oct-10	10	65	65
Nov-10	5	70	50
Dec-10	5	150	150
Jan-11	5	90	90
Feb-11	0	0	0

Viewing measure reports

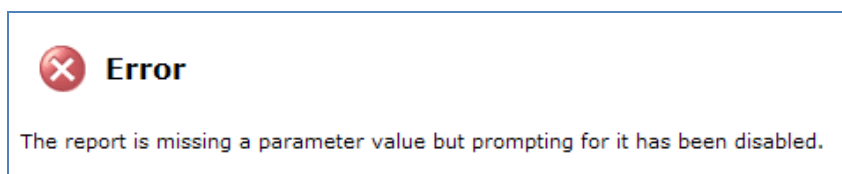
In the [My Health Service](#) page you can select reports from the expandable grey box.

The reports are arranged into their measure topics (CHD, DIA, etc). To view a specific report, click on the appropriate measure topic or the + next to the topic name. The topic will expand out to reveal the individual measures.



You can now select the measure for which you would like to view the report.

If you receive the following error it usually indicates that no values have been entered for that particular measure. Please check that the correct practice is selected from the drop down box, as some practices may have no values entered.

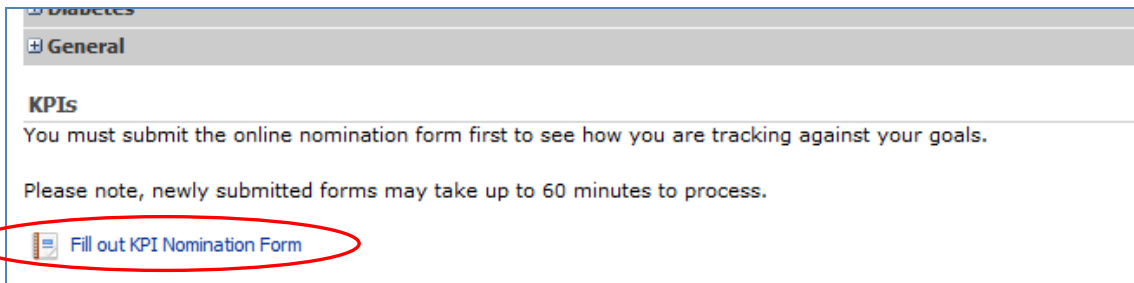


To select a different measure to view, click the [My Health Service](#) link at the top of the page.

Key Performance Indicator dashboard

The *Key Performance Indicator dashboard* (KPI) allows health services to monitor their progress over time against self-set goals. The targets will then be compared against the data submitted for the reporting period and a traffic light display will indicate how close each measure is to target.

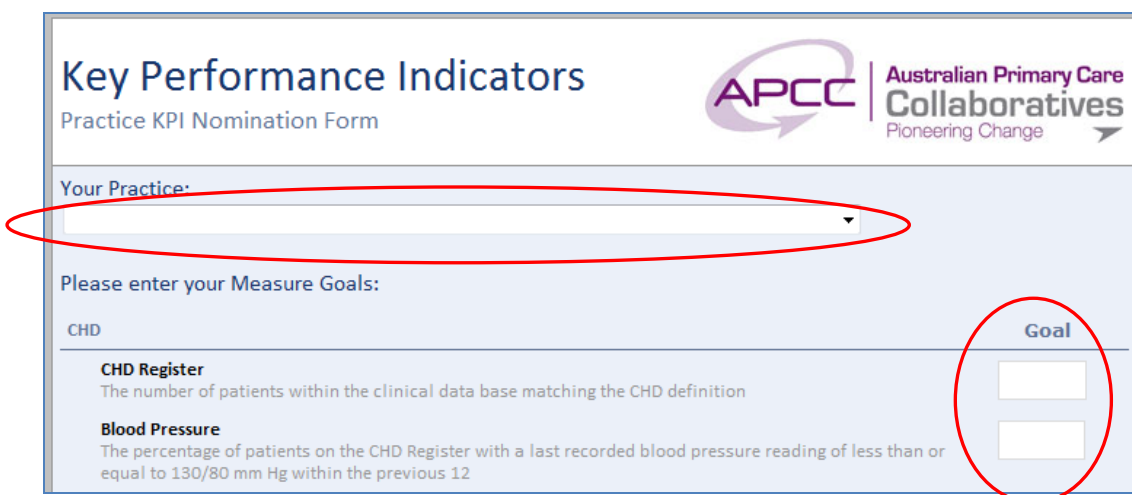
To set (or edit existing) targets for the KPIs on the *My Health Service* page, click the *Fill out KPI Nomination Form link*.



