

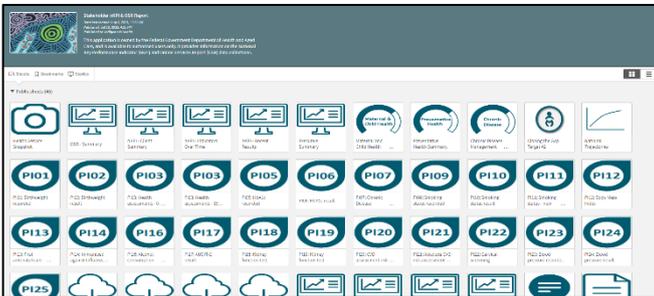


Overview

The *QLIK Stakeholder nKPI & OSR Report* contains 45 sheets that NACCHO, affiliate organisations and DSS Funding Agreement Managers (FAMs) can use to obtain a graphical view of health services' aggregated nKPI data, back to *December 2014*. These are made up of a *Health Service Snapshot* sheet, an *OSR – Summary* sheet, an *nKPI – Client* summary sheet, an *nKPI – Indicators over Time* sheet, an *nKPI – Recent Results* sheet, an *Executive Summary* sheet, three *nKPI Summary sheets* covering the three indicator groupings, a *Closing the Gap Target #2* sheet, a *National Trajectories* sheet, 23 individual indicator sheets, two *Data Export* sheets, the *OSR – Masterlist* sheet, *OSR – Workforce Summary and Detail* sheets, the *OSR – Episodes of Care and Client Numbers* sheet, the *nKPI Definitions* sheet and the *Notes and Exclusions* sheet.

When working in these sheets, you can compare data for selected health services for the current collection period to their data from previous periods or to the data for other health services in a particular comparison group, which you can create within the sheets. Comparison groups can be built using different elements such as remoteness, service size, state, and workforce characteristics.

Upon accessing the *QLIK Stakeholder nKPI & OSR Report*, the *Stakeholder nKPI & OSR Report* screen displays, containing individual “apps” for the different sheets contained within, as detailed above.



The Health Service Snapshot sheet

The *Health Service Snapshot* sheet shows different aspects of summary information for your selected health service. This summary information includes: a service summary, Indigenous population breakdown, health assessment information, workforce FTE information, and targets information for the selected service.

- To display results for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the snapshot for.
- To continue, select .

The *Health Service Snapshot* sheet will update to display the snapshot for the selected health service.



The following are the key elements of the *Health Service Snapshot* sheet:

- Top left section** – contains a summary profile of the selected health service, including information about their indigenous location, IRSEO rating and Indigenous client numbers.
- Indigenous client population Jun 2023 graph**– shows the breakdown of Indigenous clients (in raw numbers) for the selected health service, by age and gender.
- Service Summary table** – contains key summary organisational information for the selected service, such as their client numbers, episodes of care, and FTE numbers. This information displays for the three most recently completed collection periods.
- Indigenous client 715 health assessments** – shows the percentage of health assessments conducted by the



The nKPI – Client Summary sheet

The *nKPI – Client Summary* sheet contains key client information from the national Key Performance Indicator (nKPI) report, which is submitted by health services each *January* and *July*.

The *nKPI – Client Summary* sheet contains two sections:

- Summary by Reporting Round
- Summary by Service

The Summary by Reporting Round section

The *Summary By Reporting Round* section of the sheet contains a table showing key nKPI summary information for all health services nationally (*such as the number of regular clients, clients with Type 2 Diabetes and the number of current smokers*) for all collection periods, back to *December 2014*, allowing you to easily compare the information across different years.

If required, you can compare the nKPI client summary information for services from different *states, remoteness, and service size*.

1. To do this, first select **nKPI Reporting Round** above the table and select a particular year you wish to focus on.
2. Once you have done this, you can then use **Reporting Round** at the top of the sheet and select the element you wish to compare the data for.

The table will then update to display information for the selected collection period, by the selected element.

The Summary by Service section

The *Summary by Service* section of the sheet contains a table displaying the same key summary information, but for individual health services.

If needed, you can then filter the information using the different filter fields above the table. For example, you may only want to display the client information for services from a particular *state or remoteness*. You may also wish to display the information only for certain types of services or for services with a certain number of GPs. You can of course display the information for a particular service as well if needed.



You can export the selected information from either of the tables by right-clicking on the table and selecting **Download as... > Data**.

The nKPI – Indicators Over Time sheet

The *nKPI – Indicators over Time* sheet contains the *Aggregated nKPI Results by Reporting Round* table, which displays aggregated national results for all indicators/focus areas for all collection periods, back to June 2018. Where the results for an indicator/focus area are improving, the values will display in *green*. Where the results are getting worse over time, they will display in *red*.



Where there has been a change to an indicators specification, a – will display for that indicator prior to the specification change occurring.

1. To remove an indicator's/focus area's results from the table, simply select the



applicable button (e.g.,) in the **Remove Indicator** column.

The filter fields at the top of the sheet can be used to filter the results in the table as/if needed. For example, you may wish to only show the aggregated results for services from a particular state using .

To display the results for a particular health service, simply select the service using .

