# The QLIK Stakeholder nKPI & OSR Report Screencast (Part 1) – Accessible Version

Introduction

Welcome to the *QLIK Stakeholder nKPI & OSR Report (Part 1)* screencast.

This screencast will show members of NACCHO, sector support organisations, DSS Funding Agreement Managers (FAMs) and the NSW Ministry of Health (MOH) how to work with the *QLIK Stakeholder nKPI & OSR Report,* which is accessed through the Health Data Portal.

By the end of this screencast, you should know how to analyse the different ‘sheets’ available through the *QLIK Stakeholder nKPI & OSR Report* for your selected health service(s) and view their nKPI data trends over time. You should also know how to compare nKPI data for your selected service to that of other health services with similar characteristics.

Introduction to the QLIK Stakeholder nKPI & OSR Report

The *QLIK Stakeholder nKPI & OSR Report* contains several reports you can use to obtain a graphical view of health service aggregated nKPI data dating back to *December 2014*.When working in the *QLIK Stakeholder nKPI & OSR Report*, you can view a selected health service’s most recent results for all nKPIs and compare these results to the results for previous collection periods. You can also compare the selected data, if needed, to data for comparison groups you have built yourself, comprising health services with similar characteristics such as remoteness, service size and state.

**IMPORTANT NOTE:** NACCHO, sector support organisations and the NSW MOH will only be able to see results for those health services who have elected to share their finalised nKPI data with these organisations.

You can access the *QLIK Stakeholder nKPI & OSR Report* by selecting **Reports >** **Interactive Reports** from the menu bar on the Data Portal home screen. **Note:** To have access to the **Reports >** **Interactive Reports** menu option in the Data Portal, you must first have been assigned the *Interactive Report Viewer* role by your Health Data Portal *User Administrator*.

1. From the Data Portal home screen, select **Reports > Interactive Reports**.
2. To continue, select **Indigenous Health…** on the left-hand side of the screen.
3. Select the top half of **Stakeholder nKPI & OSR Report** on the right-hand side of the screen.

**Note:** If you select the bottom half of a report in QLIK, it will provide you with additional information regarding the report but won’t open the selected report.

The *QLIK Stakeholder nKPI & OSR Report* screen displays the different reports (*displayed as individual ‘sheets’*) you can use to view health service nKPI data trends over time and compare nKPI data for a particular service to that of other health services with similar characteristics (*known as a comparison group*).

The sheets available In the *QLIK Stakeholder nKPI & OSR Report* are broken down into the following groups:

* The Health Service Snapshot sheet – Shows different aspects of summary information for your selected health service. The summary information contained within this sheet includes:
  + Service summary
  + Indigenous population breakdown
  + 715 health assessment information
  + Workforce FTE information
  + Operational ratios.

The *Health Service Snapshot* sheet is covered in more detail later in this screencast.

* The OSR Summary sheet – displays key health service summary information (including client numbers, episodes of care and FTE) for all collection periods back to June 2016.

The *OSR - Summary* sheet is covered in more detail later in this screencast.

* 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 is covered in more detail later in this screencast.

* The nKPI – Indicators over Time sheet – displays aggregated national results for all collection periods, back to June 2018.

The *nKPI – Indicators over Time* sheet is covered in more detail later in this screencast.

* The nKPI – Recent Results sheet - allows you to view results for multiple health services, across multiple indicators/focus areas, on the one sheet.

The *nKPI – Recent Results* sheet is covered in more detail later in this screencast.

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

The *nKPI Result Distribution* sheet is covered in more detail later in this screencast.

* The Executive Summary sheet – 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 how the results compare to the health service’s self-determined targets for selected indicators and the results of the pre-determined comparison groups sourced from the *nKPI Summary sheets*.

The *Executive Summary* sheet is covered in more detail later in this screencast.

* The nKPI Summary sheets – There are three *nKPI Summary sheets* within QLIK: *Maternal and Child Health Summary*, *Preventative Health Summary* and *Chronic Disease Management Summary*.Each of these summary sheets contain graphs displaying health service results (*along with results for other select groupings of services*) for the current collection period, for each of the indicators within the selected grouping.The *nKPI Summary sheets* are covered in more detail later in this screencast.
* The Closing the Gap Target #2 sheet – shows how your selected health service’s PI02 healthy birthweight results compare to the *Closing the Gap Target #2,* which is to increase the proportion of Aboriginal and Torres Strait Islander babies born with a healthy birthweight to 91% by 2031.

