

# Your Health Service

## Measuring for Improvement in the Web Portal

### 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 review and track progress in a number of topic areas.

### HEALTH SERVICES CAN USE THE WEB PORTAL FOR:

- Analysing patient population data to identify target areas for management of care
- Viewing monthly trend graphs and tracking improvements
- Comparing health service progress compared to your Division's averages
- Searching for useful APCC Program resources
- Setting clinical goals and monitoring progress with an easy to use 'traffic light' system

### BENEFITS OF USING THE WEB PORTAL

The reports produced within the web portal provide a snapshot of how the health service is tracking against a number of measures on a month-by-month basis. The graphs can be used as a tool to communicate with staff which areas the health service is doing well in, and which areas can be improved.

### WHAT HEALTH SERVICES SAY ABOUT MEASURING FOR IMPROVEMENT

"When I'm driving I check the speedo, my rear view mirror & watch my fuel & temperature gauges, to check how I am travelling, to see if I am safe & to ensure a timely arrival.

By providing data regularly to a collating body that analyses it & then returns that data in a measurable & informative way, your health service can see exactly how they are travelling, build on their strengths & eliminate their weaknesses.

Analysed data helps your health services create a profile of disease & morbidity which in turn can be used realistically to enable you to target areas of need & improvement within the practice & contribute to your community's health in a meaningful way."

**Dr Nick Stephens, Daisy Hill Medical Centre, QLD**

"We still run our extraction every month and consider how we could be doing things better - as there is still room for improvement! The web portal has engaged us as a team [clinical + admin] all working towards the same goal of improving our patients' health."

**Dr Alison Edwards Broughton Clinic, SA**



## PUT YOUR HEALTH SERVICE IN THE DRIVER'S SEAT!

You and the health service team decides which of the available topic areas and measures you'd like to track for your health service. You set the health service goals and the KPI dashboard uses 'traffic lights' for an easy visual reference on how you are tracking towards your target.

KPIs		Goal	Result	Status
Topic	Measure			
CHD	Anti-platelet	90.00 %	66.30 %	Yellow
CHD	Blood Pressure	40.00 %	23.00 %	Red
CHD	CHD Register	98	98	Green
COPD	COPD Register	95	91	Green
COPD	Smoking Status	50.00 %	38.00 %	Red
COPD	Spirometry	15.00 %	0.00 %	Red
Diabetes	Cholesterol	30.00 %	28.00 %	Green
Diabetes	Diabetes Annual Cycle of Care.	32.00 %	32.00 %	Green
Diabetes	Diabetes Register	750	754	Green
Diabetes	i) HbA1c <= 7%	150	133	Yellow
GEN	Modifiable Risk Factors – Prevention	30.00 %	28.00 %	Green
GEN	Modifiable Risk Factors – Self Management	50.00 %	24.00 %	Red
GEN	Non-Smoker	20.00 %	18.00 %	Yellow

## HOW TO ACCESS THE WEB PORTAL

To access the portal all your health service needs is:

- Internet access on a computer,\* preferably broadband
- An individual email address

When the health service is ready to start using the web portal contact [data@improve.org.au](mailto:data@improve.org.au) and IF will provide you with a user guide and registration information.

Once activated on the web portal, health services can submit monthly data and automatically generate feedback graphs in real time.

*\* To extract data from your clinical system and submit it to the web portal it's best to have an extraction tool or clinical software capable of extraction, as well as broadband internet active on the same computer as your clinical software.*

## HOW MANY MEASURES CAN I COLLECT?

Collect upwards of 100 measures, spanning areas such as Chronic Obstructive Pulmonary Disease, Coronary Heart Disease, Diabetes, Chronic Disease Prevention, Aboriginal and/or Torres Strait Islander status, and Division indicators. For a full list of measures available visit [http://www.apcc.org.au/about\\_the\\_APCC/program\\_results/program\\_measures/](http://www.apcc.org.au/about_the_APCC/program_results/program_measures/)

You choose the measures you want to collect, or with secure automated data submission it's easy to collect them all.

## WHAT DOES IT COST?

A cornerstone of the APCC Program is to encourage the collection of data to measure improvement.

Currently there is no cost to use the APCC site within the web portal. IF will assist you with resources which work with most clinical systems to support secure automated data extraction and submission.

## WHO IS USING THE WEB PORTAL?

More than 400 health services use the web portal as a key tool to track their progress within the APCC Program.

## 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](mailto:data@improve.org.au).