



Department of Health

and Aged Care

# The QLIK Stakeholder nKPI & OSR Report

#### Overview

The OLIK 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 Summarv 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.

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

Service Name filter field

at the top of the sheet and select the health service you wish to view the snapshot for.

2. 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



selected health service, by age group and collection period. The data in the graph can be filtered by age group, gender and client and staff Indigenous status.

- Work Force FTE (key roles) Jun 2023 table – shows the number of FTE, per position type, for the selected health service.
- Targets graph shows the selected health service's most recent results for the five indicators (across seven focus areas) the service has been asked to enter their self-determined targets for in the nKPI form. It also shows the service's targets for each indicator for the most recently completed collection period, so you can see whether they have achieved their target, exceeded it, or fallen short. Lastly, the national average result for each focus area is shown, to give context to the health service's results and targets.

## The OSR – Summary sheet

The *OSR – Summary* sheet contains key information from the Online Services Report (OSR) which is submitted by health services each July.

The OSR – Summary sheet contains two sections:

- Summary over Time
- Summary by Service

#### The Summary over time section



The *Summary over time* section of the sheet contains a table showing key OSR summary information for all health services nationally (*such as client numbers, episodes of care, FTE numbers* and some *funding information*) for all collection periods, back to *June 2016,* allowing you to easily compare the information across different years.

If required, you can compare the OSR summary information for services of different *states*, *remoteness*, and *service size*.

1. To do this, first select

OSR Reporting Round above the table and select a particular year you wish to focus on.

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

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4281	Aboriginal & former Strait Briandian Community Health Dervice Briadiane Ltd	1	\$1250.345		1	4	17288	15.522	2,557	182,283	15	114.572	67	174.6	87.4	3.00	80	5.2	88,518	83,499,868
4004	Apprighter and Torma Street In a steel Community Health Service Ltd (Mackey)	1	\$1,759,285	1	1	-	3,826	2,423	1,925	22,595	11.8	11,998	7.8	58.0	16.8	14:	25.8	125	28,188	\$1,112,13
421.4	Aboriginal Hadical Service Conspand Hallin fad (Radfard)	1	65.412.955	1	1	-	4,000	3.828	155	43.200	12.5	38.574	0.5	50.3	35.5	29.5	27.0	12	25,623	81,452,42
4365	Albury Wedenge Aborgine Health Service Interpreteral	1	\$2,987,475	1	1	•	5.503	3,232	443	45,425	13.5	31.087	4.7	52.4	16.5	45.2	35.4	12.8	35.221	\$554.55
3085	Anoonguna Constanty Health Service	1	52	1	1		626	626	24	7618	12.1	4,454	74	18.1	4.8	4.5	1.2	22.5	2,011	\$214,37
4343	Ampliatesta fea In Dente Aborginal Desperation	1	\$1,966,995	1	1	- 1	503	725	100	5,457	185	5.782	0.4	21.0	16.5	12.2	38.5	12.5	6,624	\$376.29
4093	Anglica w MA	1	\$616,017	1			76	. 71	1	525	4.5	284	1.1	.18	4.2	1.0	4.2	12.5	4	
3953	ARKITAGINA HEALTH ABORIEINAL DORRORATION	1	\$38,787,859	1	1	11	3.842	3, 528	454	57713	2.5	17,578	47	49.8	32.8	31.2	38.5	8.3	11.138	\$742.83
4153	Apumping Capenarchiester Cauncil Jimited	1	\$19,597,829	1		12	5,276	5,255	718	19799	6.6	29,515	1.8	222.5	0251	149.5	125.2	12.5	5,925	\$672,33
4393	Angine Health Line ted	1	\$\$29,993				3.223	5,223		23,274	1.5	25,995	5.5	72.6	14.4	42.8	29.7	13.2	4	
4393	Armajum-Abanigi nal hara traßen isa	1	\$1,876,818		1		0.025	5,216	788	93.497	16.1	55,797	18.1	88.2	51.0	69.2	25.0	18.4	25,913	\$1,372,34
4271	Average and		\$2,557,41.4		4		8,724	7,844	1,192	\$6,757	53.0	\$5,331	7.8	\$52.7	60.3	85.2	29.5	4.5	65,727	83,074,10
	Enteretand District Appropriate Concerning on	4	\$1,545,477	. 4	1		1,546	5.575	224	10,117	12.4	08,727	7.4	158.0	26.3	15.0	111.2	4.0	8,235	\$031.14
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3021	Expediention of a new tyle state of a second state of the second s	-	\$4,818,837	4	-		1,756	4105	33.7	44.111	12.0	50,829	42	95.0	61.8	58.5	58.0	11.7	02,765	\$1,343,39
3154	Berage & Distrativast give Co-Daweline	1	\$1,393,199	1	1	2	2,832	1,252	572	22,245	118	12,785	42	\$2.6	287	19.5	42.7	2.5	8,817	\$513,76
4224	Edge-di Abarig satara "terres data Etaba para Derpenation Community Hacktr Service Dertral Desarramentitagion	1	\$3,223,775	-	1		1,246	3,474	785	28,272	11.8	29,831	7.8	11.0	26.3	191	51.0	2.4	21,184	\$1,727,84

