

Your Division

Measuring for Improvement in the Web Portal

The Improvement Foundation (IF) has pioneered an innovative web based measurement system for the Australian Primary Care Collaboratives (APCC) Program. IF is making the web portal and APCC measurement set available to all health services in Australia, so they can experience the benefits of measuring for improvement within a safe and secure online environment.

Health services can submit data regularly to the web portal. The feedback graphs produced within the web portal provide a snapshot of how a health service is tracking against a number of measures on a month-by-month basis. Your Division can use the graphs as a tool to communicate with your health services about which areas they are doing well in, and to guide support in areas that would benefit from improvement activities.

BENEFITS OF USING THE WEB PORTAL

The web portal can assist staff at the Division level to:

- Benchmark their health services against Division and wave averages
- Analyse and monitor health service data to track their improvements
- Access useful APCC resources
- Generate reports
- View feedback graphs of de-identified population health data across a variety of measures

Each Division on the web portal has access to their own Division tab, a comprehensive home page which provides access to performance indicators, health service trend graphs, population health data, contact details and search capabilities.

PERFORMANCE INDICATORS

The Division tab allows staff at the Division to view a snapshot of a number of performance indicators. These indicators include:

- The total number of health services within the Division
- The total number of health services within the Division submitting data to the web portal
- The average number of patients (from the Division's submitting health services) on coronary heart disease and diabetes registers
- The percentage of the Division's health services that are accredited
- The percentage of recorded Aboriginal & Torres Strait Islander patients and recorded non Aboriginal & Torres Strait Islander patients within the Division's submitting health services' patient population.

The results will automatically generate from the data submitted by health services.

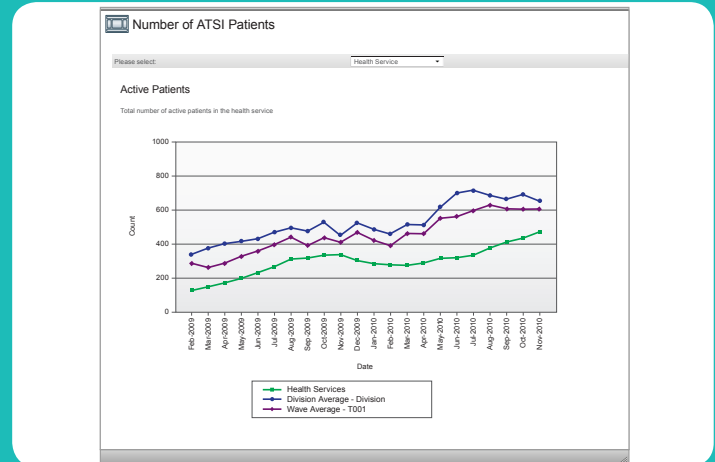
The more health services a Division has activated and submitting data to the web portal, the more meaningful those indicators will be.

Division		Period Ending: 31/10/2010		
Indicators				
7	5	4	420	585.6
Total Practices	Total Practices Submitting	Total Practices (Profile)	Mean CHD Patients	Mean DIA Patients
80.00%	NaN	45.5	26	
Accredited	PIP	Total GP FTE	Total Nurse FTE	
50,000	1%	54%	75%	75%
Total Population	ATSI	Non ATSI	Electronic Registers	Electronic Recall
Core Measure Trends since (2009-November)				

MY HEALTH SERVICE TAB

Through the 'My Health Service' tab, Division staff can:

- Generate reports on the performance of their submitting health services
- Generate trend graphs of measures from data submitted by the health services
- Monitor the status of key performance indicators, as nominated by each health service.



CPM TAB

The CPM tab provides Collaborative Program Managers (CPMs) of the APCC Program with easy and immediate access to their participating health services' performance progress, as well as monthly online reporting capabilities.

Wave	Practice	Data Completeness					PDSA Completed Cycle Count						
		CHD	DIA	ACR	CCPD	CDPSM	CIG	CHD	DIA	ACR	CDPC	COPSM	CIG
T001													
	Demo Health Service 1	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	1/10	0/19	0/19	0/0	0/0	0/0
	Demo Health Service 2	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	2/39	1/45	1/46	1/41	1/48	0/0
	Demo Health Service 3	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	1/50	1/52	4/66	0/0	0/0	0/0
	Demo Health Service 4	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0/18	0/24	3/34	0/0	0/0	0/0
	Demo Health Service 5	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	2/38	1/44	1/44	0/0	0/0	0/0
	Wave Avg	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	6/155	3/184	2/209	3/125	3/177	0/0

WHAT IF I WANT TO KNOW MORE?

To find out more about the web portal contact the Improvement Foundation on (08) 8422 7400 or email: data@improve.org.au.