# The QLIK Stakeholder nKPI & OSR Report Screencast (Part 2) – Accessible Version

Introduction

Welcome to the *QLIK Stakeholder nKPI & OSR Report* (*Part 2*) 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.

nKPI Targets in QLIK

For the five indicators/seven focus areas for which the AIHW has set national trajectories (*PI03*, *05*, *14*, *18* and *23*) health services are asked to set their own self-determined targets for these indicators through the **nKPI Targets** tab of the nKPI form in the Health Data Portal.Once entered, these targets will display in the applicable individual indicator sheets within the *QLIK Stakeholder nKPI & OSR Report* and will display on the graphs as green lines.**Note:** Health services were asked to enter their targets in the nKPI form for the first time for the *December 2020* collection period, meaning the *June 2021* collection period was the first for which a target line displayed in the applicable indicator sheets in QLIK.

1. For **PI03: Health assessments 0-4yrs**, for your selected health service’s self-determined targets to display, you first need to select the **Show > Dec 2020** toggle at the top of the **PI03: Health assessments 0-14** sheet.
2. Select the **Age Groups > Dec 2020** filter field and select **0-4YR**.
3. Select **Confirm selection**.

The selected health service’s targets for PI03: 0-4 will now display in the graph.

Note: You can also display your targets for PI03: 0-4 by selecting the *Bookmarks* button at the top of the sheet, right-clicking on the PI03: 0-4 bookmark and then selecting *Apply selections*. You will then need to select your required health service from the *Main Group* section on the left-hand side of the sheet.

1. If your selected health service entered supporting text when setting their **PI03 0-4yrs** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI03 0-4yrs in the nKPI Targets tab of the nKPI form, back to June 2021.

1. For **PI03: Health assessments 25-54yrs**, for your selected health service’s self-determined targets to display, you first need to select the **Show > Dec 2020** toggle at the top of the **PI03: Health assessments 15-65+ yrs** sheet.
2. Select the **Age Groups > Dec 2020** filter field and select **25-34**, **35-44** and **45 to 54**.
3. Select **Confirm selection**.

The selected health service’s targets for PI03: 25-54 will now display in the graph.

Note: You can also display your targets for PI03: 25-54 by selecting the *Bookmarks* button at the top of the sheet, right-clicking on the PI03: 25-54 bookmark and then selecting *Apply selections*. You will then need to select your required health service from the *Main Group* section on the left-hand side of the sheet.

1. If your selected health service entered supporting text when setting their **PI03 25-54yrs** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI03 25-54yrs in the nKPI Targets tab of the nKPI form, back to June 2021.

1. To get your selected health service’s targets for **PI03: 55+ yrs** to display in the *Comparison View* section at the bottom of the sheet, you need to select the **55-64** and **65ANDOVER** age groups from the **Age Groups > Dec 2020** filter field at the top of the sheet.

Your selected health service’s PI03 55+ targets will now display in the graph.

Note: You can also display your targets for PI03: 55+ by selecting the *Bookmarks* button at the top of the sheet, right-clicking on the PI03: 55+ bookmark and then selecting *Apply selections*. You will then need to select your required health service from the *Main Group* section on the left-hand side of the sheet.

1. If your selected health service entered supporting text when setting their **PI03 55+yrs** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI03 55+yrs in the nKPI Targets tab of the nKPI form, back to June 2021.

1. For **PI05: HbA1c recorded**, for your selected health service’s targets to display, you need to first select the **Previous 12 months** period in the **Time View - My Service** section at the top of the sheet.

Your selected health service’s targets for PI05 will now display in the comparison graph in the *Comparison View* section at the bottom of the sheet.

Note: You can also display your targets for PI05 by selecting the *Bookmarks* button at the top of the sheet, right-clicking on the *PI05 - Previous 12 months* bookmark and then selecting *Apply selections*. You will then need to select your required health service from the *Main Group* section on the left-hand side of the sheet.

1. If your selected health service entered supporting text when setting their **PI03** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI05 in the nKPI Targets tab of the nKPI form, back to June 2021.

For *PI14: Immunised against Influenza*, you will need to ensure you are displaying the results from Dec 2020 onwards before your selected health service’s targets will display in the indicator sheet.

1. If your selected health service entered supporting text when setting their **PI14** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI14 in the nKPI Targets tab of the nKPI form, back to June 2021.

For *PI18: Kidney function test - Type 2* *diabetes*, your selected health service’s targets will display in the graph as soon as the indicator sheet is selected.