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 OSR summary information for services from a particular *state* or with a particular *remoteness* category. 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 – 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

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Reporting Round •														
nKPI Reporting Round														
Summary by Reporting Roun Industrial specific primery both of	d ne organisations	, and we local three wells												
Values	Reporting Ro	und Q.												
	Dec 2014	May 2015	Jun 2016	Jun 2017	Dec 2017	Jan 2018	Dec 2018	Jun 2019	Dec 2019	Jun 2020	Dec 2020	Jun 2021	Dec 2021	Jun 2022
Female Clients	83,118	83,010	\$5,505	97,797	100,010	100,356	106,368	103,106	107,001	103,341	184,484	178,979	193,753	100,502
Babies Born	7,500	7,808	7,41.4	8,450	8,973	8,110	8,365	8,345	8,641	7,828	7,934	7,844	7,874	7,533
Health Assessments	75,911	79,188	84,746	99,568	182,714	105,885	112,411	112,768	114,453	184,989	159,778	156,197	155,944	150,948
Child Health Assessments	11,784	11,849	12,112	13,878	14,881	14,853	18,374	18,797	15,053	17,872	35,841	28,255	33,487	38,487
Adult Health Assessments	04,047	07,010	72,034	85,732	88,033	00,233	07,087	07,000	90,500	02,087	123,034	110,830	222,462	120,401
Clents with Type 7 Databas	37,318	33,118	35,448	1,535	31,585	38/87	42,926	41,686	41,615	42,831	43,331	43,587		48,457
Clients with CVD	14,896	15,862	15,311	718	14,779	18,932	19,591	20,031	21,979	28,394	29,781	29,938		18,597
Chronic Disease Management Plana	18,898	17,411	18,592	22,443	23,764	23,430	24,678	24,295	24,898	23,369	25,522	23,848	25,398	24,812
Current Smokers	88,941	82,438	83,116	91,039	98.811	100,849	106.013	103.504	163,612	95,095	94,933	80,008	97,928	99,814

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*.

- To do this, first select
   **nKPI Reporting Round** above the table
   and select a particular year you wish to
   focus on.
- 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

Service ID		Service Name	State		Remo	teness		Service Size	OP	(PTE)	Nurses (	FTE)		
Summar	y by spec	Service - Jun 2022 If primary health care organisations, selected in	ess Ita.											
Denice 1d	Q,	Service Name	Q,	Regular Clients	Male Circeta	Female Clients	Gabres Born	Heath Assessments	Child Health Assessments	Acuit Health Accessments	Clients with Type 2 Clabeles	Clients with CVD	Chronic Disease Management Plans	Current Dimokers
Totals				371,687	172,185	199,502	7,531	150,948	30,457	120,491	48,457	18,597	24,812	99,014
		Blawarra Shoalhaven Local Health District		1.668	273	785	250	1,830	583	497				9
	123	Orange Aboriginal Medical Service		2,338	1.159	1,176	34	1,482	332	1,150	29.5	105	181	718
4	126	Wuch opperen Health Service (Manoora CHHc)		3,308	2,455	1.575	68	2,279	102	2,227	634	240	418	928
	127	Kalwun Heelth Service		4,189	1,988	2,261	81	2,514	599	1,915	273	344	174	665
	120	Walkallow Aboriginal Corporation		301	440	412	e1.	295	256	e	382	92	04	647
-	158	Commersguitja Housing and Development Abs Corporation	riginal	128	55	75	1	19	é	19	17	10	2	45
4	131	Marithekal Homelands and Resource Centre Association		262	199	63	2	115	10	103	22	10	28	90
-	152	Sydney Local Health District					14	5	6	é			8	â
	124	BNM4C-Bugalwena General Practice		1.297	595	762	25	542	79	402	110	90	78	217
	126	Cask Valley (Haralinga) Incorporated		164	79	81	3	24	3	21	10	11	0	53
4	137	South Coastal Health and Community Services		375	195	276	31	15	0	13				8
	128	Paupkyala Tjarutja Aboriginal Corporation (Epin	theit	261	135	124	2	94	10	54	58	16	4	99
-	139	Verin Aboriginal Health Services Incorporated		1.822	833	585	20	738	185	565	345	85	53	422
	149	Wellington Aboriginal Corporation Health Service	00	1,439	698	741	38	859	127	723	160	82	95	383
1	141	Weilington Aboriginal Carporation Health Service - M (Creater Western Aboriginal Health Service - M Druit)	R R	3.071	1,636	1.235	33	1.774	413	1,361	346	182	221	922
	142	Finders Island Aberiginal Association Incorpo	nacad.	\$3	41	62	2	34	18	24	9	6		24