The nKPI – Recent Results sheet

The *nKPI – Recent Results* sheet allows you to view results for multiple health services, across multiple indicators, on the one sheet. All health services currently required to report their nKPIs will display alphabetically on the sheet by default, in a table in the middle of the sheet.

- To view indicator results for the listed health services, select the applicable indicator button (e.g.,) from the **Add Indicator** column on either the left or right-hand side of the sheet.

The table will update to display the results for the selected indicators.

The filter fields at the top of the screen can be used to filter the results in the table as/if needed. For example, you may wish to only show the results for services from a particular state using .

In addition to health service results, you can also add health service targets to the table using .

The Highlight Upper/Lower % section

The *Highlight Upper/Lower %* section at the bottom of the sheet can be used to colour-code the results displaying in the table. For example, if is selected, the services whose results for a particular indicator are in the top 10% will be highlighted in green , while the results for the services in the bottom 10% for the indicator will be highlighted in red . The closer a service's results are to the top, the darker green they will be, while the closer a service's results are to the bottom, the darker red they will be.

The nKPI Result Distribution sheet

The *nKPI Result Distribution* sheet allows you to see the distribution of results for a selected indicator over percentile bands and over time. You can then filter the results if needed to see these distributions for a particular state, remoteness or service size or a combination of these.

- To display results for a particular indicator/focus area, select the filter field at the top of the sheet and select the indicator/focus area you wish to display the result distribution for.



determined target for the most recent collection period for each of the applicable indicators.

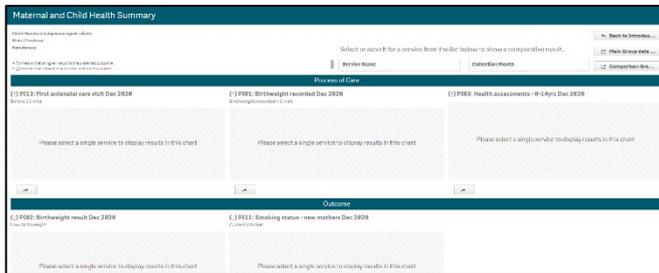
- **The comparison group table** – shows the results for the most recently completed collection period for the comparison groups shown in the nKPI summary sheets and the customised comparison group, that can be set using the custom filter fields at the top of the sheet.

The nKPI Summary sheets

The *Stakeholder nKPI & OSR Report* contains three *nKPI Summary sheets*:

- Maternal and Child Health (*shown in this guide*)
 - Preventative Health
 - Chronic Disease Management
1. To open one of the *nKPI Summary sheets*, select the top half of the app for the required sheet on the *Stakeholder nKPI & OSR Report* screen.

The selected *nKPI Summary sheet* will display.



2. To display results for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the summary data for.

3. To continue, select

NACCHO and state sector support organisations will only be able to select from those health services who have agreed to share their processed data with them.

The sheet will now update to display summary data for the selected indicator grouping.



The top half of each of the summary sheets shows how the selected health service's data for the applicable *Process of Care* indicators, for the current (*dark blue bar*) and immediately previous collection periods (*light blue dot*) compares to the national average (*orange bar*) and the results for services of the same size (*grey*), state (*green*) and remoteness (*brown*).

The bottom half of the sheet contains the same information as the top half of the sheet, but for the *Outcome* indicators.

Other nKPI Summary Sheet Functions/Buttons

- An arrow displays next to the title of each indicator in the sheet and will point *up* if a high result is the preferred outcome for the indicator or *down* if a low result is preferred.

- This button displays beneath each indicator graph and, when selected, opens the individual sheet for the selected indicator.

- Select this button to display (in table form) nKPI data for the selected health service(s) for every data collection period, back to *December 2014*. From here, you can export the data to Excel as needed by right clicking on the table, selecting **Download as... > Data** and then selecting the link to download the file.

For more information, see the *Data Export – Main Group* sheet section below.

- Select this button to display (in table form) the national data set for every indicator, for every data collection period, back to *December 2014*. From here you can export the data to Excel as needed by right clicking on the table, selecting **Download as... > Data** and then selecting the link to download the file.

For more information, see the *Data Export – Comparison Group* sheet section below.



 The *Preventative Health and Chronic Disease Management Summary* sheets are in the same format and contain the same parameters as the *Maternal and Child Health Summary* sheet, so they are not specifically covered in this guide.

The Closing the Gap Target #2 sheet



- To display the results for a particular health service, select the filter field on the left-hand side of the sheet. and select the required health service.
- To continue, select .

The *Closing the Gap Target #2* sheet shows how the selected health service's national PI02 healthy birthweight results (*the blue bars*) compare to the Closing the Gap Target #2 (*represented by —*) which is to increase the proportion of Aboriginal and Torres Islander babies with a healthy birthweight to 91% by 2031.

The comparison group (*displaying as —*) that displays in the graph defaults to be the national average but can be changed if needed by creating your own customised comparison group using the *Comparison Group* section on the left-hand side of the sheet.

In addition to the graph, the data contained within this sheet will also display as a data table on the right-hand side of the sheet. The data in this table can be exported to Excel as needed by right-clicking on the table and selecting **Download as... > Data.**

The National Trajectories sheet



The *National Trajectories* sheet displays the national nKPI results (*represented by the blue bars*) along with the corresponding national trajectories (*represented by —*) back to *December 2014*, for the five indicators that have had national trajectories set for them by the AIHW. There are eight graphs on the sheet across the five applicable indicators, due to some of the indicators containing multiple result bands.