1. If your selected health service entered supporting text when setting their **PI18** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI18 in the nKPI Targets tab of the nKPI form, back to June 2021.

For *PI23: Blood pressure recorded*, your selected health service’s targets will display in the graph as soon as the indicator sheet is selected.

1. If your selected health service entered supporting text when setting their **PI23** targets on the **nKPI Targets** tab of their nKPI form, this text can be displayed in the applicable individual indicator sheet by selecting the **My Service Target Strategies** tab.

The *My Service Target Strategies* tab will display any strategy text the service entered for PI23 in the nKPI Targets tab of the nKPI form, back to June 2021.

The Data Export – Main Group sheet

1. From the *nKPI Stakeholder nKPI & OSR Report* screen, select the **Data Export – Main Group** sheet.

The *Data Export – Main Group* displays all health service nKPI data for each indicator, for each collection period, back to *December 2014*.If required, you can filter the data by *Collection* (*top left-hand corner of the sheet*) to only display the data for a particular collection period. You can also filter the health service data by any of the categories listed in each of the columns in the table, by using the magnifying glass at the top of each column.

**Note:** Before exporting any of the data contained within this sheet, you should read the disclaimer at the top of the screen to ensure the data is being used appropriately.

1. Once any required filters have been applied to the data, right-click anywhere In the Data Export table and select **Download as…** in the menu that displays.

- To extract the table as an image, select **Image**.- To place the table into a PDF document, select **PDF**.- To extract the data in the table into an Excel spreadsheet for use as needed, select **Data.**

1. To export your data to Excel, select **Data** and then select **Click here to download your data file**.

The Data Export – Comparison Group sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **Data Export – Comparison Group** sheet.

The *Data export - Comparison Group* sheet displays the national dataset for each indicator, for each collection period, back to *December 2014*. By default, this extract will display national averages, however if a comparison group has been selected then the results for the comparison group will display here.If required, you can filter the data by *Collection* (top left-hand corner of the sheet) to only display the data for a particular collection period. You can also filter the data by one of the categories listed in each of the columns in the table by using the magnifying glass at the top of each column.

If required, the information contained within the *Data Export - Comparison Group* table can be extracted from QLIK into an Excel spreadsheet as required.This is the same process as we covered earlier in the screencast when looking at the *Data Export – Main Group* sheet.

The Export of Current Reporting Round sheet

1. From the *nKPI Stakeholder nKPI & OSR Report* screen, select the **Export of Current Reporting Round** sheet.

The *Export of Current Reporting Round* sheet allows you to easily export nKPI and OSR data out of QLIK into the one table if needed. By default, the table displays key OSR data (episodes of care, client numbers etc) along with data for each of the applicable nKPIs.

Other information (organisation characteristics, service sites and data sharing consent question responses) can be added to the table if needed, using the buttons on the left-hand side of the sheet.

Once you have added the required data to the table you can export the data to Excel by right-clicking on the table, selecting *Download as…* and then selecting *Data*.

The OSR – Data Export sheet

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

The *OSR – Data Export* sheet allows you to export summary OSR data into Microsoft Excel, both for an individual health service or a collection of services as needed.

By default, the table will display OSR data for all reporting health services, for all collection periods back to 2016. The data in the sheet is broken down into several tables, one for each element of the OSR data.

If required, you can use the filter fields on the left-hand side of the sheet to filter the data displayed in the table to show for a particular *reporting round*, *state,* or *health* *service*, amongst other things.

Once you have added the required data to the table, you can export the data to Excel by right-clicking on the table, selecting *Download as…* and then *Data*.

The Organisation Masterlist sheet

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

The *Organisation Masterlist* sheet allows you to overlay different organisational characteristics to display combinations of data for reporting health services, using the *Characteristics* section on the left-hand side of the sheet and the *Calculations* section on the right-hand side of the sheet.

These two areas are used to build a table containing the data for the selected characteristics. When populated, this table will display in the *Organisation Masterlist for June 2023* section in the middle of the sheet.

1. To commence building a masterlist, select a characteristic from the *Characteristics* section *on* the left-hand side of the sheet by selecting the required characteristic in the **Add Characteristic** column.
2. Select any other characteristics using the same method as needed.
3. Now select a characteristic from the *Calculations* section on the right-hand side of the sheet, from the **Add Calculations** column.

Once the first calculation selected is made, the health service data for the selected characteristic will display in the masterlist table in the middle of the sheet.

1. Select any other characteristics you would like to add to the table, if needed.

The table in the middle of the sheet will update to include the data for each selected characteristic as you go.