Diabetes
General
KPIs
 You must submit the online nomination form first to see how you are tracking against your goals.
 Please note, newly submitted forms may take up to 60 minutes to process.
[Fill out KPI Nomination Form](#)

A new page will load displaying a form.

Select the health service name from the drop-down menu, and then enter the nominated value into the relevant section for each desired measure.



Key Performance Indicators
 Practice KPI Nomination Form

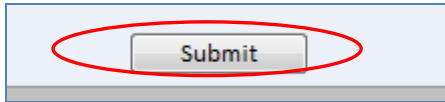
Your Practice:

Please enter your Measure Goals:

CHD	Goal
CHD Register The number of patients within the clinical data base matching the CHD definition	<input type="text"/>
Blood Pressure The percentage of patients on the CHD Register with a last recorded blood pressure reading of less than or equal to 130/80 mm Hg within the previous 12	<input type="text"/>

Please note that values DO NOT need to be entered for all measures, only those you wish to track.

Once the desired KPI targets are set, click **Submit** at the bottom of the form.



The KPIs with a set target will now be displayed on the **My Health Service** page.














The traffic light colours indicate how close a measure is to target:


Red: you are 20% or more away from achieving your set goal.

Yellow: your current result is greater than 10% and less than 20% of your set goal.

Green: you are within 10% of your set goal.

If your results are yellow or the red because you are exceeding your goals by an unexpected margin, then it may be time to consider setting new goals for your health service or investigate further.

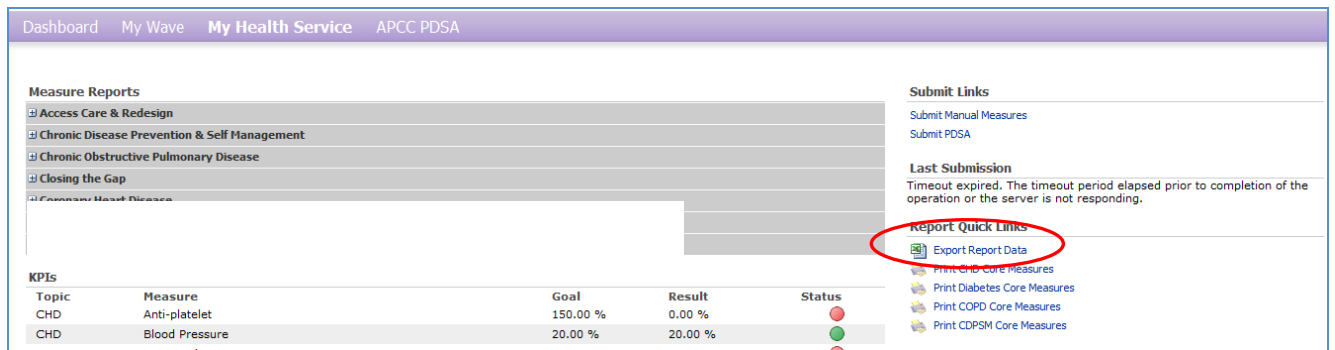
KPIs				
Topic	Measure	Goal	Result	Status
CHD	Anti-platelet	65.00 %	76.54 %	
CHD	Blood Pressure	35.00 %	40.60 %	
CHD	CHD Register	768	238	
COPD	COPD Register	77	84	
COPD	Smoking Status	51.00 %	51.24 %	
COPD	Spirometry	16.00 %	10.61 %	
Diabetes	Cholesterol	40.00 %	29.41 %	
Diabetes	Diabetes Annual Cycle of Care.	46.00 %	45.92 %	
Diabetes	Diabetes Register	305	334	
Diabetes	i) HbA1c <= 7%	37.00 %	43.43 %	
GEN	Modifiable Risk Factors - Prevention	35.00 %	20.81 %	
GEN	Modifiable Risk Factors - Self Management	30.00 %	22.74 %	
GEN	Non-Smoker	42.00 %	46.67 %	

 [Fill out KPI Nomination Form](#)

Please note there is a slight delay for the form to process. This should be no longer than 1 hour.

