

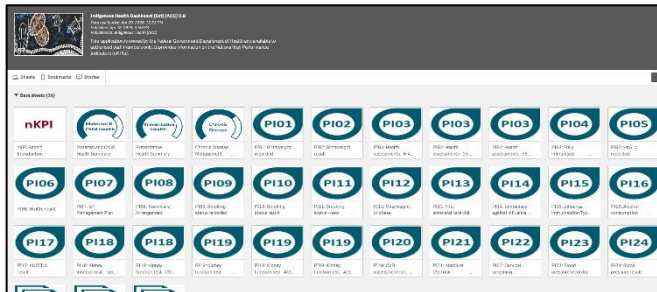


## Overview

The *QLIK IHD nKPI Dashboard* contains 39 reports that Indigenous Health Division (IHD) users can access to obtain a graphical view of Health Services' aggregated nKPI data, back to December 2014. These are made up of three summary reports covering the three indicator groupings, 29 individual indicator reports, four IHD-only analytical reports, the two Data Export reports and the Notes and Exclusions report.

When working in these reports, you can compare data for selected Health Services for the current collection period to data from previous periods or to other Health Services in a particular comparison group, which you can create within the reports. Comparison groups can be built using different information such as remoteness, service size, state and workforce characteristics.

Upon accessing the *QLIK IHD nKPI Dashboard*, the IHD nKPI Dashboard screen displays, containing individual "apps" for all summary and indicator-level reports, the two data export reports and the four IHD-only analytical reports.



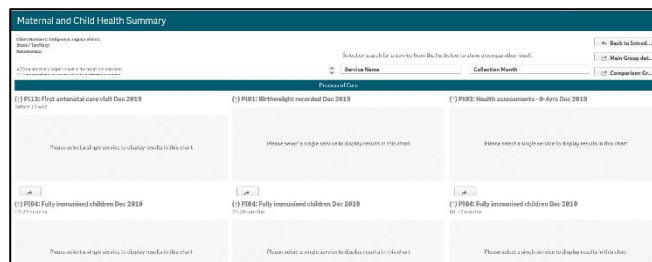
## nKPI Summary Reports

The *QLIK IHD nKPI Dashboard* contains three nKPI summary reports:

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

1. To open one of the nKPI Summary reports, select the top half of the app for the required report on the *IHD nKPI Dashboard* screen.

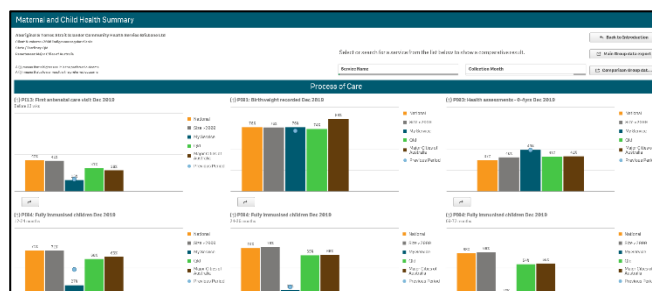
The selected nKPI Summary report will display.



2. To display results for a particular Health Service, select the **Service Name**

filter field at the top of the report and select the Health Service you wish to view the summary data for.

The report will now update to display summary data for the selected indicator grouping.



The *top* half of each of the summary reports 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 report contains the same information as the top half of the report, but for the *Outcome* indicators.



## Other nKPI Summary Report Functions/Buttons

- An arrow displays next to the title of each indicator in the report 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 report for the selected indicator.

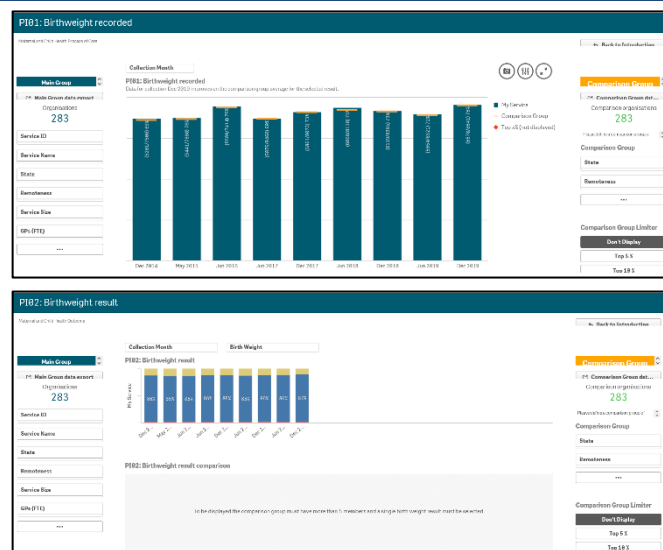
**Back to Introduction** - Select this button to navigate back to the *nKPI Report Introduction* screen.

