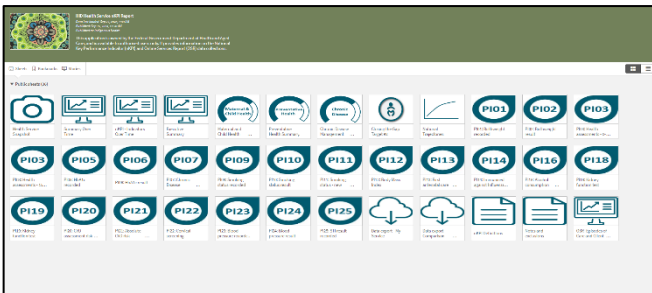


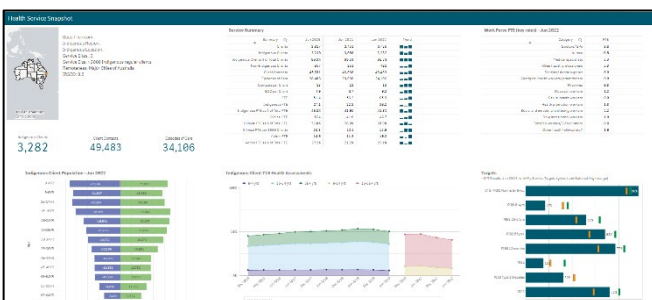


Overview

The *QLIK Health Service nKPI and OSR Report* contains 36 sheets that health services can use to get a graphical view of their aggregated nKPI data, back to December 2014. These include 23 individual indicator sheets and three summary sheets, covering the three indicator groupings. When working in these sheets, you can either compare your health service's data for the current collection period to your data from previous periods or to other health services in a comparison group, which you can select from within the sheet. Comparison groups can be built using different information such as remoteness, service size, state, and workforce characteristics. On opening QLIK, the initial view is the *Health Service nKPI and OSR Report* screen containing individual "apps" for all summary and indicator-level sheets, and the two data export sheets, amongst others.



The Health Service Snapshot



The *Health Service Snapshot* sheet allows you to view key summary nKPI and OSR information for your health service.

Summary Info – is located next to the map and shows information related to your service's location, including the number of sites your organisation has, your remoteness category and your socio-economic IRSEO index number.

Indigenous Client Population – Jun 2023 demography graph – shows the gender breakdown (in numbers) for your Indigenous

population, by age group, for the current collection period.

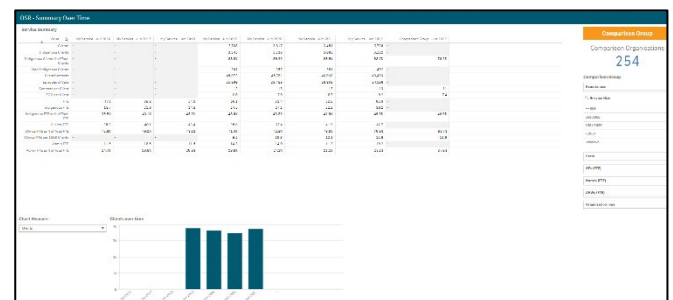
Service Summary table – shows key summary information for your service for the three most recently completed collection periods, such as your *client numbers, episodes of care* and *FTE numbers*. The table also contains a *Trend* column, which shows how you are trending for each of these elements.

Indigenous Client 715 Health Assessments graph – plots the number of health assessments your service has conducted, by age group, back to *December 2014*. The information displayed here can be filtered by age group, indigenous status, and gender using the buttons above the graph.

Work Force FTE (key roles) – Jun 2023 table – shows your FTE numbers for key position types, for the most recently completed collection period.

Targets graph – shows your self-determined targets for the applicable nKPIs, along with your actual results and the national average for each of these indicators, for the latest collection period. Also shows the Closing the Gap Target #2 for healthy birthweight, and your results and national average results against that target.

The Summary Over Time sheet



The *Summary Over Time* sheet allows you to see your key OSR summary information (*such as client numbers, episodes of care and FTE numbers*) for all collection periods, back to *June 2016*.

It also contains a comparison group column, which allows you to display data for the most recent collection period, for the comparison group of your choice, created using the *Comparison Group* section on the right-hand side of the sheet.

As well as a table, the sheet contains a graph that presents a pictorial representation of the selected measure, back to *June 2016*.