How to view and download the health service data

Select the **My Health Service**, select **Export Report Data** from the right hand side of the page.



Dashboard | My Wave | **My Health Service** | APCC PDSA

Measure Reports

- Access Care & Redesign
- Chronic Disease Prevention & Self Management
- Chronic Obstructive Pulmonary Disease
- Closing the Gap
- Common Heart Disease

Submit Links

- Submit Manual Measures
- Submit PDSA

Last Submission

Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding.

Report Quick Links

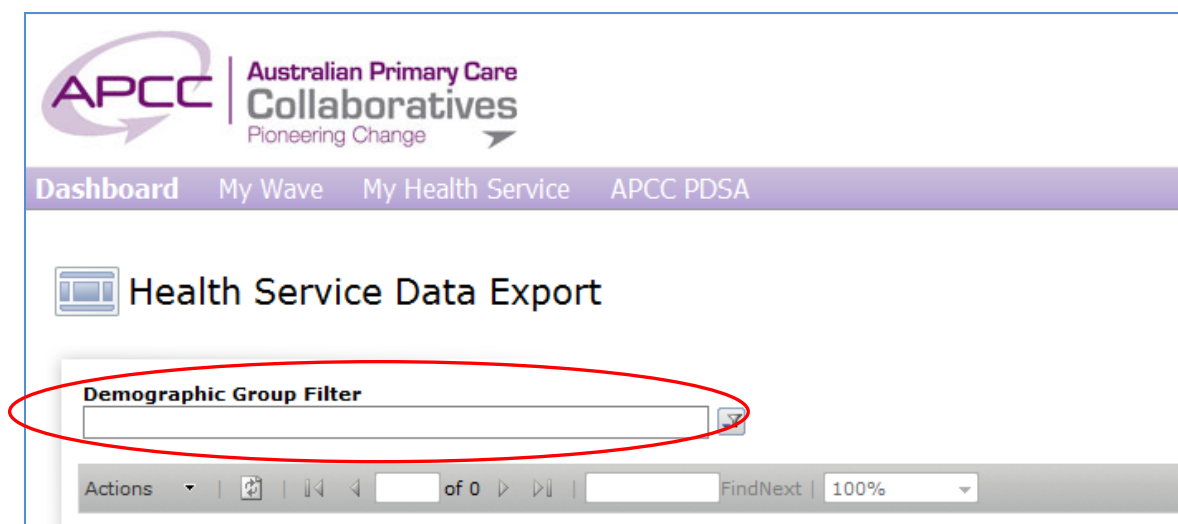
- Export Report Data**
- Print CHD Core Measures
- Print Diabetes Core Measures
- Print COPD Core Measures
- Print CDPSM Core Measures

KPIs

Topic	Measure	Goal	Result	Status
CHD	Anti-platelet	150.00 %	0.00 %	●
CHD	Blood Pressure	20.00 %	20.00 %	●
CHD	CHD Register	200	5	●

A new window will open containing the report. The **Demographic Group Filter** allows the selection of either all the health service's data or subsets of the submitted measures.

Please note: Use the dropdown box to select the health service whose data you wish to view if you are associated with more than one service.





