



Australian Government

Department of Health, Disability and Ageing

First Nations Health Reporting: nKPI and OSR - Vendor Scorecard

Introduction

Accurate data is crucial for healthcare providers to inform quality care and decision-making and for government to inform policy. Validation of the National Key Performance Indicators (nKPI) and Online Services Report (OSR) provides stakeholders reassurance in the accuracy and comparability of the reported data.

This article provides a brief explanation of nKPI and OSR validation, the purpose of the summary Vendor Scorecard, its content and where to find it.

nKPI and OSR Data Validation

Four key clinical information systems (CIS) produce nKPI and OSR reports: Best Practice, Communicare, Medical Director, and MMEx. Conducted twice a year, an independent data validation process assesses the accuracy of these CIS reports. Validation occurs before the official commencement of the reporting rounds on 1 January and 1 July.

During validation, Solving Health performs a quality assurance check on these systems using the same sample (dummy) dataset in all four systems. This check assesses the integrity and accuracy of the report outputs and comparable reporting of nKPI and OSR indicators across all CIS. All indicators are thoroughly checked, including any changes to indicators since the previous round of validation. This process confirms that any changes made in the software and/or reporting tools since the last reporting period have not negatively impacted results.

Purpose of the Vendor Scorecard

The Vendor Scorecard is a summary of the nKPI and OSR data validation results in a web-accessible one page document. It is designed to provide a clear, transparent, visual summary of the data verification, highlighting any significant anomalies or limitations.

By providing an overview of each CIS's performance, it helps healthcare providers and stakeholders assess the accuracy and reliability of the reported data and demonstrates

comparison across systems. Health service confidence in the data reported directly from the CIS also minimises the need for manual recording and reporting of data.

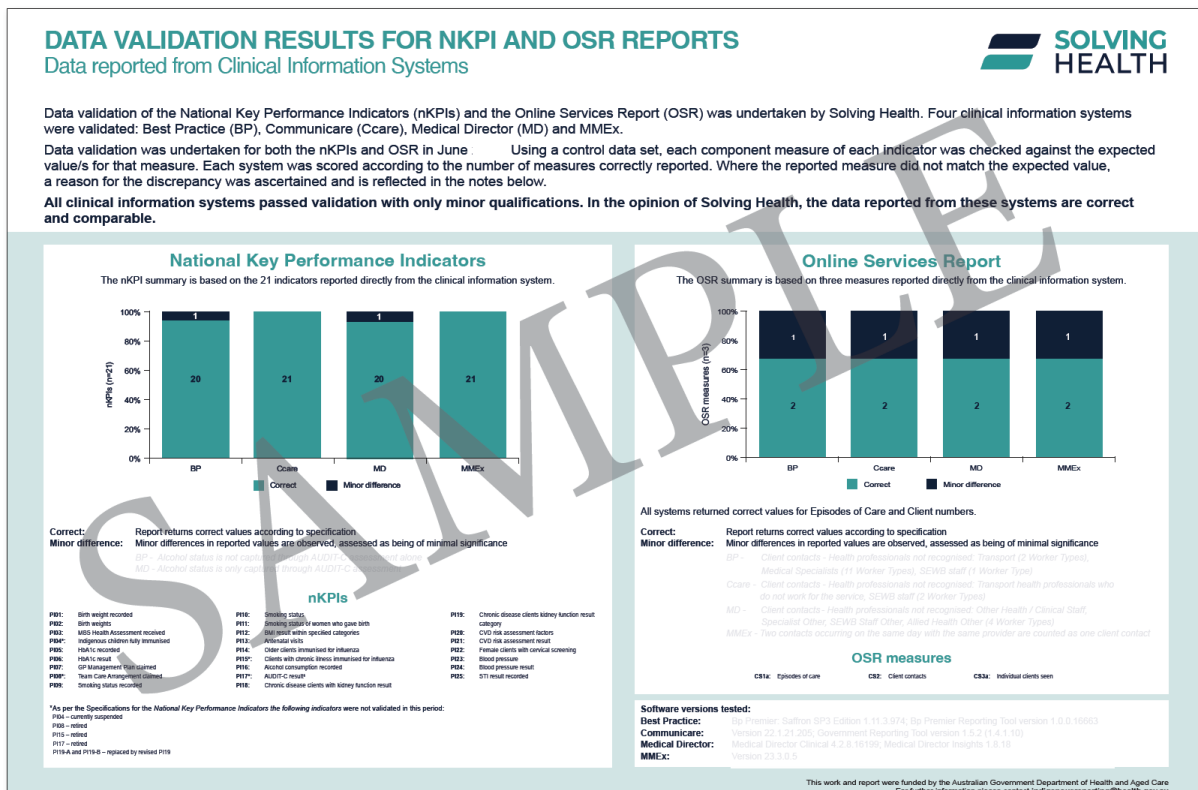
A new version of the Vendor Scorecard is produced each validation round. This scorecard is then made publicly available in a web-accessible format published at <https://www.solvinghealth.au/scorecard>. Historical versions can be requested.

Contents of the Vendor Scorecard

The Vendor Scorecard includes these key components:

1. **Results of validation:** A summary graph of the nKPI and OSR results by CIS.
2. **Summary of data limitations:** Any significant CIS data limitations identified during the validation process for nKPI and OSR are listed.
3. **List of Indicators Tested:** A list of the nKPI and OSR indicators that were validated and any significant changes since the last reporting round.
4. **Version of Software Tested:** The version of each vendor's software used during the validation is specified in the scorecard for transparency. Data reported to the Health Data Portal is confirmed against these numbers to ensure the current reporting tool has been used.

This is an example of the Vendor Scorecard:



Resources

For more detail or explanation, the following resources are also available:

- **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 data '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.

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