**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.

**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.

The *Preventative Health* and *Chronic Disease Management Summary* reports are in the same format and contain the same parameters as the *Maternal and Child Health Summary Report* so they are not specifically covered in this guide.

## Individual nKPI Reports

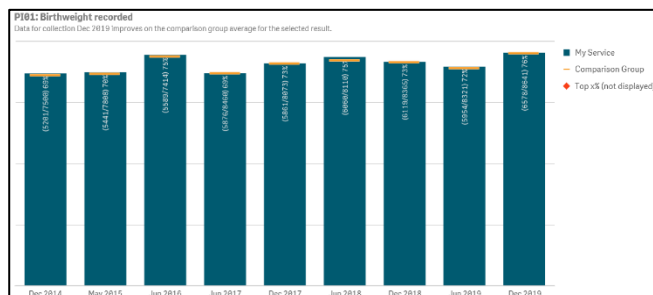


In addition to the summary reports for the three indicator groupings, the *QLIK IHD nKPI Dashboard* also contains individual reports for each of the 24 indicators.



The screenshots shown are of *PI01: Birthweight recorded* and *PI02: Birthweight result* as they represent the two different individual nKPI reports (single dimension indicator reports and reports for indicators with multiple result bands). The features detailed below are common to both of these report types.

## Layout view/Main Screen Window



The main section of an individual nKPI report shows, by default, the national averages for the selected indicator, back to December 2014, using a bar graph (showing the national averages in blue).

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 also represent the national averages for all Health Services.

The line on each bar of the graph (applicable indicators only) represents the national trajectory set by the AIHW for that particular indicator.

## Main Group Section

The *Main Group* section of the individual nKPI reports within the *QLIK IHD nKPI Dashboard*

displays on the left-hand side of each of the reports, and can be used to filter the bar graph to display results for particular 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  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).
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

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## 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 reports 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 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  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.

To remove your selections, simply select against each selection in the grey *Selection Bar* at the top of the screen   .

The ,  and  buttons detailed above for the *nKPI Summary* reports, are also available in each of the individual indicator reports.

## The National Trajectories Report



The *National Trajectories* report 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 report across the five applicable indicators, due to some of the indicators containing multiple result bands.

## Main Group Section

Main Group

Main Group data export

Organisations  
283

Service ID

Service Name

State

Remoteness

Service Size

GPs (FTE)

...

The *Main Group* section of the *National Trajectories* report displays on the left-hand side of the report, and can be used to filter the bar graphs for each of the applicable indicators to display results for particular Health Services, states, remoteness categories etc, rather than the default national results.

- To do this, select the applicable filter field(s)  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).
- Select the applicable option from the list that displays, and then select ☒.
- 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 .

The  and  buttons detailed above for the *nKPI Summary* reports, are also available in the *National Trajectories* report.

## The Service Distribution Report



The *Service Distribution* report in the *QLIK IHD nKPI Dashboard* can be used to analyse the types of services delivered by organisations by particular characteristics, such as location, service size and organisation type.

- To begin working with this report, select the **Indicator** filter field in **section 1** at the top of the report and select the indicator you wish to view service distribution for from the list that displays.
- To continue, select ☒.

Only a single indicator should be selected here.



The selected indicator will now be included in the report and the *Indicator Service Distribution* and *Service Distribution* graphs on the right-hand side of the report, will now be populated. In addition, the *Services by...* sections in the middle of the report will update to reflect the indicator selected.

- Where possible, select any more applicable options in **section 2** to further filter the data being displayed.

The selection options available in *section 2* will depend on the indicator that was selected in *section 1*. For example, if PI12 was selected in *section 1*, then only *Obese* or *Overweight* can be selected in *section 2*. If PI02 was selected in *section 1*, then a Birth Weight band is the only additional option that can be selected in *section 2*.