Australian Primary Care Collaboratives
 Pioneering Change

Dashboard | My Wave | **My Health Service** | APCC PDSA

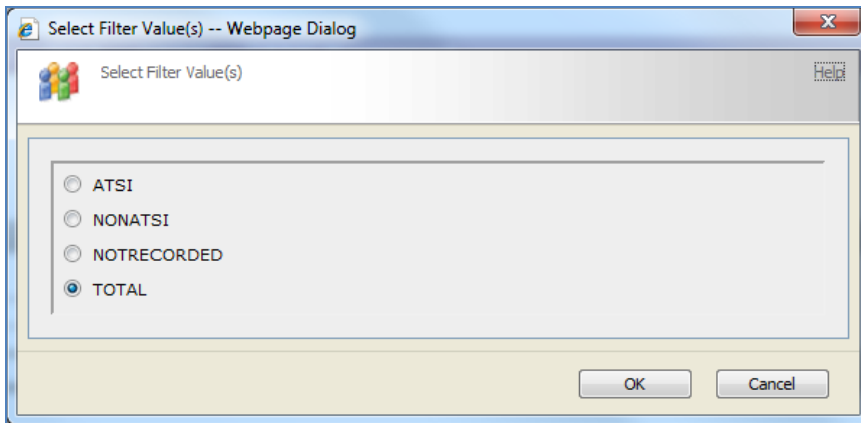
Health Service Data Export

Demographic Group Filter

Actions |  |  |  | of 0 | FindNext | 100%

Clicking the filter button will open a dialog box with the following selections:

- TOTAL – all active patients
- ATSI – active patients identified as being of Aboriginal/Torres Strait Islander origin in the clinical software
- NONATSI – active patients identified as not being of Aboriginal/Torres Strait Islander origin in the clinical software
- NOTRECORDED – active patients not identified as either Aboriginal/Torres Strait Islander or not in the clinical software



Click OK once you have selected the demographic group.

The report will now refresh and the monthly data will be visible.

To view the measures not displayed on the first page of the report, click the right arrow in the toolbar at the top of the report. You can use the left arrow to go back to the first page.

Please select: Demo Health Service 1

Demographic Group Filter
TOTAL

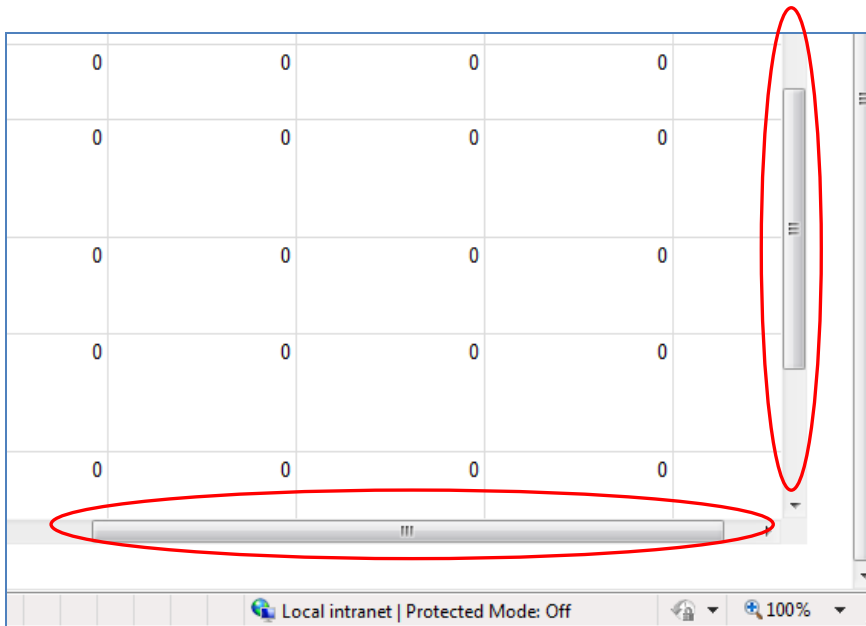
Actions | 1 of 2 | FindNext | 100%

Demo Health Service 1

Measures for TOTAL demographic group			Date	
			Feb-2009	Mar-2009
CHD-001	CHD Register	The number of patients within the clinical data base matching the CHD definition	76	84.44
CHD-002	Blood Pressure	The percentage of patients on the CHD Register with a last recorded blood pressure reading of less than or equal to 130/80 mm Hg within the previous 12	0.12	0.13