Using the *Chart Measure* field to the left of the graph, you can select the characteristic to display your data for in the graph, including *clients*, *episodes of care* and *FTE*.

The nKPI - Indicators Over Time sheet

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



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

- To remove an indicator's/focus area's results from the table, simply select the applicable button (e.g., PI01) in the **Remove Indicator** column.

The Executive Summary sheet

The *Executive Summary* sheet in the *QLIK Health Service nKPI and OSR Report* allows you to see your health service's results for the three most recent collection periods, for each indicator, by indicator grouping. It also shows how your results compare to your own targets and the results of the pre-determined comparison groups sourced from the *nKPI Summary sheets*.

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.
- 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** – informs you whether the desired result for the indicator is a higher or lower result
- Collection period columns** – shows your 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 self-determined target for the most recently completed collection period, for the applicable indicators.
- The National IP Goals column** – shows the Implementation Plan goals trajectory set by the AIHW for the applicable indicators, for the most recently completed collection period.
- 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, which can be set using the custom filter fields at the top of the sheet.

The nKPI Summary sheets



The *QLIK Health Service nKPI and OSR Report* contains three summary sheets:


- Maternal and Child Health (shown above)
- Preventative Health
- Chronic Disease Management



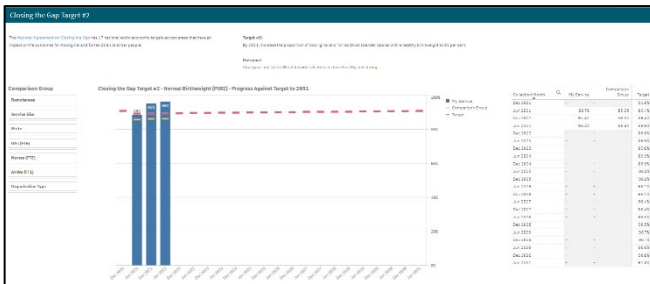
The *top* half of each of the summary sheets shows how your health service's data for the selected *Process of Care* indicators, for the current and immediately previous collection periods, compares to the national averages and the results for services of the same size, state, remoteness, and client numbers.


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


For more information, see *The Maternal and Child Health Time View Summary Sheet* in the *QLIK Health Service nKPI and OSR Report* user guide in the [User Support](#) section of the Data Portal.

 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.

The Closing the Gap Target #2 sheet




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

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

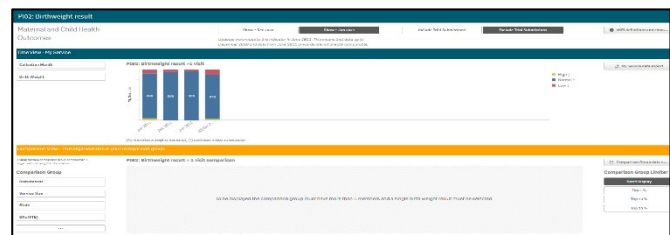
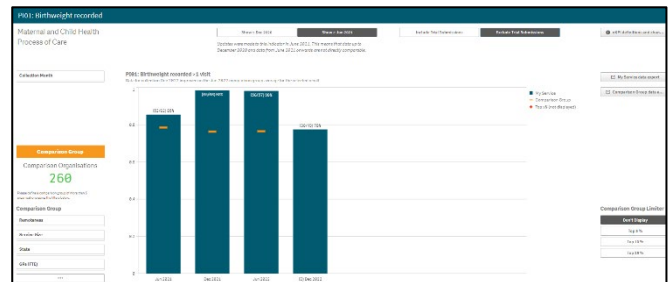
In addition to the graph, the data contained within this sheet will also display as a data table on the right-hand side of the sheet. The data in this table can be exported to Excel as needed by right-clicking on the table and selecting **Download as... > Data**.

The National Trajectories sheet




The *National Trajectories* sheet displays your 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.

The Individual Indicator sheets

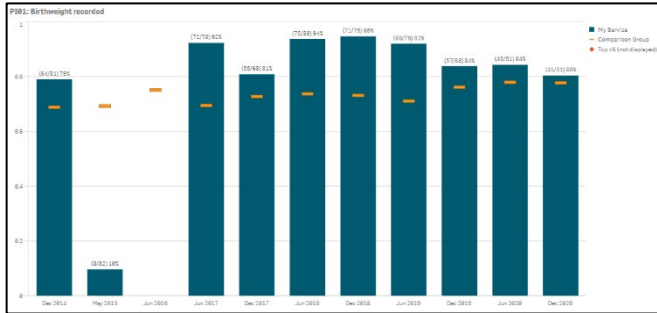


In addition to the summary sheets for the three indicator groupings, your *QLIK Health Service nKPI and OSR Report* also contains detailed reports for each indicator within these groupings.