Main Group Section

The *Main Group* section of the *National Trajectories* sheet displays on the left-hand side of the sheet and can be used to filter the bar graphs for each of the applicable indicators to display results for health services, states, remoteness categories etc, rather than the default national results.

- To do this, select the applicable filter field(s) in the *Main Group* section (e.g., *Service Name*, as you may wish to see the results against the set trajectories for a particular service).



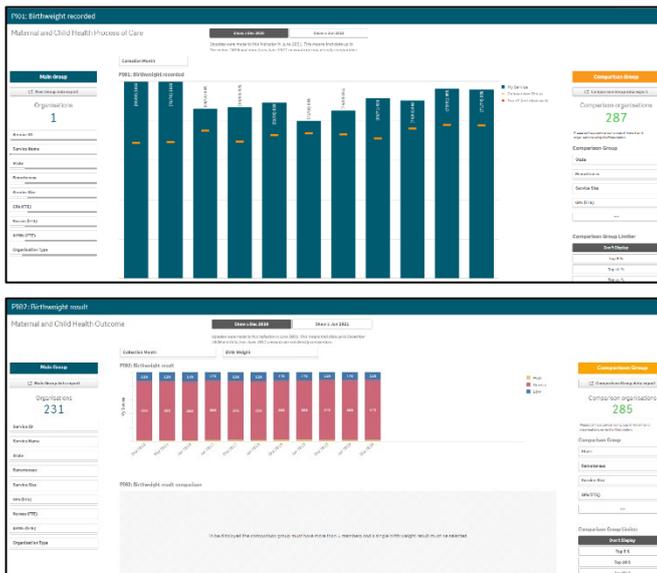
2. Select the applicable option from the list that displays, and then select .
3. Repeat the process for any other filters to be added.

When this is done, the selected filter(s) will be applied to each of the graphs and the results (*represented by the blue bars*) will update accordingly.

 To remove your selection(s), simply select  against the selection in the grey *Selection Bar* at the top of the screen .

 The  button detailed above for the *nKPI Summary* sheets, is also available in the *National Trajectories* sheet.

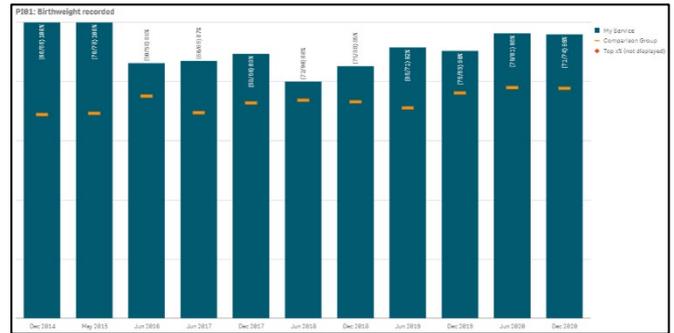
Individual Indicator sheets



In addition to the summary sheets for the three indicator groupings, the *QLIK Stakeholder nKPI & OSR Report* also contains individual sheets for each of the indicators.

 The screenshots shown above are of *PI01: Birthweight recorded* and *PI02: Birthweight result* as they represent the two different individual nKPI sheets (*single dimension indicator sheets and sheets for indicators with multiple result bands*). The features detailed below are common to both sheet types.

Layout view/Main Screen Window



The main section of an individual indicator sheet shows, by default, the results for the selected health service for the selected indicator, back to *December 2014*, using a bar graph.

The  line on each bar of the graph represents the results of any selected comparison group for each collection period. If you have not yet created a comparison group, this will represent the national averages for all health services.

For the five indicators for which the AIHW has set national trajectories, a  line will appear on the graph from June 2021 onwards, showing the health service's self-determined targets for the indicator.

 Any comments entered in the nKPI form by either the health service or the AIHW regarding the service's data will be visible through the *Submission Comments* tab.

Main Group Section

The *Main Group* section of the individual indicator sheets within the *QLIK Stakeholder nKPI & OSR Report* displays on the left-hand side of each of



the sheets and can be used to filter the bar graph to display results for health services, states, remoteness categories etc, rather than the default national averages.

1. To filter the national averages initially displayed in the graph, select the applicable filter field in the *Main Group* section (e.g., *Service Name, as you wish to compare the results for a particular service to those of the rest of their state*).

For NACCHO and sector support organisations, you will only be able to select from those applicable health services who have agreed to share their processed data with you.

2. Select the applicable option from the list that displays and then select .

The selected filter will be applied to the graph and the results will update accordingly.

3. Repeat the process for all other filters to be added.

To remove any of your selections, simply select against the selection in the grey *Selection Bar* at the top of the screen

Comparison Group Section

Comparison Group

Comparison organisations
321

Please define a comparison group of more than 5 organisations using the filters below.

Comparison Group

Remoteness

Service Size

State

GPs (FTE)

...

The *Comparison Group* section displays on the right-hand side of all individual nKPI sheets and is used to build a comparison group of health services sharing similar characteristics (such as state, remoteness category etc). When a comparison group is created, the graph will be redrawn and the on the graph will now

represent the results of the selected comparison group rather than the default national averages.