- To apply further filters to the information displayed in the report for the selected indicator, select the applicable characteristic in **section 3** (such as *Service Name, State, Remoteness*, etc) and then select the specific value required from the list that displays.

- To continue, select

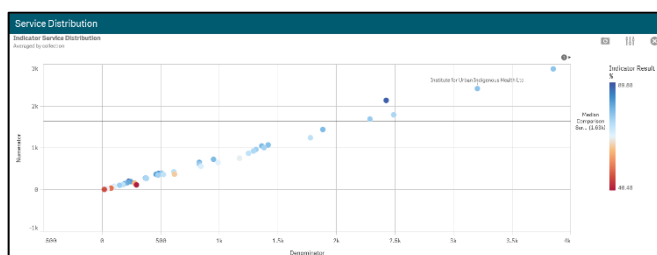
The *Services by...*, *Indicator Service Distribution* and *Service Distribution* sections will update again to reflect the selected characteristic(s) in *section 3*.

We will now look at each section of the *Service Distribution* report in more detail:

## The *Services by Section*

- Services by** – Shows graphically the number of services within each state that deliver services for the selected indicator.
- Services by State** - Shows graphically the number of services within each remoteness category that deliver services for the selected indicator.
- Services by Size** - Shows graphically the number of services that deliver services for the selected indicator, by service size.
- Services by Type** - Shows graphically the number of services that deliver services for the selected indicator, by organisation type.

## The *Indicator Service Distribution* section



The *Indicator Service Distribution* section of the *National Trajectories* report (shown above in full screen mode) contains a graph showing each of the applicable Health Services as a dot, with each Health Service's position on the graph determined by the total number of clients each service has (horizontal *Denominator* axis) and the number of clients each service has recorded a result for (vertical *Numerator* axis) for the selected

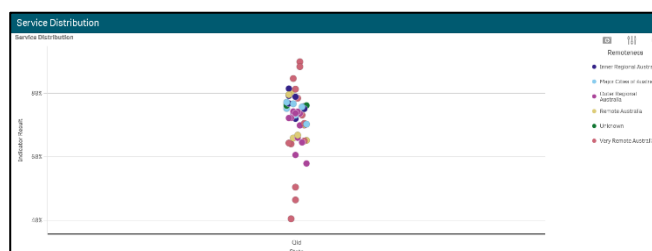
indicator, averaged across each data collection period.

The graph contains a median line for both the denominator and the numerators, to which each Health Service (dot) can be compared.

If you hover your mouse pointer over each dot on the graph, you will see:

- The name of the service
- The percentage of the service's clients who had a result recorded for the elected indicator (*Indicator result %*)
- The total number of clients for the selected service (*Denominator*)
- The number of the service's clients who had a result recorded for the elected indicator (*Numerator*).

## The *Service Distribution* section



The *Service Distribution* section of the *National Trajectories* report (shown above in full screen mode) contains a graph showing the distribution of services for the selected indicator, for the applicable Health Services (shown as a dot). The colour of each dot will show the remoteness category for the Health Service the dot is representing. The bottom axis will group the services by state while the *Indicator Result* (vertical) axis shows the result by percentages for each service.

If you hover your mouse pointer over each dot on the graph, you will see:

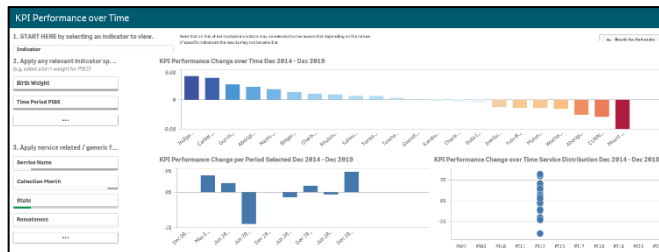
- The name of the Health Service represented by the dot
- The remoteness category for the Health Service represented by the dot
- The indicator result for the Health Service, by percentage




The [Back to Introduction](#) button can be used to return to the *nKPI Report Introduction* screen so you can then select another report to work in.