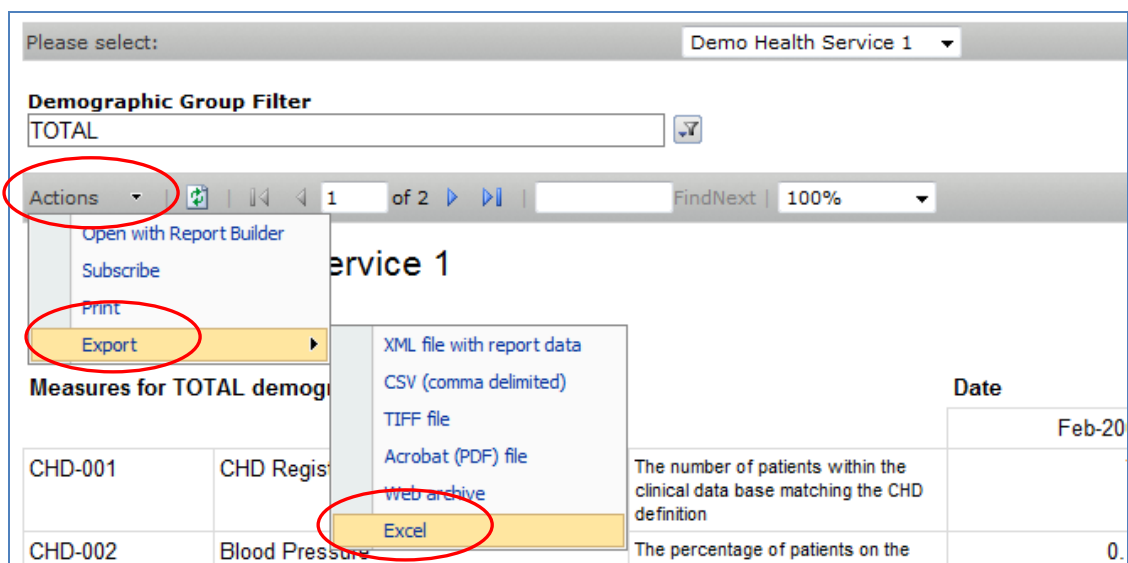
The scroll bars on the right and bottom of your screen can be used to view various parts of the report.

Please note: Use the furthestmost scroll bar at the right of your screen and scroll down to expose the bottom scroll bar.

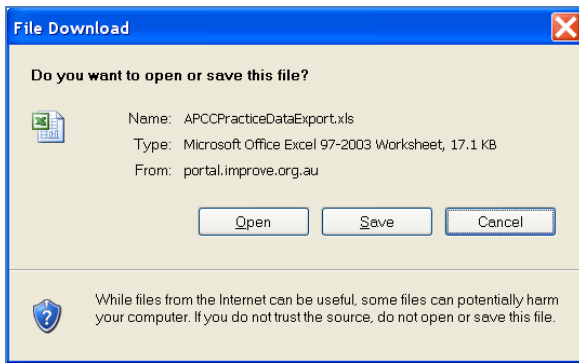


To export the data to a file format, click on the **Actions** menu at the top of the report.

Choose **Export** and then the file format you wish to export the data into. Excel is a common choice but your selection will depend on the software you have available on your PC.



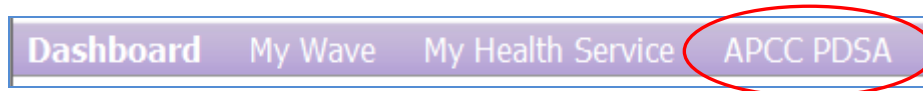
You can then choose to **Open** or **Save** the file. We recommend saving the file in an appropriate place. It is not a large file and this will allow you to review and edit at a later date.



Please note: The Export Report Data lists all the possible measures that can be submitted to the web portal. Whether or not health services can submit values for all the measures depends on several factors, for example; the clinical software the health service uses, and how it collects the required measures. As a result, there may be blanks in some of the measures.