**Note:** If any of the characteristics you have added to the masterlist contain multiple values, you can filter these values using the corresponding button that displays above the table (for example, ). You can then select the required value.

**Note:** If you would like to export the data in the table to Excel, right-click on the table and select **Download as… > Data**.

The OSR – Worforce Summary – Paid FTE sheet

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

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

The *OSE Services – Jun 2023* section on the left-hand side of the sheet can be used as needed to filter the workforce summary data by characteristics such as *state*, *remoteness*, or *service size* if needed. It can also be used to display the workforce summary data for a particular health service if needed.

**Note:** The *OSR Reporting Round* and *Staff Indigenous Status* filter fields directly above the Organisation section can also be used to display the workforce summary data for a particular year or for staff with a particular Indigenous status.

1. To filter the data displaying in the sheet, select the applicable option in the **Organisations** section on the left-hand side of the sheet.
2. Select the **Confirm selection** button.
3. Repeat the process for any other filters to be selected.

The *Work Force Paid/Unpaid FTE – Jun 2023* graph will display a graphical breakdown of FTE by organisation type. The different organisation types are listed on the horizontal axis of the graph.

The bars on the graph show the number of paid/unpaid FTE for each organisation type for *General/other staff*, *Health professionals/workers* and *Other*.

If needed, you can also filter the data in the graph by *Profession*, *Profession* *Category* and *Profession* *Type*. For example, you could use the *Profession* filter field to see the FTE breakdown across the different organisation types for Administrative and Clerical staff in very remote health services.

The *Work Force Paid/Unpaid FTE by Organisation Type/Category and ATSI Status – Jun 2023* graphs show the FTE breakdown across either the different organisation or position types, by the Indigenous and Non-Indigenous identifiers.

The OSR – Worforce Detail sheet

1. From the *QLIK Stakeholder nKPI & OSR Report* screen, select the **OSR –Workforce Detail** sheet.

The *OSR – Workforce Detail* sheet displays more detailed workforce information for health services, back to *June 2016*, building on the information provided in the *OSR – Workforce Summary* sheet.

The filter section on the left-hand side of the sheet can be used to filter the workforce details by characteristics such as *state*, *remoteness*, or *service* *size*.

1. To filter the data displaying in the sheet, select the applicable option in the **Organisations** section on the left-hand side of the sheet.
2. Select the **Confirm selection** button.
3. Repeat the process for any other filters to be selected.

The *OSR -* *Workforce Detail* sheet will update and to display FTE data only for the selected health services.

The *Workforce over Time* table displays *Paid*, *Unpaid* and *Vacant* FTEvalues by position grouping, for selected services, back to *June 2016*.

By default, only the high-level positions groupings will display, however, these can be expanded using the *Plus* button next to each grouping.

**Note:** You can expand all groupings at once if needed by right-clicking in the *All FTE* column and then selecting **Expand / Collapse > Expand all**.

1. To begin expanding the groupings, select the **Plus** button for the group to be opened.
2. To continue, select the **Plus** button again.

The individual positions for the selected position groupings will now display in the table, along with each position’s *Paid*, *Unpaid* and *Vacant* FTE values for each year, back to *June 2016*, for your current selections.

**Note:** As you can in the *OSR – Workforce Summary* sheet, you can use the *Profession Type*, *Profession Category* and *Profession* buttons to further filter the data displaying in the table.

The OSR – Episodes of Care and Client Numbers sheet

1. From the *Stakeholder nKPI & OSR Report* screen, select the **OSR – Episodes of Care and Client Numbers** sheet.

The *OSR – Episodes of Care and Client Numbers* sheet allows you to analyse the trends in selected health services’ episodes of care and client numbers data over time.

You can also compare the OSR data for the selected service(s) to that of other services, by creating your own comparison groups using the *Comparison Group* section on the right-hand side of the sheet.

1. To select the service(s) you wish to display episodes of care and client numbers data for, 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 results for the selected service will now display in the *Episodes of Care to Client Ratio over Time* graph. This graph shows your selected service’s episodes of care to client numbers ratio back to 2016.

This ratio is simply your selected service’s episode of care numbers divided by their client numbers for each year. As the text for the graph states, most services have a ratio of between five and 15 episodes of care per client each year.

The graph also compares the results of the selected comparison group (*the national average by default*) identified by the orange lines.

1. If you wish to compare your selected health service’s OSR data to results other than the national average that displays by default, you can do this by creating your own customised comparison group using the **Comparison Group** section on the right-hand side of the screen.