This *Closing the Gap Target #2* sheet is covered in more detail later in this screencast.

* The National Trajectories sheet – The *National Trajectories* sheet displays your selected health service’s results along with the corresponding national trajectories back to *December 2014*, for the five indicators/seven focus areas 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.

The *National Trajectories* sheet is covered in more detail later in the screencast.

* The Individual indicator sheets - There is an individual indicator sheet in the *QLIK Stakeholder nKPI & OSR Report* for each indicator (*or nKPI*) with some indicators having more than one sheet. Each of the individual indicator sheets contains a graph that displays health service results for the selected indicator, by collection period, back to *December 2014*. Some also contain a separate graph that allows you to compare the results for the selected health service to those of a comparison group of services of your choice. The individual indicator sheets are covered in more detail later in this screencast.

These sheets are covered in more detail later in this screencast.

* The Data Export sheets – The Data Export sheets in the *QLIK Stakeholder nKPI & OSR Report* allow you to view and export nKPI data back to *December 2014* for health services, as well as health service comparison groups of your creation.

These sheets are covered in more detail later in this screencast.

* The Organisation Masterlist sheet – allows you to overlay different organisational characteristics to display combinations of data for reporting health services.

The *Organisation Masterlist* sheet is covered in more detail later in the screencast.

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

The *OSR – Workforce Summary Paid FTE* sheet is covered in more detail later in this screencast.

* The OSR – Workforce Detail sheet - displays more detailed workforce information for health services, building on the information provided in the *Workforce Summary* sheet. This sheet displays the FTE breakdown of all positions, back to 2016, for whatever cohort or individual health service you select.

The *OSR – Workforce Detail* sheet is covered in more detail later in this screencast.

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

The *OSR – Episodes of Care and Client Numbers* sheet is covered in more detail later in this screencast.

* The OSR Comments sheet – identifies discrepancies in health service episodes of care and client numbers data each year. Associated comments then explain these discrepancies as needed.

The *OSR – Comments* sheet is covered in more detail later in the screencast.

* The nKPI Definitions sheet – contains a detailed definition of each of the indicators contained within the *QLIK Stakeholder nKPI & OSR* report. It also contains a column detailing any changes that have been made to the indicators.

The *nKPI Definitions* sheet is covered in more detail later in this screencast.

* The Notes and exclusions sheet – The *Notes and exclusions* sheet in the *QLIK Stakeholder nKPI & OSR Report* contains important covering information regarding all sheets in QLIK. It also lists any data exclusions for the selected health services back to *December 2014*.

The *Notes and exclusions* sheet is covered in more detail later in this screencast.

The Health Service Snapshot sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **Health Service Snapshot** sheet.

To display information on the *Health Service Snapshot* sheet, you first need to select the service you wish to analyse data for.

1. To do this, select the **Service Name** filter field.
2. Select the service you wish to view the snapshot for and then select the **Confirm selection** button.

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

* The section at the top left of the sheet, which contains a summary profile of the selected health service, including information about their Indigenous location, IRSEO rating and Indigenous client numbers.
* The *Service Summary* table contains key summary organisational information for the selected service, such as their client numbers, episodes of care and FTE numbers. The information displays for the three most recent collection periods.
* The *Indigenous client population – Jun 2023* graph shows the breakdown of Indigenous clients (in raw numbers) for the selected health service by age and gender.
* The *Indigenous client 715 Health Assessments* graph 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.
* The *Work Force FTE (key roles) – Jun 2023* graph shows the number of FTE, per position type, for the selected health service.
* The *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 target for each indicator for the most recent 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

1. From the *Stakeholder nKPI & OSR Report* screen, select the **OSR – Summary** sheet.

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

The sheet contains two sections:

* Summary over time
* Summary by Service – Jun 2023

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 needed, you can compare the OSR summary information for services of different *states*, *remoteness,* and *service sizes,* using the filter fields at the top of the sheet.

1. To filter the data displayed in the *Summary over time* table, select the **OSR Reporting Round** filter field above the table.
2. Select the collection period you wish to view the summary data for.
3. Select the **Confirm selection** button.

You can now use the *Reporting Round* filter field to filter the OSR summary information for the selected collection period by either *state*, *remoteness,* or *service* *size*.

1. Select the **Reporting Round** filter field and select either **State**, **Remoteness** or **Service Size**.

The *Summary over Time* table has now been updated to display the selected OSR summary information.