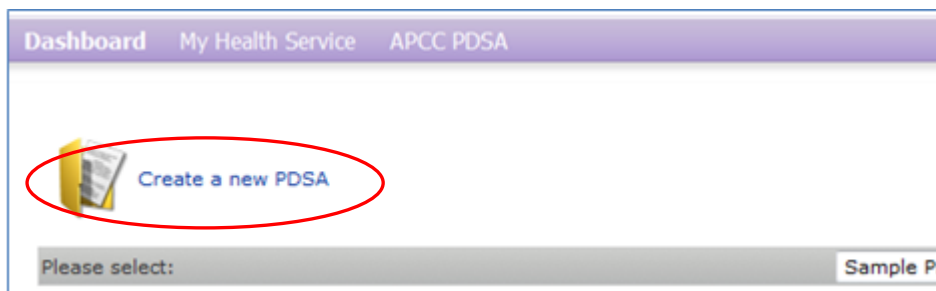
Creating and Viewing PDSAs

From the [APCC PDSA](#) page, you can view practice's latest submitted PDSAs.

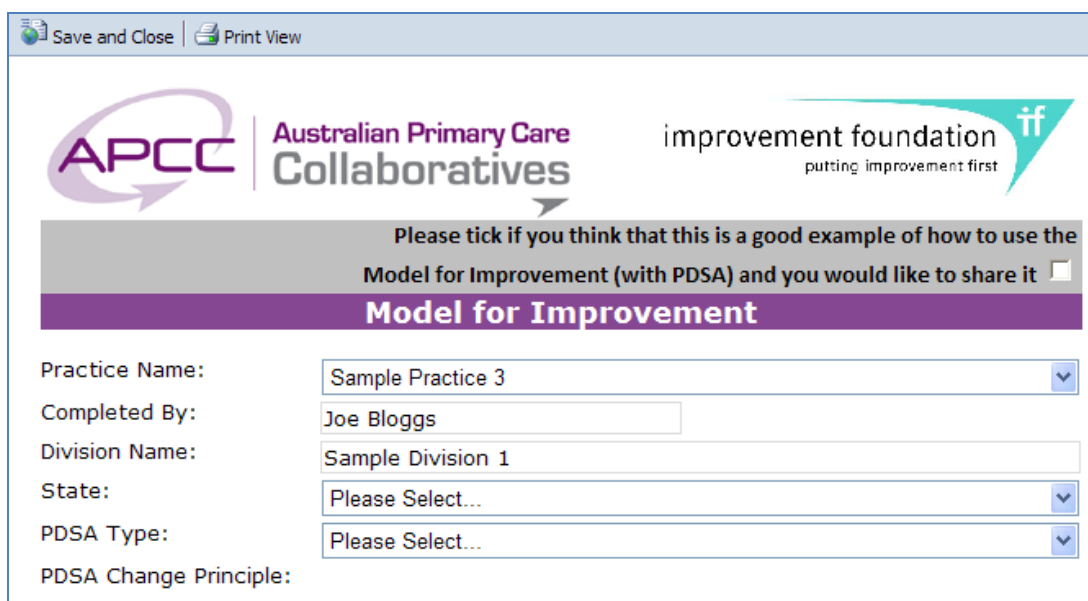


You will then be able to view PDSAs already submitted.

To submit a new PDSA, click on the [Create a new PDSA](#) link.



This will load a new PDSA form. You will first be required to select the name of the health service you are writing the PDSA for, the type of PDSA you will be entering and the change principle the PDSA relates to.



A screenshot of a web form titled 'Model for Improvement'. At the top, there are logos for APCC and the improvement foundation. Below the logos, there is a checkbox with the text: 'Please tick if you think that this is a good example of how to use the Model for Improvement (with PDSA) and you would like to share it'. The form contains several input fields: 'Practice Name' (a dropdown menu showing 'Sample Practice 3'), 'Completed By' (a text box with 'Joe Bloggs'), 'Division Name' (a text box with 'Sample Division 1'), 'State' (a dropdown menu showing 'Please Select...'), 'PDSA Type' (a dropdown menu showing 'Please Select...'), and 'PDSA Change Principle' (an empty text box). At the top left of the form, there are 'Save and Close' and 'Print View' buttons.