1. To create your comparison group, select the applicable option in the *Comparison Group* section (e.g., *State as you wish to compare the state results to those of a particular health service within that state*).
2. Select the applicable option from the list that displays, and then select .
3. Repeat the process for any other characteristics to be added to your comparison group.

Your comparison group has now been created and the comparison group results shown in the graph (represented by) will update accordingly.

To remove your selections, simply select against each selection in the grey *Selection Bar* at the top of the screen .

Comparison Group Limiter Section

Comparison Group Limiter

Don't Display

Top 5 %

Top 10 %

Top 25 %

In addition to comparing results for the selected health service(s) for the current/latest collection period to other health services with similar characteristics, you can also compare the selected health service results for the selected indicator to the *Top 5, 10 and 25 percent* of health services in any comparison group you have created in the *Comparison Group* section of the sheet.

To do this, simply select the applicable button in the *Comparison Group Limiter* section in the bottom right-hand corner of the sheet. Once selected, the average results for the selected grouping of higher performing organisations will display as in the graph, while the averages for the entire comparison group will continue to be represented by the .

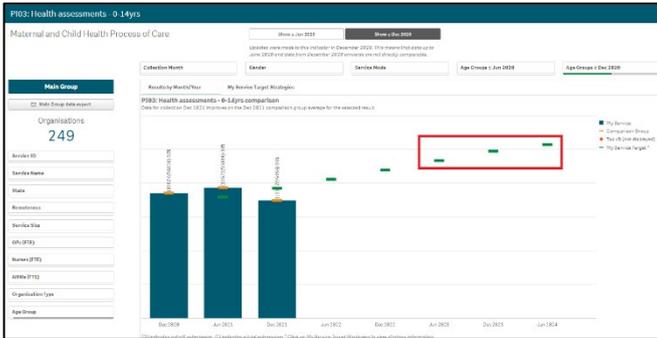
The and

buttons detailed



above for the *nKPI Summary* sheets, are also available in each of the individual indicator sheets.

nKPI Targets



Once a health service has entered their self-determined targets for PI03, 05, 14, 18 and 23 into their nKPI form, these targets will then display as green lines (—) on the graphs within the applicable individual indicator sheets (as highlighted above) in the *QLIK Stakeholder nKPI & OSR Report*. The target lines will allow you to see, for each collection period, whether the selected health service has reached or exceeded the targets for the selected indicator or are yet to do so.

While the health service targets for some of the indicators will display as soon as you select the applicable sheet, some selections will need to be made to get the targets to display for others. Bookmarks have been created in QLIK for these indicators to make it easier for you to display the targets

To display the targets for each applicable indicator in QLIK:

- **PI03 (0-4 years)** – Open the *PI03 0-14 yrs* sheet, select and then right click on “*My Service Targets-PI03-0-4YRS-In Person*” and select **Apply selections**. The targets will display.
- **PI03 (25-54 years)** - Open the *PI03 15-65yrs+* sheet, select and then right click on “*My Service Targets-PI03-25-54YRS-In Person*” and select **Apply selections**. The targets will display.
- **PI03 (55YRS+)** - Open the *PI03 15-65yrs+* sheet, select and then right click on “*My Service Targets-PI03-55yrs+-In Person*” and select **Apply selections**. The targets will display.

- **PI05** – Open the *PI05: HbA1c recorded* sheet, select and then right click on “*My Service Targets-PI05-Previous 12 months*” and select **Apply selections**. The targets will display.
- **PI14** – Open the *PI14: Immunised against influenza* sheet and the targets will display. The targets will display.
- **PI18** – Open the *PI18: Kidney function test – Type 2 Diabetes* sheet and the targets will display. The targets will display.
- **PI23** – Open the *PI23: Blood pressure recorded* sheet and the targets will display. The targets will display.

If you have entered accompanying strategy text for the applicable indicator in the *nKPI Targets* tab of your nKPI form, this text can be seen by selecting the *My Service Target Strategies* tab in the applicable individual indicator sheet.

The Data export – Main Group sheet

The *Data Export – Main Group* sheet displays (in table form) nKPI data for the selected Health Service(s) for every collection period, back to *December 2014*.

If you haven't selected a particular health service on one of the other sheets, then data for all health services will display here.

1. To select a particular health service to export data for, select
2. Select the applicable service from the list that displays, and then select .

If you wish to, you can the further filter the data by selecting at the top of any column in the table and making the required selection. For example, you may only require the service's data



for a particular collection period or for a subset of indicators.

- To export the data to Excel right click anywhere on the table, select **Download as... > Data** and then select the link to download the file.

The selected data has now been downloaded into a Microsoft Excel spreadsheet for use as needed.

The Data export – Comparison Group sheet

The *Data Export – Comparison Group* sheet displays (in table form) the national nKPI data set for every collection period, back to *December 2014*.

- To filter the data that displays in the table, select the applicable filter field(s) above the table as required. For example, you may wish to export data only for services in Queensland without GPs.
- Select the applicable option from the list that displays, and then select .

If you wish to, you can the further filter the data by selecting at the top of any column in the table and making the required selection. For example, you may only require data for the latest collection period or for a subset of indicators.

- To export the data to Excel, right click anywhere on the table, select **Download as... > Data** and then select the link to download the file.