The *Summary by Service – Jun 2023* section of the sheet contains a table displaying the key summary information, but for individual health services.

If needed, you can filter the information in the table using the different filter fields above the table. For example, you may only want to display the service-level OSR summary information for services from a particular state or with a particular remoteness category. You may also only wish to display information for services of a particular governance type with a certain number of GPs.

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

The nKPI – Client Summary sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **nKPI – Client Summary** sheet.

The *nKPI – Client Summary* sheet contains key regular client information from the national Key Performance Indicator (nKPI) report, which is submitted by health services each January and July. This information is initially presented at a national level but can be filtered as needed.

The *nKPI – Client Summary* sheet contains two sections

* *Summary by Reporting Round*
* *Summary by Service – Jun 2023*

The *Summary by Reporting Round* section of the sheet contains a table showing key nKPI regular client summary information for all health services nationally, by collection period.

This information includes regular client numbers, clients with type 2 diabetes and the number of regular clients who are current smokers.

If needed, you can compare the nKPI client summary information for services of different *states*, *remoteness,* and *service sizes,* using the filter fields at the top of the sheet.

1. To filter the data displayed in the *Summary over time* table, select the **nKPI Reporting Round** filter field above the table.
2. Select the collection period you wish to view the summary data for.
3. Select the **Confirm selection** button.

You can now use the *Reporting Round* filter field to filter the nKPI client summary information for the selected collection period by either *state*, *remoteness,* or *service* *size*.

1. Select the **Reporting Round** filter field and select either **State**, **Remoteness** or **Service Size**.

The *Summary by Reporting Round* table has now been updated to display the selected nKPI client summary information.

The *Summary by Service – Jun 2023* section of the sheet contains a table displaying the key summary information, but for individual health services.

If needed, you can filter the information in the table using the different filter fields above the table. For example, you may only want to display the service-level nKPI client summary information for services from a particular state or with a particular remoteness category. You may also only wish to display information for services of a particular governance type with a certain number of GPs.

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

The nKPI – Indicators over Time sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select 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*.

**Note:** 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 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 the *State* button.

**Note:** To display the results for a particular health service, simply select the service using the *Service Name* button.

The nKPI – Recent Results sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **nKPI – Recent Results** sheet.

The *nKPI – Recent Results* sheet allows you to view results for multiple health services, across multiple locations, on the one sheet.

All health services who reported their nKPIs in the most recently completed collection period, will display alphabetically in the *nKPI Reporting Round Jun 2023* table in the middle of the sheet.

A list of indicators and, in some instances, particular focus areas will display as buttons in the *Add/Remove Indicator* sections on both the left and right-hand side of the sheet.

1. To start building the table, select the first applicable indicator/focus area from the **Add Indicator** section on the left or right-hand side of the sheet.

The most recent result for each health service, for the selected indicator/focus area, will now display in the table.

1. Continue the process, selecting any further indicators/focus areas as needed.

The table will now update to display the results for the selected indicators/focus areas for all health services, for the most recently completed collection period.

**Note:** If you wish to filter the results further, you can do so using the filter fields at the top of the sheet. For example, you may only want to display the results for services from a particular state.

The *Highlight Upper/Lower %* section can be used to colour-code the results displaying in the table. For example, if the *Upper/Lower 10%* option is selected, the results for the health services in the top 10% nationally for each indicator will be highlighted in green, while the results for services in the bottom 10% will be highlighted in red.

The closer a service’s results are to the top of the selected grouping, the darker green their results will be, while the closer a service’s results are to the bottom, the darker red their results will be.

1. You can export the indicator/focus area results for the selected health services as needed by right-clicking on the table and selecting **Download as… > Data**.

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 over time.

You can filter the results if needed to see these distributions for a particular state, remoteness category, or service size, or a combination of these.

1. From the *Stakeholder nKPI & OSR Report* screen, select the **nKPI Result Distribution** sheet.
2. To display results for a particular indicator/focus area, select the **Indicator** filter field in the top left-hand corner of the sheet and select the indicator/focus area you wish to display the result distribution for.

The following are the key elements of the nKPI Result Distribution sheet:

* **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 fall within particular percentile bands.
* **Bottom indicator/focus area graph** – shows the national average results for the selected indicator/focus area, for each collection period, back to June 2021

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

The Executive Summary sheet

The *Executive Summary* sheet 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 how your selected service’s results compare to their self-determined targets for indicators as well as the results of the pre-determined comparison groups sourced from the *nKPI Summary* *sheets*.