Once you have completed these fields, you can progress with completing the three fundamental questions for your PDSA. The third question (Idea 1) will lead to your first PDSA cycle. *Please note that you will need to answer the **What** and **Who** sections before you can save the PDSA, as these are mandatory fields.*

The 3 Fundamental Questions

1. What are we trying to accomplish?
By answering this question you will develop your GOAL for improvement

2. How will we know that a change is an improvement?
By answering this question you will develop MEASURES to track the achievement of your goal

3. What changes can we make that will lead to an improvement?
By answering this question you will develop the IDEAS that you can test to achieve your goal

Idea 1

Cycle 1 Show/Hide

Plan: what, who, when, where, predictions & data to be collected

🔍 'Plan' Help

What: *

Who: *

When:

Enter your plan for the PDSA cycle. If you are not able to fully complete your cycle press **Save and Close** at the bottom or top of the form; you can return and complete the cycle at a later date. *You will NOT be able to complete the cycle until you have completed the **Do**, **Study** and **Act** fields.*

PDSA Cycle Complete
This will lock the PDSA from editing

Add PDSA Cycle

Add more ideas

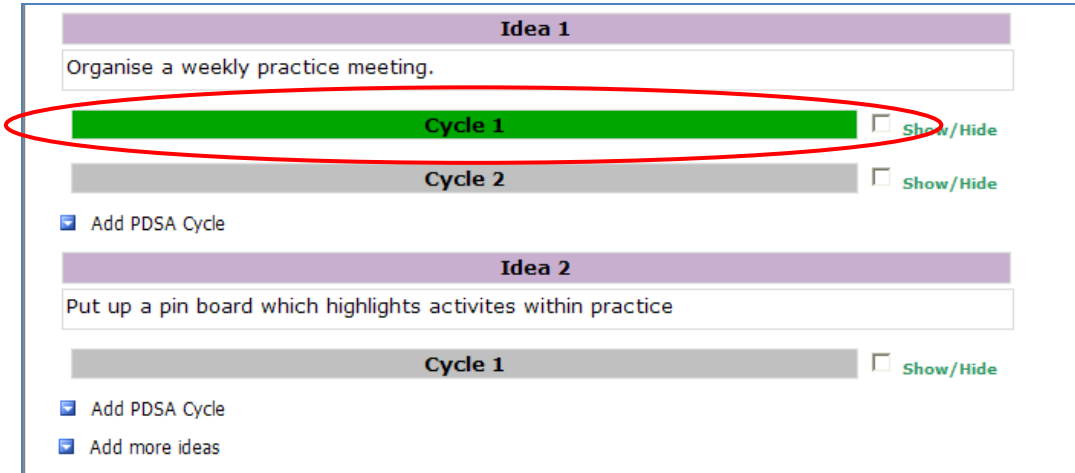
Once you have completed the full PDSA cycle (Plan, Do, Study and Act sections), please ensure you select the **PDSA Cycle Complete** box at the bottom of the PDSA cycle.

PDSA Cycle Complete
This will lock the PDSA from editing

Add PDSA Cycle

Add more ideas

Once a cycle is fully completed the title box will turn green.



Idea 1

Organise a weekly practice meeting.

Cycle 1 Show/Hide

Cycle 2 Show/Hide

Add PDSA Cycle

Idea 2

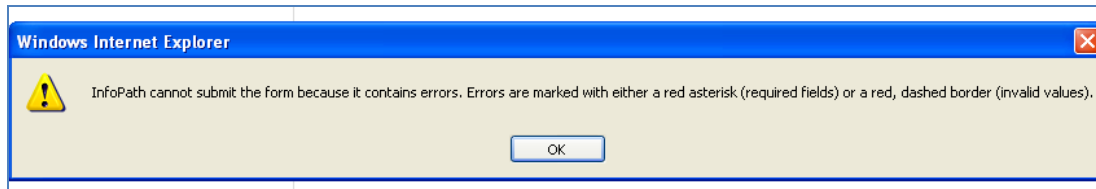
Put up a pin board which highlights activities within practice