The selected data has now been downloaded into a Microsoft Excel spreadsheet for use as needed.

The Export of Current Reporting Round sheet

The *Export of Current Reporting Round nKPI and OSR Data* sheet displays key OSR and nKPI data in the one table, so it can be easily exported together into Excel as/if needed.

By default, the table displays key OSR data (such as Episodes of care, client numbers and client contacts) and results for each of the applicable nKPIs. Extra information, such as organisation characteristics, service sites and data sharing consent responses, can be add to the table if needed.

- To add further information to the table, select the applicable button (such as) from **Include Data** column on the left-hand side of the sheet.

The table will now be updated to include the selected information.

- To export the data in the table to Excel, right-click on the table and select **Download as... and then select Data**.
- In the window that displays, select .
- In the Export complete window, select the link.

The data has now been exported to and Excel spreadsheet for saving and/or sharing as needed.

The OSR – Data Export sheet

The *OSR – Data Export* sheet allows you to export summary OSR data for your selected service(s) or cohort, to a Microsoft Excel spreadsheet. This sheet contains several different tables, covering different elements of OSR data.



1. Select in the *Organisations* section of the sheet and select the health service you wish to view the OSR data for.
2. To continue, select .

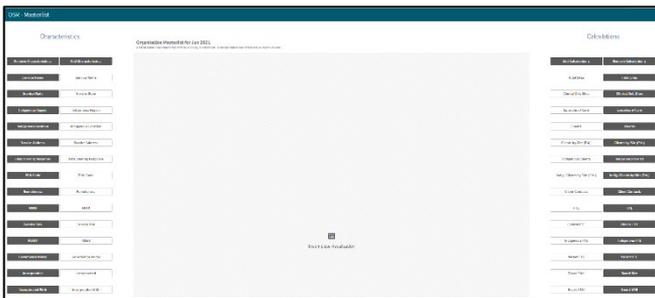
 You can use the other filter fields in the *Organisations* section of the sheet if needed to display the data set for a particular cohort of health services. For example, all NSW/ACT services with a remoteness category of "Major Cities".

Once you have applied the required filters to the data set, you can then export the data to Excel as needed.

3. To do this, right-click on the applicable data export table and select **Export > Export data**.
4. In the window that displays, select the **Click here to download your data** file link.
5. In the Download bar that displays at the bottom of the sheet, select the arrow, and then select **Open**.

The Microsoft Excel spreadsheet containing the selected data set will now display and can be edited, saved, and shared as needed.

The Organisation Masterlist sheet



The *Organisation Masterlist* sheet allows you to overlay different organisational characteristics to display combinations of data for reporting health services, using the *Characteristics* section on the left-hand side of the sheet and the *Calculations* section on the right-hand side of the sheet.

The *Characteristics* section is where you select the characteristic you wish to add to the master list.

The *Calculations* section produces values for the selected characteristic.

The following is an example of how a FNHD user could use the organisation master list:

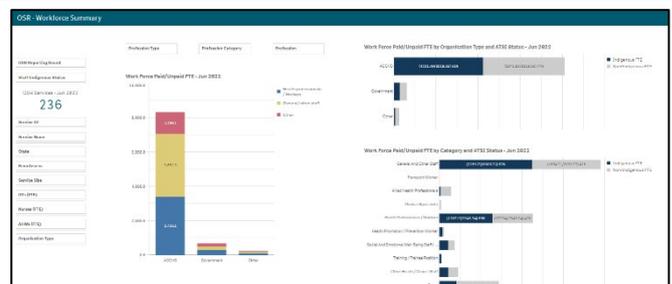
1. Select under **Add Characteristic** in the **Characteristics** section on the left-hand side of the sheet.
2. Select under **Add Calculation** in the **Calculations** section on the right-hand side of the sheet.
3. Select under **Add Calculation** in the **Calculations** section on the right-hand side of the sheet.

The *Organisation Masterlist* sheet is now updated to display the list of health services on the left-hand side of the table, with their client and member numbers displaying on the right-hand side.

If required, you can export the data out of QLIK and into an Excel spreadsheet by right-clicking anywhere on the table and selecting **Download as... > Data**.

 If required, you can limit the data being displayed in the master list to a particular collection period, using the filter field at the top of the sheet.

The OSR – Workforce Summary – Paid FTE sheet

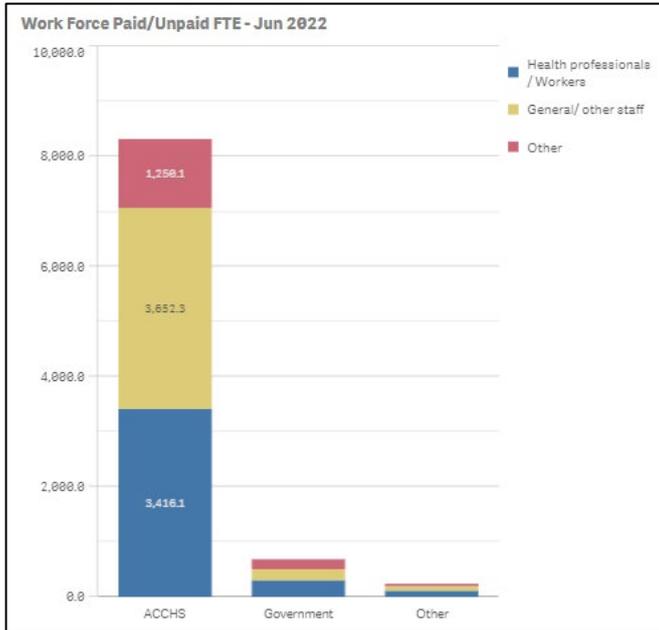


The *OSR – Workforce Summary – Paid FTE* sheet displays, by default, national summary workforce information, showing the breakdown of FTE for position types by organisation type, category and ATSI status.

