

FAQs – IHDR in the Health Data Portal

The nKPI Form

Question: Can I print my completed nKPI form?

Answer: Yes, users can print the form out using the **Print** button. They can print individual indicators if they like or the whole form using the **Preview** tab. The **Preview** tab can also be used to print multiple tabs at once.

Question: Can I extract my form from the Portal in a usable format such as an Excel spreadsheet?

Answer: Currently, the form can only be extracted as an XML file but a future enhancement will allow users to extract the file in more usable formats, such as .csv.

Question: If I am a Health Service user, can I use the *Show completed comments* check box in the form to bring all comments back?

Answer: Yes. By doing this, Health Services will be able to bring back their own internal comments and any comments put against data validation issues.

Question: Can a Health Service just report on the indicators applicable to them?

Answer: Health Services will need to report on all indicators in the Portal for the January 2019 reporting round. If your Health Service doesn't report on all indicators, you can just use the **Zero cells** button to add zeros to the fields in the indicators you don't report on.

Question: Can we add internal comments to the form in the Portal to be shared just within our Health Service?

Answer: Yes, a comment added by a Health Service user in a data asset can be marked as "Complete" by any user within the Health Service with the required access. This means this comment/conversation will not be seen by the AIHW when the data asset is submitted to them for processing.

Question: Is there a link from the nKPI form to the indicator definitions

Answer: No, there isn't such a link in the Portal currently. This could be looked at as a future enhancement and Health Services will be notified if and when this occurs.

General

Question: What if the data coming out of the Clinical Information System into the Portal isn't accurate?

Answer: The department is working with the vendors of the Clinical Information Systems to improve the quality of the data submitted from each system over time. This includes independent validation of the calculations used to produce nKPI and OSR data for direct load data submissions.

Question: If my Health Service has multiple sites and each of these report separately on nKPI, will their reporting be done separately in the Portal or can the three sites report together as one reporting location?

Answer: Where possible Health Services should report in the Portal by site as each site will be set up as a reporting organisation in the Portal. You will be able to view your data separately for each site in the QLIK Indigenous Health Data dashboard if needed.

The mechanism for reporting data at site level varies, depending on your Clinical Information System and how it is set up. If you use Communicare you can report using the extraction tool recently rolled out by Telstra Health. The Department is in discussion with the other main clinical software vendors around introducing similar functionality. If your Health Service has a self-contained version of a Clinical Information System (e.g. Medical Director) at each delivery site, then you will be able to be set up in the Health Data Portal to report by site.

Question: When will we start using the Portal to report on HCP data?

Answer: The Health Data Portal will be used to report on HCP data from **June 2019**.

Question: Will the introduction of the Portal impact the claiming of 715s?

Answer: No, this won't impact 715 claiming or reflect MBS income. Services will now be able to see how many health checks they have completed by looking at the results for nKPI indicator 03 in the QLIK Dashboard.

Question: Can I remove my Trial Submissions once I have finished working with them so I don't clutter my list of data assets in the Portal?

Answer: You can remove Trial Submissions by selecting the *Remove Data Asset* action in the Portal. Please note though that this will also remove your trial submission data from your QLIK Indigenous Health Data dashboard.

Question: Can I filter my data assets view to remove any Trial Submissions?

Answer: Currently you can only filter by data asset status (not the type of data asset) in the Portal but this could be looked at as a future enhancement if needed. Please note though that the data asset view in the Portal filters data assets by date so the Trial Submissions will drop out of view as time goes on.

Question: With a lot of people on leave at the beginning of the reporting round, can we set the direct load to run automatically from our CIS on a particular day?

Answer: MD Insights users can schedule the date/ time for their initial data extraction, so this can happen while they are away. In a separate step, the extracted data is then used to generate the nKPI values which get sent to the Portal.

Question: Will the Portal notify us if we try to send a data asset to the AIHW that still has internal comments in it?

Answer: Not currently. If this becomes an issue during the reporting round in January then we can look at adding something as a possible system enhancement.

Question: What is going to happen to the OSR and HCP data that gets transferred into the Portal as part of the direct load process?

Answer: Currently, this data will just sit in the respective folder in the Portal, it can't be removed. There is functionality in the Portal however, that will prevent the Health Service from moving the data through the submission workflow process.

The QLIK Dashboard

Question: Will the QLIK Dashboard explain data quality issues and breaks in series?

Answer: An explanation will be given in the dashboard explaining why the data was excluded. Breaks in series will be explained through a note on the Notes sheet.

Question: Can data in QLIK be shown by a geographic region within a state rather than just at the state level?

Answer: This is something that can be looked at as a future enhancement.

Question: How many QLIK licences can my Health Service have?

Answer: Currently, we are providing two licences per Health Service, regardless of size or the number of sites. If you would like to discuss the provision of QLIK licences, please email us at indigenouddashboard@health.gov.au.

Question: Where is the remoteness classification information that displays in the QLIK Dashboard drawn from?

Answer: The remoteness classification is drawn from the Health Services physical address that is part of its organisation profile that is maintained by Health.

Question: Can the QLIK Indigenous Health Data dashboard be filtered by month?