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

nKPI - Indicator	rs Over Time														
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		#121	309	.509		243	245	265	2600	24%	2.6%	245			
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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





**Department of Health** and Aged Care

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

PI01

state using

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

Service	Name	

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The nKPT	– Recent Re	esults sheet

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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.

1. To view indicator results for the listed health services, select the applicable

PI01 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 State

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

# 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

Upper/Lower 10 % is selected, the services whose results for a particular indicator are in the 100% 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

<sup>42%</sup>. 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.

1. 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.



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Department of Health and Aged Care

The sheet will now update to show the result distribution information for the selected indicator/focus area.

nKPI Result Distribution								
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Average result - Jun 2023 12.1% No. of organisations 203	PIEC Enthweight eres is 4 vieit. Gan helds	ereitt Jan 2023	· · ·					
200	PBR>* Art 1651: BPEweight must- 1.5d	8-Lan statemiger						
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The nKPI Result Distribution sheet contains the following sections:

- Average result June 2023 displays the national average percentage for the selected indicator/focus area.
- No. of organisations displays the number of organisations whose results are included in the distribution
- Top indicator/focus area graph shows the number of health services whose results for the selected indicator/focus area fall within a particular percentile band.
- Bottom indicator/focus area graph shows the national average results for the selected indicator/focus area, for each collection period, back to June 2021

If needed, you can filter the displayed results by state, remoteness etc using the filter fields at the top of the sheet.

Executive Summary Second Name Dested and the Context Render Second Secon										
evice Name	Custom: Service Size	Custon: State	Custore: Remoteness	Facult Engraved / Facult Not Engraved	Note: Results are rounded up or down to tare decimal places. The colour coding is essential to the enclose from the result of the result.					
ternal and Child Health										
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The *Executive Summary* sheet of the *QLIK Stakeholder nKPI & OSR Report* allows you to see your selected health service's results for the three most recent collection periods for each indicator, by indicator grouping. It also shows their targets and how their results compare to the results of the pre-determined comparison groups sourced from the QLIK *nKPI Summary sheets*. 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 **1**.

The *Executive Summary* sheet will now update to display summary nKPI information for the selected health service.

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The following are the key elements of the *Executive Summary* sheet:

- **Custom filter fields** display at the top of the sheet and allow you to build your own customised comparison group, for which results will then display in the *Comparison group* table.
- Indicator and nKPI columns describe each of the indicators included in the table for the applicable grouping.
- The Focus Area column where applicable, displays the focus area for the indicator (for example *Low* birthweight for PI02 or *Current* smoker for PI10).
- The Preferred outcome column Higher 1 informs you whether the desired result for the indicator is for a higher or lower result
- Collection period columns shows your selected health service's results for the last three collection periods for each of the indicators in the specified grouping. If a result is *better* than the corresponding result for the previous collection period it will appear in *green*. If a result is *worse* than the corresponding result for the previous collection period it will appear in *red*.
- The My Service Target column shows your selected health service's self-



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

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

(1) - 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.

Main Group data export
- 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.

Comparison Group data export - 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.



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••• 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.

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

on the left-hand side of the sheet. and

select the required health service.

2. To continue, select

The *Closing the Gap Target #2* sheet shows how the selected health service's national PIO2 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

	Main Group
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AHWs (FTE)	
Organisation Tyr	10

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.

1. To do this, select the applicable filter

field(s) service Name 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 Service Name Trais Indigenous Hea... .

The <u>Main Group data export</u> 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 <u>line will appear on</u> 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

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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 service Name 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 <u>—</u> 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 state 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.

U To remove your selections, simply select  $\bigotimes$  against each selection in the grey *Selection Bar* at the top of the screen  $\boxed{\text{State}_{\text{Comparison-Cid}} \bullet \bigotimes}$ .

# **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 —.





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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 selfdetermined 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

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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*.

Use 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 Service Name
- 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 a 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 displays (in table form) the national nKPI data set for every collection period, back to *December 2014*.