 The screenshots here are of *PI01: Birthweight recorded* and *PI02 Birthweight results* as they represent the two kinds of individual indicator sheets. The features detailed below are common to each of the individual indicator sheets contained within QLIK.



Layout view/Main Screen Window



The main section of an individual indicator sheet shows your health service's results for the selected indicator, back to December 2014, using a bar graph (showing your service's results in blue).

The orange line on each bar of the graph represents the results of your selected comparison group for each collection period. If you have not created a comparison group, this will represent the national average.

Filter Fields

Collection Month

- The filter fields on the left-hand side of the sheet (e.g., *Collection Month*) allow you to filter the graph to display only your results for a particular selection (e.g., *Collection Month, Service Mode, Gender, Age Group*). When this is done, the selected filter will be added to the grey *Selection Bar* at the top of the screen.

Age Groups ≤ Jun 2020

- For some indicators, where the age groups reported on have changed, *Age Groups* filter fields will also display on the left-hand side of the sheet. These fields are used to select age groups you wish to display results for in the graph (s).

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

Comparison Group Selector

The *Comparison Group Selector* will appear in two different ways, depending on the type of individual indicator sheet you are in.

For indicators where comparison groups can be immediately applied, the *Comparison Group Selector* will appear in the bottom left hand corner of the sheet. For indicators where a selection needs to be made first, the *Comparison*

Group Selector will populate the entire bottom half of the sheet.

Scenario 1

Comparison Group

Comparison organisations
285

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

Comparison Group

Remoteness

Service Size

State

GPs (FTE)

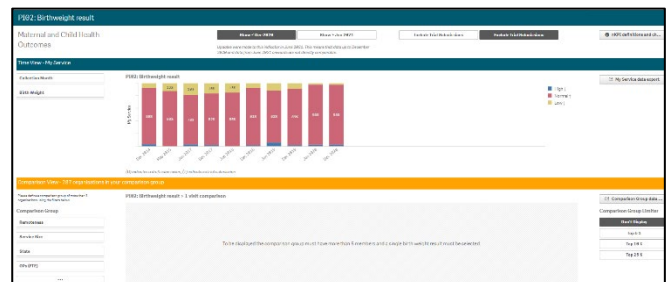
...

You can compare your health service's results for a particular indicator against those of other health services sharing similar characteristics, using the *Comparison Group* section in the bottom left-hand corner of any indicator sheet.

To do this:


- Select the characteristic(s) to be added to the comparison group.
- Your selections have now been applied to the report and the number of services you are now comparing your results to, will display.
- To remove your selections, simply select against the selection in the grey *Selection Bar* at the top of the sheet.


Scenario 2



To display a comparison group in this scenario, you need to first filter the sheet by a particular result band (e.g., *Gestational Age*) in the top half of the sheet.




Once you have selected a result band, the *Comparison View* at the bottom of the sheet will update to show the results for your health service, by collection period, along with the *Comparison Group* results, indicated by .

To update/refine the comparison group shown, select  at the bottom of the *Comparison View* to open the section in full screen mode so more options are available. Now make the additional selections as required.



nKPI Targets






Once you have entered your self-determined targets for PI03, 05, 14, 18 and 23 into your nKPI form, these targets will then display as green lines () on the graphs within the applicable individual indicator sheets (as highlighted above). The target lines will allow you to see, for each collection period, whether you have reached or exceeded your targets for the selected indicator or are yet to do so.

While your 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 your targets to display for others. Bookmarks have been created in QLIK for these indicators to make it easier for you to display your targets.

To display your 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**. Your 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**. Your 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**. Your 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**. Your targets will display.
- **PI14** – Open the *PI14: Immunised against influenza* sheet and the targets will display. Your targets will display.
- **PI18** – Open the *PI18: Kidney function test* sheet, select *Type II Diabetes* from the *Chronic Disease PI18* filter field and the targets will display. Your targets will display.
- **PI23** – Open the *PI23: Blood pressure recorded* sheet and the targets will display. Your 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.