Cycle 1 Show/Hide

Add PDSA Cycle

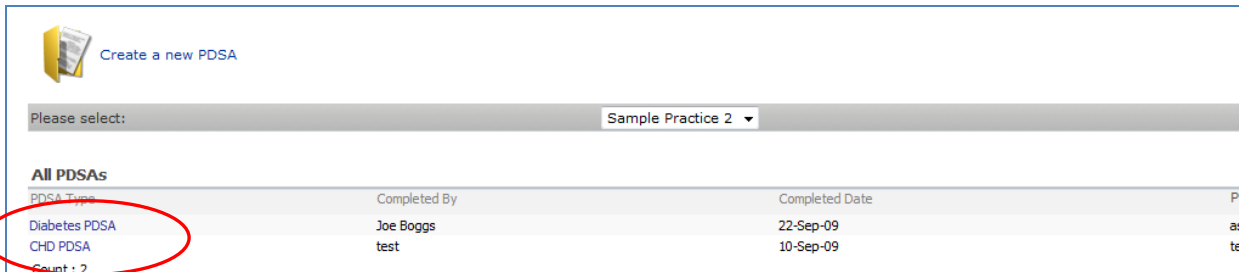
Add more ideas

*Please note: if you have not completed the mandatory fields, a dialogue box will appear indicating that you are not able to save. You will need to fill in the mandatory sections detailed earlier then select **Save and Close** again.*



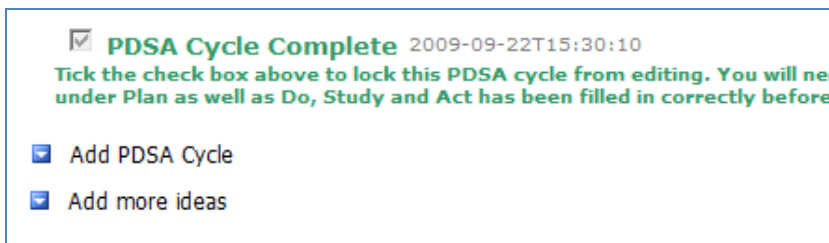
Editing PDSAs or add further cycles to a PDSA

To edit an existing PDSA, click on the relevant PDSA form you would like to add cycle to or edit.



PDSA Type	Completed By	Completed Date
Diabetes PDSA	Joe Boggs	22-Sep-09
CHD PDSA	test	10-Sep-09

If you wish to begin another PDSA cycle within an existing idea, then click on the [Add PDSA Cycle](#) link. If you would like to begin a new idea, then click on the [Add more ideas](#) button.

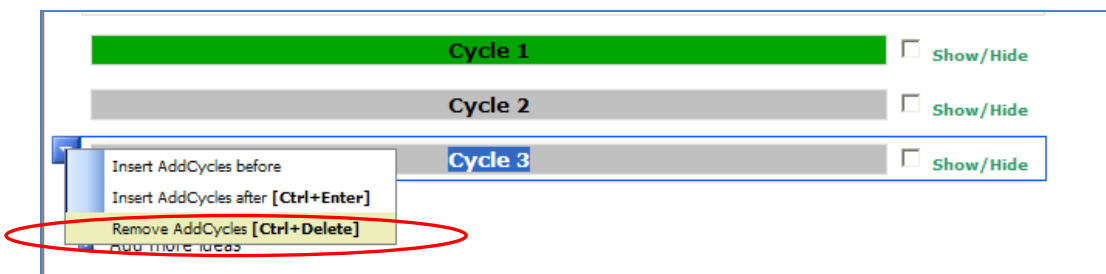


PDSA Cycle Complete 2009-09-22T15:30:10
 Tick the check box above to lock this PDSA cycle from editing. You will need to complete the Plan as well as Do, Study and Act has been filled in correctly before.

Add PDSA Cycle
 Add more ideas

As all the information is on the one screen, it is easy to look back and refer to the ideas and cycles you have already generated.

To delete a [PDSA cycle](#) or [Idea](#), click on the downward arrow on the left and select [remove](#).



Cycle 1 Show/Hide
 Cycle 2 Show/Hide
 Cycle 3 Show/Hide

Insert AddCycles before
 Insert AddCycles after [Ctrl+Enter]
Remove AddCycles [Ctrl+Delete]
 Add more ideas

Once you have finished adding information, click [Save and Close](#) to return to the [PDSA](#) page.