Answer: The aggregated data in the QLIK Indigenous Health Data dashboard is by collection period and so can only be filtered by collection period. To filter by month, the data would need to be entered by month using the **Trial Submission** option in the Portal.

Question: Can nKPI data in the QLIK Indigenous Health Data dashboard filter by OSR characteristics?

Answer: Yes, through the OSR Service Selector sheet.

Question: Will the QLIK Indigenous Health Data dashboard contain OSR data?

Answer: While the QLIK Dashboard will allow Health Services to filter their nKPI data by OSR values, it doesn't currently contain any OSR data. In early 2019, Health will be consulting with Health Services to establish whether or not there is a need for this.

Question: Can I access another Health Service's Indigenous Health Data dashboard in QLIK?

Answer: In general you can only access your own service's dashboard, however it is possible for the *User Administrator* of another Health Service to grant you access to their data so you can access their dashboard.

Question: Can my Health Service purchase its own QLIK licences?

Answer: This is currently being investigated.

Question: If I build a story in the QLIK Indigenous Health Data dashboard that includes data snapshots will the snapshots update automatically in the story when the data it is based on is updated?

Answer: No, snapshots are a reflection of data in a particular moment of time so they won't automatically update in story when your data changes.

Question: Is there a template in QLIK that can be updated with the latest data for a Health Service that the Health Service can then just easily export and use for presentation?

Answer: This isn't currently in QLIK but is something that could be done by Health in the back end and then sent to Health Services for use as often as needed.

Question: How will trial data be submitted in QLIK? What happens if we wish to load data each week?

Answer: Trial data will look the same as reporting round data but will be labelled with the month during which it has been submitted. Your dashboard will get messy very quickly if you submit trial submission data each week so it might be best to limit it to monthly.

Question: In the OSR Service Selector, can we filter by the number of Indigenous clients a service has?

Answer: Yes, this should be an available option.

Question: Will the dashboard contain information about what the targets/trajectories are, where they come from and what they mean?

Answer: Yes, this should all be available through the Notes sheet.

Question: What is the purpose of having the national average on overview dashboards in QLIK when it can be misleading as a target?

Answer: The national average provides context but isn't something services necessarily need to aim for.

Notifications

Question: If our CEO has approved a data asset and then the AIHW sends it back to the Health Service for amendment, will the CEO be notified?

Answer: Not currently. This would need to be looked at as a future enhancement.

The AIHW

Question: What role will the AIHW play in data validation now it is automated in the Portal?

Answer: The Portal validation applies a range of “rules” to submitted data. Some of these are hard and fast (e.g. the denominator for indicator B should always be the same as the numerator for indicator A) while some are intended merely to flag potential issues to start a conversation between the Health Service and the AIHW.

In response to a validation flag, Health Services always have the option to change the data to remove the flag or to explain (via a comment in the Portal) why the data does not need to change. While some validations can be fully automated, there will always be a role for human validation of the data in its broader context.

Question: What timeframe has the AIHW committed to for the submission of a data asset using Interim Processing?

Answer: The expectation is that Interim Processing is completed in the reporting period as normal. Interim Processing is an alternate workflow process, it is not a time extension. The department is currently in discussions with the AIHW regarding turnaround times.

Question: Will Health Services still receive reports from the AIHW as they used to?

Answer: Health Services will now have access to their own data through the QLIK Dashboard. For the January 2019 nKPI reporting period, the current AIHW SLRs will be used. However, we will be looking to replace these with a refined QLIK Dashboard based on feedback from services following the January 2019 reporting round

Question: How can the AIHW see the original data that has been transferred to the Portal from the CIS?

Answer: For the January 2019 nKPI reporting round, the department will provide this information to the AIHW. Going forward, it is hoped the AIHW will have access to a QLIK report that will detail the different validation rules that have failed for Health Services as part of the data validation process.

Question: How can a Health Service see a history of the data entered into their form prior to it going to the AIHW?

Answer: A future enhancement is being looked at to allow Health Services to see all previous versions of the form.

Question: Will the data percentage tolerance used by the AIHW change going forward?

Answer: The value of the tolerance is set by the AIHW, and can be different for different indicators. For a given indicator, the tolerance is based on the AIHW's experience of past data fluctuations.

Question: When the AIHW excludes some of a Health Service's data, will the email the Health Service receives contain specific details of the values that have been excluded?

Answer: The email to the Health Service will identify the indicators that have had data excluded but it will not include specific values.

Question: How do the AIHW exclude all data for a service if they need to? Do they need to go into each indicator separately to do this?

Answer: Currently, they will have to exclude each indicator separately. It is hoped they won't need to do this very often but if required this can be looked at as a future system enhancement.

Question: Can the Portal force all Health Services to have at least two users in each role to ensure there is always someone available to work with a data asset?

Answer: No, this is a business process issue for the Health Service. It is up to them how they set themselves up in the Portal.

Question: Will the AIHW know who to contact within a Health Service if they need to talk to them about their data during the reporting round?

Answer: The key contacts for each Health Service will be listed in the *Organisations Required to Submit Data* report, which the AIHW will have access to.