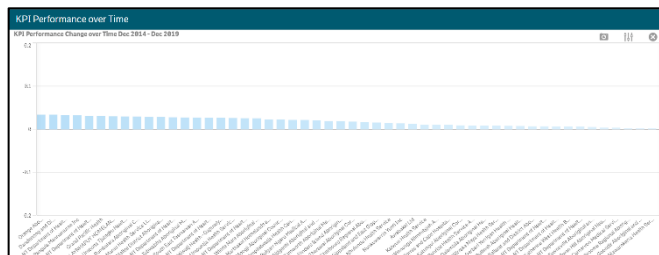
## The KPI Performance Over Time Report




The *KPI Performance Over Time* report contains three graphs, which shows Health Service performance over time for the indicator that is selected.


1. To begin working with this report, select the **Indicator** filter field in **section 1** at the top of the report and select the indicator you wish to view service distribution for from the list that displays.
2. To continue, select .

### KPI Performance Change Over Time Dec 2014 – xxxx (where xxxx is the latest collection period)



This graph shows each applicable Health Service on the bottom axis (will be all Health Services who submitted an nKPI report for the latest collection period if you don't filter by service) and the result change over time (positive or negative) for the selected KPI, for each Health Service on the vertical axis.

If a Health Service's performance has improved over time for the selected KPI,  will display on the graph for that service.

If a Health Service's performance has regressed over time for the selected KPI,  will display on the graph for the service.

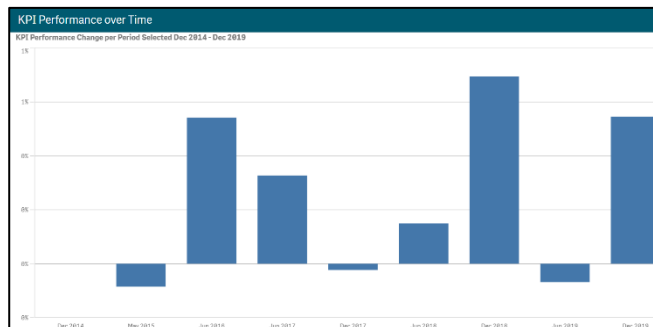
If you hover your mouse pointer over any of the Health Service bars on the graph, you will be able to see the name of the Health Service, plus their result for the KPI.



If your graph contains results for a large number of Health Services, you can scroll back

and forward through the graph by holding your mouse button down on the graph and moving your mouse left and right as needed.

### KPI Performance Change per Period Selected Dec 2014 – XXXX

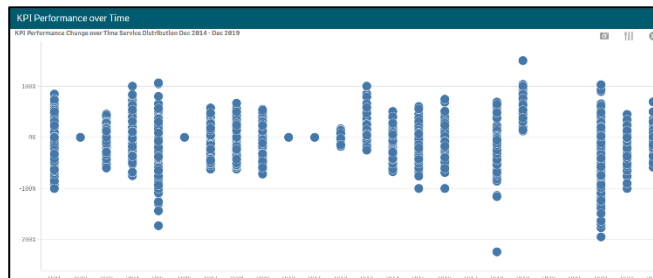


This graph shows the overall performance change (grouped into one value/bar per collection period for all applicable Health Services) for the selected KPI, by collection period. If the overall performance change for the collection period is positive, the blue bar for the period will be above the 0% line. If the overall performance change for the collection period is negative, the blue bar for the period will be below the 0% line.



If a particular KPI has not been selected, the performance change values on the graph will refer to all KPIs.

### KPI Performance Change Over Time Since Distribution Dec 2014 – Dec 2019



This graph shows the result change for the selected KPI for each of the reporting Health Services.


Each Health Service will display as a dot on the graph. If a Health Service's performance change over time since Dec 2014 has been positive for an indicator, their dot will display above the 0% line. If the Health Service's performance change has been negative for an indicator, their dot will display below the 0% line.

If you wish to see the exact value change for a Health Service for a particular indicator, hover



your mouse pointer over the Health Service's dot for the KPI in question.

❗ If a particular KPI hasn't been selected, each of the KPIs will display on the horizontal axis at the bottom of the screen.

❗ The  button can be used to return to the *nKPI Report Introduction* screen so you can then select another report to work in.