1. From the *Stakeholder nKPI & OSR Report* screen, select the **Executive Summary** sheet.

To display information on the *Executive Summary* sheet, you first need to select the service you wish to analyse data for.

1. To do this, select the **Service Name** filter field.
2. Select the service you wish to view the snapshot for and then select the **Confirm selection** button.

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

* **Custom filter fields** – allow you to build your own customised comparison group for which results will then display in the *Custom* column of the *Comparison Group* table.
* ***Indicator* and *nKPI* columns** – describe each of the indicators included in the specified grouping.
* **Focus area column**– shows the particular result band the results are for, if applicable
* **The Preferred outcome column** – informs you whether the preferred outcome is 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.
* **The My Service Target column** – shows your selected health service’s self-determined target for the most recent collection period, for the applicable indicators.
* **The Comparison group table** – shows the results of 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 three *nKPI Summary sheets* contain graphs representing the indicators belonging to the summary grouping. These graphs allow you to compare a selected health service’s results for the current collection period for each indicator, with the corresponding results for health services:- nationally, - of the same size as the selected service, - from the same state as the selected service, and- with the same remoteness category as the selected service. In addition to the above, you can also use these summary sheets to see how your selected health service’s most recent results for the selected indicator compare with your results for the previous collection period.

1. From the *Stakeholder nKPI & OSR Report* screen, select the applicable **Service Summary** sheet.

The summary sheets will default as blank when opened. To display information in the selected summary sheet, you will need to select the health service you wish to view summary nKPI data for, for the selected indicator grouping.

1. To continue, select the **Service Name** filter field and select the required service from the list.
2. Select the **Confirm selection** button to apply your selection to the sheet.

The selected summary sheet will now update to display the selected health service’s results (*the dark blue bar in the middle of the graph*) for the applicable nKPIs, for the most recent collection period. These indicators are grouped by *Process of Care* (*top half of the sheet*) and *Outcome (bottom half of the sheet)*

There is at least one graph for each indicator in each of the summary sheets and, for some indicators, there may be more than one.

In addition to your selected health service’s latest results, each of the graphs in the three *nKPI summary sheets* display different results you can compare the health service’s results to, for the current collection period. Each of these results are displayed as a different coloured bar in the graphs.

- The *orange* bar shows the national average for the selected indicator, for the most recent collection period.

- The *grey* bar shows the results for those health services with a similar number of clients to your selected health service, for the selected indicator, for the most recent collection period.- The *dark blue* bar shows the selected health service’s results for the selected indicator, for the most recent collection period. The *light blue dot* that appears with the bar represents the health service’s results for the previous collection period, so you can easily see how results are trending for the indicator.

- The *green* bar shows the results for all health services in the same state as your selected service, for the selected indicator, for the most recent collection period.

- The *brown* bar shows the results for all health services with the same remoteness category as the selected service, for the selected indicator, for the most recent collection period.

When viewing your selected health service’s most recent results for a particular indicator in a summary sheet (*dark blue bar*) and comparing these to the results for the previous collection period (*light blue dot*) you can easily see if the service’s most recent results are better or worse than the results for the previous period.This is done by looking at the arrow to the left of the indicator title at the top of each graph. If the arrow is pointing up, this means that a higher result is better for that indicator. If the arrow is pointing down, then a lower result is the preferred outcome.In addition to what has already been covered, there are some other options available to you in the *nKPI Summary sheets* in QLIK:

- The *My Service Data Export* button will take you to the *Data export – My Service* sheet, which will allow you to export the selected health service’s data contained within the graphs in the sheet to Excel. For more information, see *Export Data from QLIK later* in this screencast.

- The *Comparison group dat...* button will take you to the *Data export – Comparison Group* sheet, which will allow you to export your comparison group data contained within the graphs in the sheet to Excel. For more information, see *Export Data from QLIK* later in this screencast.

- The *Indicator Report (arrow)* button takes you to the individual indicator sheet for the selected indicator. The individual indicator report will allow you to see the results for the selected indicator, back to *December 2014*.

The Closing the Gap Target #2 sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **Closing the Gap Target #2** sheet.

To display information on the *Closing the Gap Target #2* sheet, you first need to select the service you wish to analyse data for.

1. To do this, select the **Service Name** filter field.
2. Select the service you wish to view the snapshot for and then select the **Confirm selection** button.