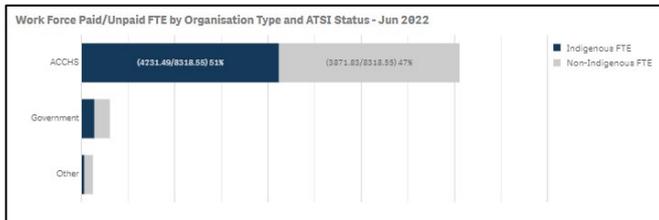
The *Organisations* section on the left-hand side of the sheet can be used as needed to filter the



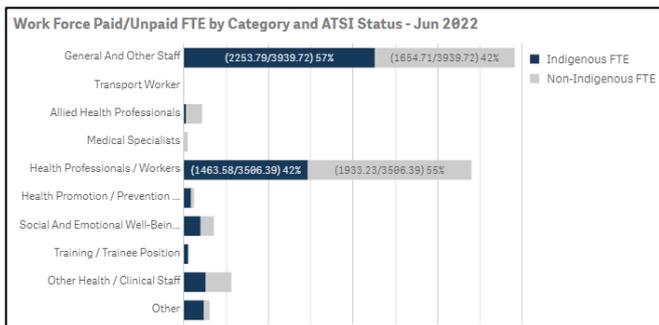
workforce summary data by characteristics such as *state*, *remoteness* or *service size* as required.



The *Work Force Paid FTE – Jun 2023* graph shows a breakdown of position types, by organisation type (*displayed on the vertical axis*). If needed, you can use the filter fields at the top of the graph to filter the information shown by *Profession*, *Profession Type* or *Profession Category*.



The *Work Force Paid FTE BY Organisation Type/Category and ATSI Status* graphs show the breakdown of Indigenous and non-Indigenous FTE by organisation type/category for whatever characteristics have been selected in the *Organisations* section.



The OSR – Workforce Detail sheet

Profession Type	Jan 2017		Jan 2018		Jan 2019		Jan 2020	
	Unpaid	Vacant	Unpaid	Vacant	Unpaid	Vacant	Unpaid	Vacant
All FTE	2480	389	394	831	280	375	800	820
Health professionals / Workers	2430	351	371	820	280	370	800	820
Other	50	38	23	11	0	5	20	0

The *OSR – Workforce Detail* sheet displays more detailed workforce information for the selected health services.

1. Select in the *Organisations* section if needed and select the health service you wish to view the workforce data for.
2. To continue, select .

The *Workforce over Time* table displays the *Paid*, *Unpaid* and *Vacant FTE* values for the selected service, by position grouping first and then by individual position (e.g., *CEO*, *Pharmacist*, *Cardiologist*).

To expand the information in the table, simply right-click in the first column in the table and select **Expand / collapse > Expand all**. You will now be able to see the FTE for all position types and positions.

The OSR – Episodes of Care and Client Numbers sheet

Service	Episodes of Care	Client Numbers
Service A	~1000	~1000
Service B	~800	~800
Service C	~600	~600
Service D	~400	~400
Service E	~200	~200

The *OSR – Episodes of Care and Client Numbers* sheet allows you to analyse the trends in the selected service's episodes of care and client numbers data over time. You can compare their OSR data to that of other services, either by creating your own comparison groups or using pre-existing groups.

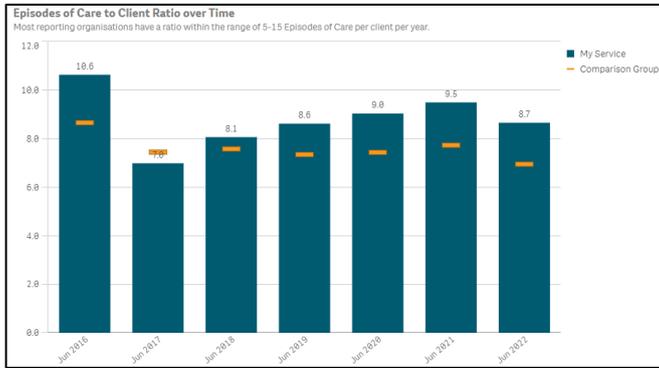
1. To select the health service you wish to analyse OSR data for, select in the **Main Group**



section on the left-hand side of the screen and select the required service.