Other Sheet Elements



The *Include Trial Submissions* and *Exclude Trial Submissions* buttons will appear at the top right of the individual indicator sheets, and, by default, *Include Trial Submissions* will be selected.

If the *Include Trial Submissions* button is selected, trial submissions will be displayed as bars in the graph in the main screen window. These bars will have a (T) in brackets in the collection period label in the axis at the bottom of the graph.

 To remove trial submission data from the graph, simply select the *Exclude Trial Submissions* button.



Some indicators have had changes made to their specifications over the last few collection periods, meaning the data for these indicators before and



after these changes can't directly be compared. The *Show < Jun 2020* and *Show ≥ Dec 2020* buttons, for example, allow you to choose which time periods you wish to view the data for.

- Select this button to be taken to the *nKPI Definitions* sheet, which contains a detailed definition of each indicator, along with a summary of any changes that have been made to the specification of each indicator.

- Select this button to display (in table form) your health service's nKPI data for every indicator, for every collection period, back to December 2014.

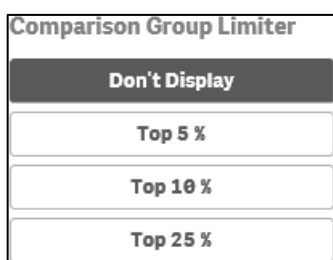
To reduce the data for a specific subset, you can filter on any column by clicking the magnifying glass icon and entering filter criteria. For example, you may only require data for a particular collection or for a smaller group of indicators.

To export your data to Excel, right click, select **Download as... > Data** and then select the link to download the file. This provides your finalised data so, if useful, you can create your own reports.

- Select this button to display (in table form) the national data averages (or the results for your comparison group, if you have selected one) for every indicator, for every collection period, back to December 2014.

To reduce the data for a specific subset, you can filter on any column by clicking the magnifying glass icon and entering filter criteria. For example, you may only require data for a particular collection or for a smaller group of indicators.

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



In addition to comparing your results for the current/latest collection period to other health services with similar characteristics, you can also compare your health service's results for the selected indicator to the *Top 5, 10 and 25 percent*

of health services in your selected comparison group.

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

The Data Export – My Service sheet

The *Data Export – My Service* sheet displays (in table form) your nKPI data for every collection period back to *December 2014*.

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

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

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

The Data Export – Comparison Group sheet

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

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



above the table as required. For example, you may wish to export data only for services in Queensland without GPs.

2. 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.

3. 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 nKPI Definitions sheet

The *nKPI Definitions* sheet can be accessed from any individual indicator sheet within the *QLIK Health Service nKPI and OSR Report* by selecting

the button, or by selecting the app on the home screen.

This sheet contains the number, name, and detailed current definition for each of the indicators contained within the *Health Service Report*. In addition, there is a column in the table that explains changes that have been made to any of the indicators, to assist you in interpreting each of the individual indicator sheets in the report.

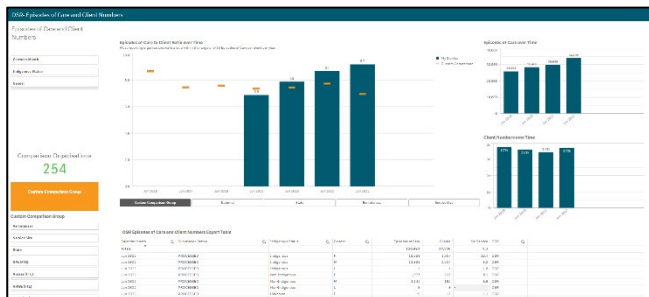
Only a limited amount of text can be shown in the *nKPI Definitions and Change History* table. If the text in a section of the table is incomplete, simply hover your mouse pointer over the text and the rest of the text will display in a hover text box.