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

The comparison group line that displays in the graph represents 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 in the *QLIK Stakeholder nKPI & OSR Report* is an analysis sheet that allows you to analyse how a particular health service, or group of services, is tracking against the national trajectories set for certain indicators by the AIHW.

In the *National Trajectories* sheet, the national trajectories are represented by the red lines on each bar of the graphs, similarly to how comparison groups are represented by the orange lines in other sheets in the report.

1. From the *Stakeholder nKPI & OSR Report* screen, select the **National Trajectories** sheet.

The *National Trajectories* sheet displays at least one graph for each of the indicators/focus areas for which national trajectories have been set by the AIHW. For some indicators (*such as PI03)* there will be more than one graph as there are multiple age groupings within the indicator.

By default, the sheet will display results for each indicator, back to *December 2014*, for all health services (*the dark blue bar*). The national trajectories display as red lines on each of the blue bars.

The *Main Group* section on the left-hand side of the sheet can be used to filter the national trajectories for a particular health service or group of health services as required.

1. To show the national trajectories for a particular health service, select the **Service Name** filter field in the *Main Group* section on the left-hand side of the sheet.
2. Select the required health service(s) from the list of services that displays.
3. To confirm your selection(s), select the **Confirm selection** button.

The sheet results have now been filtered to display results for the selected health service(s) and you can now see how these results compare to the set trajectories for each of the indicators/sub indicators.

The Individual Indicator sheets

There are 23 individual indicator sheets in the *QLIK Stakeholder nKPI & OSR Report*. Each of these sheets will allow you to compare the selected health service’s most recent results for the selected indicator to their results for each previous collection period, back to *December 2014*.In addition, you can also compare the health service’s results for the indicator to those of other health services contained within a comparison group of your choice (*displayed as orange lines on the graph*).

Within the *QLIK Stakeholder nKPI & OSR Report*, there are two types of individual indicator sheets:- **Single Dimension Indicator sheets** - one bar chart is used to display health service results back to *December 2014*, along with comparison data from either the national average or a selected comparison group (*the orange lines*).- **Indicators with Multiple Result bands sheets** - two bar charts are displayed. The top chart shows all result bands for your selected health service(s) while the bottom chart displays comparison group data.Each of the individual indicator sheets contain the same elements, allowing you to analyse and interpret health service nKPI data for each of the indicators, back to *December 2014*. These are:

* The *Title Bar* at the top of the sheet, which displays the title of the sheet you are currently viewing.
* *Filter* fields, which allow you to filter the results displayed in the graph by characteristics such as *Collection Month*.When a selection is made in a *Filter* field, the results in the graph will change to reflect this selection. For more information, see *Work with Filters* later in this screencast.
* The *Comparison Group* section, which allows you to create a comparison group of your choice (*e.g all services from the same state*) to compare your selected health service results against for the selected indicator. In these reports, comparison groups are represented in the graphs by orange lines. For more information, see *Work with Comparison Groups* later in this screencast.
* The *Export* buttons, which allow you to export your health service’s results, or the results of your comparison group, for the selected indicator, to an Excel spreadsheet for analysis if needed.
* The *Comparison Group Limiter* allows you to add results for the top 5, 10 or 25% of health services, within the selected comparison group, to the graph. When selected, these results will display as a red diamond in the graph.

The graphs in the individual indicator sheets display your selected health service’s results for the selected indicator, from the most recent collection period (*far right-hand side of the graph*) back to *December 2014* (*far left-hand side*).The results display as a dark blue bar for each collection period.

The label at the top of each bar in the graph will display your selected health service(s) results for the selected collection period both as a percentage and as raw values.  
If your selected health service’s results for the selected indicator, for the most recent collection period, are less than the results for the national average or your selected comparison group (*represented by the orange lines*) text will display underneath the indicator title informing you of how many more clients the selected health service needs to equal the results for the national average or selected comparison group.

As discussed earlier in this screencast, there are two types of individual indicator sheets in the *QLIK Stakeholder nKPI & OSR Report*: *Single dimension indicator sheets* and *sheets with multiple result bands*.The *Time View - My Service* section of these sheets (top half) shows your selected health service’s results for the indicator, back to *December 2014*. The *Comparison Group* section (bottom half) allows you to build a comparison group, using the available *Filter* fields, once you have selected a filter in the top half of the screen.Each of the sections of the individual indicator sheets detailed earlier in this screencast using a single dimension indicator sheet (*creating a comparison group, using the Comparison Group Limiter etc*) are also available in the sheets for indicators with multiple result bands.