2. To continue, select .

Episodes of Care to Client Ratios Over Time

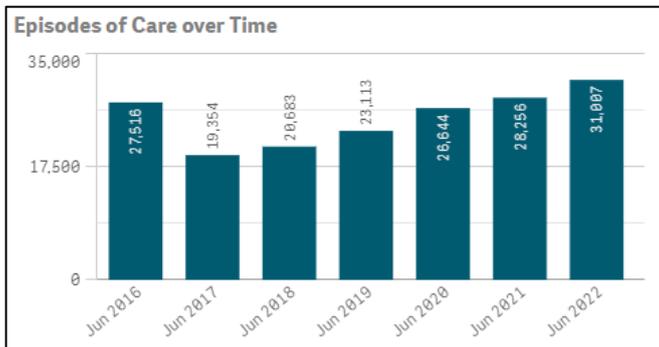


This graph shows your selected service's episodes of care to client numbers ratio for each year back to 2016. This ratio is simply the service's episodes of care numbers divided by the client numbers for each year. As the text in the graph states, most services have a ratio of between five and 15 episodes of care per client each year.

The graph also contains the results of the selected comparison group (*the national average if no comparison group has been selected*) identified by the .

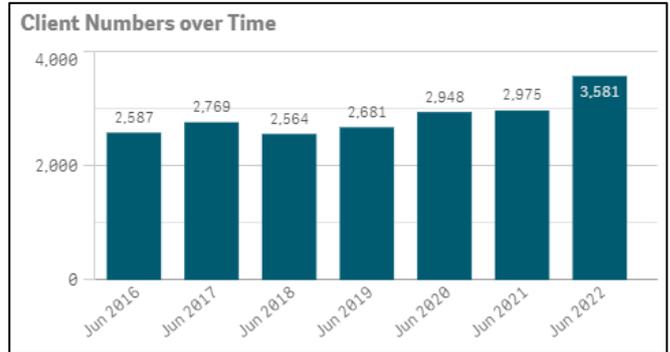
You can create your desired comparison group using the *Comparison Group* section on the right-hand side of the screen.

Episodes of Care Over Time



The *Episodes of Care over Time* graph shows your selected service's episodes of care values over time, from 2016 to the most recent OSR collection.

Client Numbers Over Time



The *Client Numbers over Time* graph shows your selected service's client numbers over time, from 2016 to the most recent OSR collection.

OSR Episodes of Care and Client Numbers Export Table

Service	Calendar Month	Submission Status	Performance Status	Gender	Calendar of Care	Client Numbers	Episodes of Care to Client Ratio	OSR
My Service	Jul 2022	PROCESSED	High	F	14,286	14,286	1.0	OSR
My Service	Jun 2022	PROCESSED	High	F	13,208	13,208	1.0	OSR
My Service	May 2022	PROCESSED	High	F	12,230	12,230	1.0	OSR
My Service	Apr 2022	PROCESSED	High	F	11,252	11,252	1.0	OSR
My Service	Mar 2022	PROCESSED	High	F	10,274	10,274	1.0	OSR
My Service	Feb 2022	PROCESSED	High	F	9,296	9,296	1.0	OSR
My Service	Jan 2022	PROCESSED	High	F	8,318	8,318	1.0	OSR
My Service	Dec 2021	PROCESSED	High	F	7,340	7,340	1.0	OSR
My Service	Nov 2021	PROCESSED	High	F	6,362	6,362	1.0	OSR
My Service	Oct 2021	PROCESSED	High	F	5,384	5,384	1.0	OSR
My Service	Sep 2021	PROCESSED	High	F	4,406	4,406	1.0	OSR
My Service	Aug 2021	PROCESSED	High	F	3,428	3,428	1.0	OSR
My Service	Jul 2021	PROCESSED	High	F	2,450	2,450	1.0	OSR

The *OSR Episodes of Care and Client Numbers Export Table* presents all your selected service's OSR episodes of care and client numbers data in a table that can be easily exported to Microsoft Excel.

Before exporting the data, you can use  to filter the data by any of the columns containing a  (for example, *Calendar Month, Gender, and Indigenous Status*).

When you are ready to export the selected data to Excel, simply right click on the table and select **Download as... > Data**. An Excel spreadsheet containing the data will be downloaded so you can save and use it as needed.

The OSR Comments sheet

Service	Calendar of Care	Episodes of Care	Client Numbers	Ratio	Comments
My Service	Jul 2022	14,286	14,286	1.0	
My Service	Jun 2022	13,208	13,208	1.0	
My Service	May 2022	12,230	12,230	1.0	
My Service	Apr 2022	11,252	11,252	1.0	
My Service	Mar 2022	10,274	10,274	1.0	
My Service	Feb 2022	9,296	9,296	1.0	
My Service	Jan 2022	8,318	8,318	1.0	
My Service	Dec 2021	7,340	7,340	1.0	
My Service	Nov 2021	6,362	6,362	1.0	
My Service	Oct 2021	5,384	5,384	1.0	
My Service	Sep 2021	4,406	4,406	1.0	
My Service	Aug 2021	3,428	3,428	1.0	
My Service	Jul 2021	2,450	2,450	1.0	

The *OSR Comments* sheet is used by FNHD to identify discrepancies between health services' episodes of care and client number data from year to year. It can also be used to identify any Episodes of Care (EoC) to client ratios for the most recent collection period that are outside of the expected range. Once the discrepancies are identified the *Comments* table in the sheet can



then be used to identify why the discrepancies are occurring.

Current EOC / Previous EOC

Current Clients / Previous Clients

EOC / Client Ratio Jun 2022

This section allows you to decide which OSR information you wish to compare, to identify discrepancies for.