1. To filter the data that displays in the table, select the applicable filter field(s)

state above the table as required. For example, you may wish to export data only for services in Oueensland 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

Export of Curr	ent Reporting Ro	ound nKPI & O	SR Data																			
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204a		3300	Real Bodd Sciences		2,475	411	647	17.65	2.14		3.8	9.8	14		1,114		34				12	
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ATTIVER		1601	Ramanyuck and Colores recording Corporation		14225			10,120	25.0	11.1	11.0	1.0	11	1.1	122	11.564	8482.653	105			100	
and the		1047	MANAGEMENT HEAT THE PERSON NUMBER OF	5.4	48,735	4,941	5,411	14,372	1.651	542	14.0	22	58	7.8.	7,655	18,818	17,584,855	ANG	7.68	115	116	
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Seree 27D		2003	ANTI-GROTINGALTIN-SOPERANAL DENOTEMPITERY	1	23.937	1.00*	5.229	45.524	001.0	51.5	45.0	34.0	35	10	729	14,833	\$\$33.354	8135	935	35	388	
		1995	Enclose for Links of Angene as Month Mar		532,822	15,616	53.428	169,469	375.9	1915	209.6		19	14		155.558	\$2,04.042	100	2.75	115	475	
A1960(F10)		1002	Technical Appropriate Matter Device Treatmented		13 332	1213	1242	12.566	22.3	12.4	11.2	6.0	20	14	22.8	1.724	\$123,000	768	315	2254	255	

The *Export of Current Reporting Round* 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.

1. To add further information to the table, select the applicable button (such as

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
   Export
- 4. 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

lula Export	The use of he from this Q/I ministerial b Indigenous	alth senfee len k analytiks reser infinge er cellel portinggivealth	HoKPE and DBR d area as an input in penalion with othe operation.	ata is subject to str to policy discussion representation	rict govern en and for i recien. 21 yr	name arran Initiatives f nu hava que	ngemont te-suppor retions a	s agreed with th tithe serier. Do bout the purpor	te Endigenous he da at health serv nex for which this	alth sei lee leve i health	tar. Indigena imay natibe of service levels	is Health D reviated or late can be	lvisien (IHD) t used outside used, please o	taff may us dHD for any seriest	e health se purpose, h	nice level data voluting
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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 service Name 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.

- To do this, right-click on the applicable data export table and select Export > Export data.
- 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 Service Name under Add Characteristic in the Characteristics section on the left-hand side of the sheet.
- 2. Select <u>Clients</u> under Add Calculation in the Calculations section on the right-hand side of the sheet.
- 3. Select Organisation Members. 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 lefthand 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 lifeld at the top of the sheet.

OSR Reporting Round filter



# The QLIK Stakeholder nKPI & OSR Report

#### 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*.

ACCHS	(4231.49/8318.55) 51%	(3871.83/8318.55) 47%	Non-Indigenous FTI
overnment	í l		
Other			

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



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

- 1. Select service Name 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 QLIK Stakeholder nKPI & OSR Report

## The OSR – Episodes of Care and Client Numbers sheet



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.

 To select the health service you wish to analyse OSR data for, select
 Service Name
 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 righthand 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



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  $\bigcirc$  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





Department of Health and Aged Care

containing the data will be downloaded so you can save and use it as needed.

The OSR Comments sheet									
OSR Comments									
Ganot ESC/Provinse200	Current EOC / Previous EOC	Denies U	Tabular of Das	Tylinolay of Ener	Recalls.	Difference between current and analysis for some of Oper	Contraint		
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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 Q	Client Numbers Jun 2022	Client Numbers Jun 2021	Results (CN)	Difference between current and previous Client Numbers	Comment Count	
North Coast Aboriginal Corporation for Community Health	10288	1211	High	88%	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)	2105	884	High	58%	4	
First Peoples' Health and Wellbeing	1902	1027	High	46%	4	
Griffith Aboriginal Medical Service Aboriginal Corporation	7520	4117	High	45%	2	
Yerin Aboriginal Health Services Incorporated	3611	2028	High	44%	4	
Winda Mara Aboriginal Corporation	2100	1222	High	42%	16	
Wellington Aboriginal Corporation Health Service	3948	2317	High	41%	4	
MDAS - Swan Hill Aboriginal Health Service	2485	1478	High	41%	2	
NT Department of Health - Woodycupildiya Community Health Centre	94	57	High	39%	18	
NT Department of Health - Ali Curuno Community Health	1469	898	High	39%	5	

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.

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

oominents			
OSR Comment Content	OSR Comment Reason	OSR Comment Type	OSR Commen
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
	Data are correct	Manual Comment	Completed, all data ac
All data is current	Data are correct	Manual Comment	Completed, all data ac
	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 comment	Completed all data accented	Manual Comment	Completed all data an

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



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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

**1** nKPI definitions and change his... 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.