The Notes and exclusions sheet

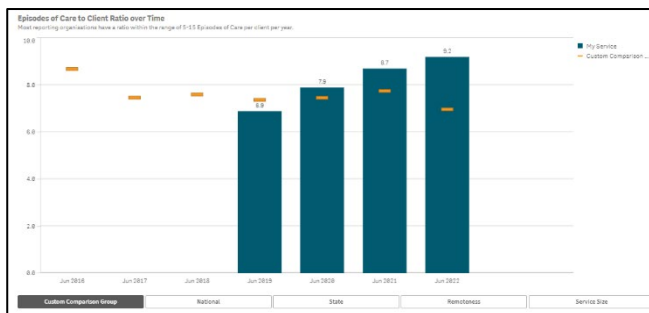
The *Notes and exclusions* sheet contains disclaimers and additional information regarding the different sheets in the report, in the *Usage Notes* section. The *Exclusions* section will show whether your data has been *excluded* or *accepted* by the AIHW for the most recent collection period.

The OSR – Episodes of Care and Client Numbers sheet

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



Episodes of Care to Client Ratios Over Time



This graph shows your episodes of care to client numbers ratio for each year back to 2016. This ratio is simply your episodes of care numbers divided by your client numbers for each year. As the text in the graph states, most services have a



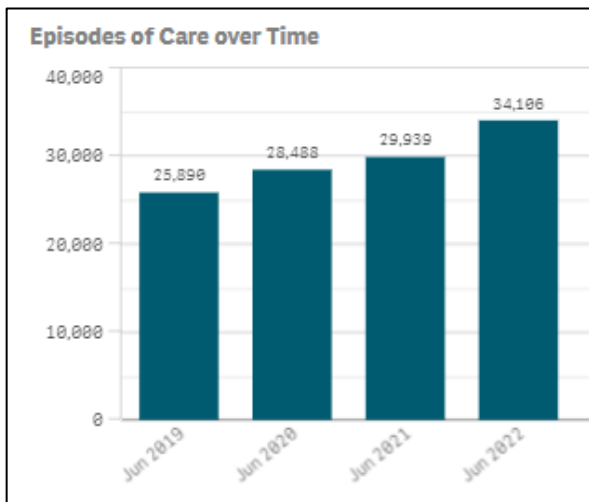
ratio of between five and 15 episodes of care per client each year.

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

The following comparison groups are available to be selected:

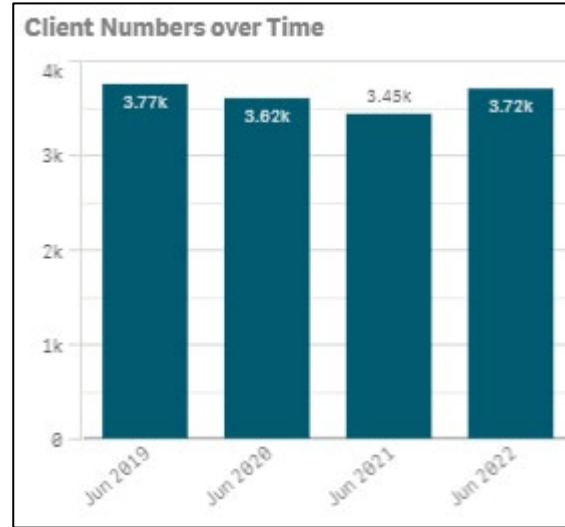
- Custom Comparison Group** - (Defaults as selected). Displays the results for the customised comparison group you have created using the Create Comparison Group section in the bottom left-hand corner of the screen. If no comparison group is created, the national average will display.
- National** - Displays the national average as the comparison group.
- State** - Displays the average results for all services in your state as the comparison group.
- Remoteness** - Displays the average results for all services with the same remoteness category as yours as the comparison group.
- Service Size** - Displays the average results for all services of the same size as yours as the comparison group.

Episodes of Care Over Time



The *Episodes of Care over Time* graph shows your 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 client numbers over time, from 2016 to the most recent OSR collection.

OSR Episodes of Care and Client Numbers Export Table

Calendar Month	Q	Submission Status	Q	Indigenous Status	Q	Gender	Q	Equivalised Care	Client Numbers	My Service	OSR	Q
Jul 2022	PROCESSED							276,248	29,799	43		
Jul 2022	PROCESSED		Indigenous					19,847	1,492	1.8	OSR	
Jul 2022	PROCESSED		Indigenous	M				11,592	1,517	1.1	OSR	
Jul 2022	PROCESSED		Indigenous	F				8	6	0	OSR	
Jul 2022	PROCESSED		Non-Indigenous					776	286	3.7	OSR	
Jul 2022	PROCESSED		Non-Indigenous	M				676	223	3.0	OSR	

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

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

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