



**Australian Government**

**Department of Health,  
Disability and Ageing**

# **First Nations Health Reporting: nKPI and OSR - CIS User Guides**

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## **Introduction**

Health services are increasingly looking for information to help them understand the National Key Performance Indicator (nKPI) and Online Services Report (OSR) data submitted to the Health Data Portal.

Sometimes the numbers in your nKPI/OSR reports don't reflect what you expect to see – and it can be hard to figure out why. From the suite of program documentation available, one of the most useful resources is the user guide produced by each of the Clinical Information System (CIS) vendors: Best Practice, Communicare, Medical Director and MMEx.

Each CIS user guide outlines how the nKPI and OSR indicators are calculated. The guides break down the logic behind the numbers and show where data needs to be recorded in the CIS for it to be counted in the reports for nKPI and OSR. While the guides may not answer every question, they're a valuable starting point to troubleshoot results or understand the reported data better.

This article explains where to find the current user guide for your organisation's CIS and some practical tips for using it. Always check to make sure you're using the most recent version, as the user guide content does change over time.

## **Where to find your CIS User Guide**

### **Best Practice**

The '*Bp Premier nKPI and Field Mappings*' document is Best Practice's user guide for the *Bp Premier Reporting Tool*; it's a mapping reference document that includes both the nKPI and OSR. The most current version is accessed at the following persistent link: [https://kb.bpsoftware.net/docs/BpPremier\\_OSRandnKPIMappingsReference.pdf](https://kb.bpsoftware.net/docs/BpPremier_OSRandnKPIMappingsReference.pdf), or you'll find a link on the Solving Health website on the Specifications page (refer to the Resources section of this article).

Updated versions of this user guide are published using the same link so you'll always be looking at the most up-to-date information.

## Communicare

Communicare doesn't have a single document for its user guide, but the information is available across a series of pages in the Communicare Knowledge Centre. The link to the Knowledge Centre is available via the customer portal under **Help and Support**.

These pages explain how the nKPI and OSR indicators are calculated and can be accessed individually as needed. To make sure you're always using the most up-to-date information, it's best to access the content directly through the Knowledge Centre. You can find it by going to:

**Knowledge Centre > Integrations > Key Performance Indicators > National Key Performance Indicators**, then select either **nKPI Summary** or **OSR Summary** – depending on what you're looking for.

Note. Please ensure the Knowledge Centre version matches your Communicare software.

## Medical Director

Medical Director's nKPI and OSR user guides (called *Technical Documentation*) are in a temporary location whilst MD help is migrated to a new platform.

Here is the link to locate the technical documentation updated for the July 2025 reporting round:

- nKPI and OSR Technical Documentation links are on the right-hand side of this page with the release notes for the MD Insights version 1.9.2:  
<https://www.medicaldirector.com/support/product-updates/clinical/medicaldirector-insights-1-9-2-update>

Links to current documentation are also maintained on the Solving Health website (refer to the Resources section of this article).

## MMEx

MMEx shares their user guides, referred to as *Data Mapping Documents*, in their online User Manual, which you can find here: <https://manual.mmex.net.au/manual:nkpiandosr>.

Updated versions of the user guide are published at the same link, so you'll always be looking at the most up-to-date information.

## Tips for using the CIS user guides

Each user guide is structured a little differently, but most include several key sections to help you understand how the data is being pulled and calculated:

1. Foundational elements – These cover the core rules used across indicators, such as how Indigenous status is determined or how a regular client is defined.
2. Indicator-specific logic – This section explains how data for each individual indicator is calculated. For example, it might describe how pathology results are counted or what counts as a completed health check. It may also show which specific parts of the CIS the data is being drawn from.
3. Data definitions – These define which conditions or data points are included in particular cohorts. For instance, this might detail what's included under type 2 diabetes for nKPI reporting.

To troubleshoot or better understand your reports, you'll often need to look at more than one section of the guide. Some indicators are more complex than others, and for these, there

may be additional guidance or dedicated articles available – such as for PI26 (ear health checks), which has some extra steps to help navigate the data.

### Key takeaways:

For a client to be counted in an indicator they must have specific data recorded for each of the following:

1. The relevant foundational elements. For example, in most of the nKPIs, clients must be Indigenous, have sufficient valid visit types to be counted as a regular client, male or female, and have their age recorded.
2. Specific data relevant to the indicator. For example, in PI12 'Body Mass Index' (BMI), the client must have a BMI recorded in the last 24 months.

## Resources

Links to supporting documents, information and further reading:

- **Specifications for nKPI and OSR:** This document is intended for health services and clinical information system vendors. It provides a detailed overview of foundation data elements (including differences between nKPI and OSR) and a full explanation of each indicator - covering inclusions, exclusions, counting rules and disaggregation points (including the related measure codes that you may see in your CIS reports). It also highlights Variances in vendor implementation for some data. You can access the Specifications here: <https://www.solvinghealth.au/specifications> or by following Projects > then Specifications from the home page. **Links to CIS vendor user guides are also listed at the bottom of the webpage.** Make sure you have the most recent version as the specifications are updated periodically.
- **nKPI Coding Frameworks:** The coding frameworks for conditions (and pathology for sexually transmitted infections) outline which condition diagnosis codes are included and excluded for each CIS. These are included in the Specifications for nKPI and OSR (as per link above).
- **Health Data Portal User Help:** A comprehensive suite of resources for Health Data Portal users is available at: <https://dataportal.health.gov.au/> > User Help > [Indigenous Health Data Reporting](#)
- **nKPI User Guide:** The Australian Institute of Health and Welfare (AIHW) nKPI user guides are specific to each reporting round. The relevant guide can be accessed from the link at the bottom of the page: <https://www.aihw.gov.au/about-our-data/our-data-collections/national-key-performance-indicators/about-nkpi-collection>.
- **nKPI Data Quality Statement:** The AIHW's METEOR data quality statement lists known data quality issues in the nKPIs. Updated at the end of the reporting round, the most recent link for the June 2024 round is at: <https://meteor.aihw.gov.au/content/801544>

For more data management tips see the other articles in this series available at: [Clinical Information System \(CIS\) Education Articles](#)