## The KPI Comparative Performance Report

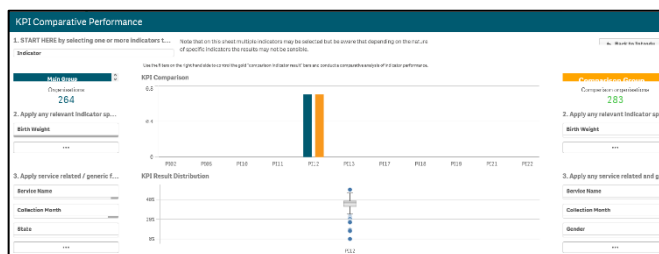


The *KPI Comparative Performance* report allows the user to compare a particular Health Service's nKPI results to the results for a comparison group the user can create themselves.

1. To begin working with the report, select the **Indicator** field in **section 1** at the top of the report and select the indicator you wish to view service distribution for from the list that displays.

2. To continue, select .

❗ Only a single indicator should be selected here.




The selected indicator will now be included in the report and the *KPI Comparison* and *KPI Result Distribution* sections will update to display results for the selected indicator.

3. Where possible, select any more applicable options in **section 2** to further filter the data being displayed.

❗ The selection options available in *section 2* will depend on the indicator that was selected in

*section 1*. For example, if PI12 was selected in *section 1*, then only *Obese* or *Overweight* can be selected in *section 2*. If PI02 was selected in *section 1*, then a Birth Weight band is the only additional option that can be selected in *section 2*.


4. To apply further filters to the information displayed in the report for the selected indicator, select the applicable characteristic in **section 3** (such as *Service Name*, *State*, *Remoteness*, etc) and then select the specific value required.


5. To continue, select .

The *KPI Comparison* and *KPI Result Distribution* sections will update again to reflect the selected characteristic(s) in *section 3*.

Once a particular indicator and Health Service, for example, have been selected, the user can then select a comparison group to compare the results to.

The *Comparison Group* section displays on the right-hand side of the report 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 to represent the results of the selected comparison group rather than the default national results.

1. To create your comparison group, select the applicable option  in the *Comparison Group* section.

2. Select the applicable value from the list that displays, and select .

- Repeat the process for any other values 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.

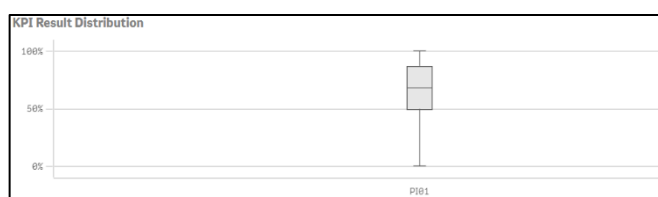
We will now look at each section of the report in more detail:

## KPI Comparison



This graph shows two bars for the selected indicator. The blue bar shows the results for the selected indicator, for the Health Service you have selected in the *Main Group* section, while the orange bar shows the results for the comparison group you have created in the *Comparison Group* section.

## KPI Result Distribution



This graph shows the distribution of Health Services results for the selected KPI, from 0% to 100%. If a particular KPI hasn't been selected then all KPIs will appear on the graph.

To see more information regarding the result distribution, hover your mouse pointer over the image on the graph. You will now be able to see the maximum result, the minimum result and the median result across Health Services. You will also be able to see the first and third quartiles.



The [Back to Introduction](#) button can be used to return to the *nKPI Report Introduction* screen so you can then select another report to work in.

## Other Common Report Functions/Buttons

[Main Group data export](#)

- Select this button to display (in table form) nKPI data for the selected Health Service(s) in the *Main Group* section of the report for every indicator, for every collection period, back to December 2014.

Once in the *Main Group Data Export*, 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 from the *Main Group Data Export* table, right click, select **Export > Export data** and then select the link to download the file. This provides finalised data so, if useful, you can create your own reports.

[Back to Introduction](#)

- Select this button to go to the *nKPI Report Introduction* screen.

[Comparison Group data export](#)

- Select this button to display (in table form) the national data averages (or the results for your comparison group, if you have selected one in the *Comparison Group* section of the report) 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 from the *Comparison Group Data Export* table, right click, select **Export > Export data** and then select the link to download the file.



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 report.

To do this, simply select the applicable button in the *Comparison Group Limiter* section in the bottom right-hand corner of the report. 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 .