Reporting Round

Service Name

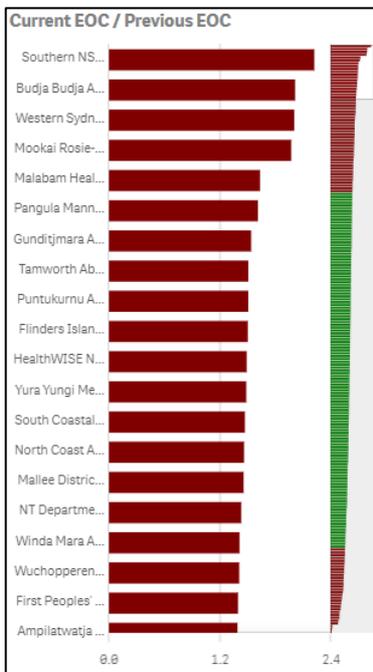
Service ID

OSR Comment Type

OSR Comment Status

OSR Comment Reason

The *Filter* section of the sheet allows you to filter the information displaying on the right-hand side of the sheet by characteristics such as *reporting round*, *health service* and *OSR comment characteristics*.



The graph lists the health services with the highest calculated ratio at the top of the graph, to the services with the lowest ratios at the bottom. Those ratios that are outside of the desired range and should be investigated in more detail, are shown in red.

Service	Client Numbers Jun 2022	Client Numbers Jun 2021	Results (O/N)	Difference between current and previous Client Numbers	Comment Count
North Coast Aboriginal Corporation for Community Health	19288	12111	High	888	34
HNELHD - Narrabri Community Health Service	436	96	High	78	40
Mallee District Aboriginal Services	8167	2847	High	65	8
Murray Valley Aboriginal Co-operative (Robinvale)	2185	884	High	58	4
First Peoples Health and Wellbeing	1992	1027	High	46	4
Griffith Aboriginal Medical Service Aboriginal Corporation	7528	4117	High	45	2
Terri Aboriginal Health Services Incorporated	3611	2928	High	44	4
Winda Mara Aboriginal Corporation	2169	1222	High	42	16
Wallington Aboriginal Corporation Health Service	2948	2217	High	41	4
MDAS - Swan Hill Aboriginal Health Service	2465	1478	High	41	2
NT Department of Health - Woodycupidiya Community Health Centre	94	57	High	39	18
NT Department of Health - All Peoples Community Health	1668	838	High	38	6

The table lists all reporting health services, along with the applicable numbers, based on the selection you have made on the left-hand side of the sheet.

- To investigate a service in more detail by displaying the comments attached to their values, select the service, and then select that displays.

OSR Comment Content	OSR Comment Reason	OSR Comment Type	OSR Comment
Transition to hybrid model and covid has challenged data recording capabilities	Data recording changes have changed results	Manual Comment	Completed, all data ac
All client have status recorded	Data are correct	Manual Comment	Completed, all data ac
All data is current	Data are correct	Manual Comment	Completed, all data ac
Unsure why the number was so low last reporting period - possible data entry error	Data are correct	Manual Comment	Completed, all data ac
New hybrid model with opening of AMS and increased client numbers	Data are correct	Manual Comment	Done
Thank you for your assistance	Completed, all data correct	Manual Comment	Completed, all data ac

Once a health service is selected, the *Comments* table will display the details of all comments entered by the service in the most recent OSR submission, related to the applicable values. These comments may provide you with an insight as to why the selected values (year to year client numbers for example) sit outside of the expected/desired range for that service. This information will then assist you make an informed policy decision regarding this service and its funding.

The nKPI Definitions sheet

The *nKPI Definitions* sheet can be accessed from any individual indicator sheet within the *QLIK Stakeholder nKPI & OSR Report* by selecting the button, or by selecting the app on the home screen.

This sheet contains the number, name, and detailed current definition for each of the indicators contained within the *Stakeholder nKPI & OSR Report*. In addition, there is a column in the table that explains changes that have been



made to any of the indicators, to assist you in interpreting each of the individual indicator sheets in the report.

 Only a limited amount of text can be shown in the *nKPI Definitions and Change History* table. If the text in a section of the table is incomplete, simply hover your mouse pointer over the text and the rest of the text will display in a hover text box.

The Notes and exclusions sheet

Notes and Exclusions	Exclusions
<p>Notes</p> <p>1. This table provides a list of all nKPIs, their descriptions, and their status. It is intended to be used as a reference for the nKPIs used in the report.</p> <p>2. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>3. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>4. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>5. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>6. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>7. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>8. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>9. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p> <p>10. The nKPIs are listed in the order they appear in the report. The nKPIs are listed in the order they appear in the report.</p>	<p>Exclusions</p> <p>1. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>2. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>3. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>4. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>5. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>6. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>7. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>8. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>9. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p> <p>10. Excluded from the report. The nKPIs are listed in the order they appear in the report.</p>

The *Notes and exclusions* sheet contains disclaimers and additional information regarding the different sheets in the report, in the *Usage Notes* section. The *Exclusions* section will show (if you have a health service selected from a different sheet) whether the data for your selected service has been *excluded* or *accepted* by the AIHW for the most recent collection period.