Once this comparison group is applied, the *Comparison Group* section of the sheet will update to display the number of services in the new comparison group. The comparison group has now been created and the results in the *Episodes of Care to Client Ratio over Time* graph have updated to display the results for the comparison group.

1. If required, you can also filter the data displaying in the **Episodes of Care to Client Ratio over Time** graph using the *Calendar Month*, *Indigenous Status* and/or *Gender* filter fields at the top of the sheet.

In addition to the *Episodes of Care to Client Ratio over Time* graph, this sheet also contains graphs for *Episodes of Care over Time* and *Client Numbers over Time*.

* The *Episodes of Care Over Time* graph shows episodes of care values over time, from 2016 to the most recent collection.
* The *Client Numbers Over Time* graph shows client numbers over time, from 2016 to the most recent collection.

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

Before exporting the data, you can use the magnifying glasses to filter the data by any of the columns containing a magnifying glass.

1. When you are ready to export the selected data to Excel, simply right click on the table and select **Download as… > Data**.

An Excel spreadsheet containing your selected data will be downloaded so you can save and use it as needed.

The OSR Comments sheet

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

The *OSR Comments* sheet is used to identify discrepancies between health services’ episodes of care and client numbers data from year to year. It can also be used to identify any ratios for the most recent collection period that are outside of the expected range. Once any discrepancies are identified, the Comments table can be used to identify why the discrepancies are occurring.

The *OSR Comments* sheet is broken down into five different sections, which combine to allow you to identify services with discrepancies in their EoC and client number data and then display comments that explain those discrepancies.

The section in the top left-hand corner of the sheet allows you to decide which key piece of OSR information you wish to compare and then identify discrepancies for:

* **Current EOC/Previous EOC** – will default as selected and displays episode of care figures for all health services, for the two most recently completed collection periods.
* **Current Clients/Previous Clients** – displays the OSR client numbers for all health services, for the two most recently completed collection periods.
* **EOC/Client Ratio** – Displays the OSR episodes of care and client numbers for all health services for the most recently completed collection period.

The *Filter* section of the sheet allows you to filter the information displaying on the right-hand side of the sheet by characteristics such as reporting round, health service and OSR comment characteristics.

**Note:** There is a note beneath the *Filter* section, which will display instructions on how to read the information in the table on the right-hand side of the sheet, which changes depending on which option is selected in the top left-hand corner of the sheet.

The *Graph* lists the names of each of the reporting health services with a corresponding bar graph for each of the services. The services with the highest calculated ratio for the selected option will appear at the top of the graph, and the services with the lowest ratio will appear at the bottom of the graph. The bars for these services will be red.

Those services whose ratios fit within the expected range will appear in the middle of the graph and their corresponding bars will be *green*.

The table at the top of the sheet lists all OSR reporting health services, along with the applicable numbers, based on the selection you have made on the left-hand side of the sheet.

1. To investigate a service in more detail and display the comments attached to their OSR values, select the service in the table and then select the **Confirm selection** button.

Once a health service is selected, the *Comments* table will display the details of all comments entered by the service in the most recent OSR submission, related to the applicable values. These comments may provide you with an insight as to why the selected values sit outside the selected range for that service. This information will then assist you in making an informed policy decision regarding the service and its funding.

The nKPI Definitions sheet

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

The *nKPI Definitions* sheet contains the number, name, and detailed current definition for each of the indicators contained within the *QLIK Stakeholder nKPI & OSR 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 sheets in the report.

**Note:** Only a limited amount of text can be shown in the *nKPI Definitions* table. If the text in a section of the table is incomplete, 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

1. From the *Stakeholder nKPI & OSR Report* screen, select the **Notes and exclusions** sheet.

The *Notes and exclusions* sheet contains two sections - *Usage Notes* and *Exclusions* for xxxx (*where xxxx is the selected reporting round*):**Usage Notes**

The *Usage Notes* section of the *Notes and exclusions* sheet is used to provide additional information (*including disclaimers*) relating to the content of the *QLIK Stakeholder nKPI & OSR Report*.The information provided here relates to most of the sheets contained within QLIK, so it is more efficient to present the information once here on the *Notes and exclusions* sheet rather than repeating it on each individual sheet.

**Exclusions for…**

The *Exclusions for...* section lists the indicators and whether health service data for each of the indicators has been “*Accepted*” or “*Excluded*” by the AIHW for the selected reporting round.**Note:** By default, the information will display for the most recent collection period, however you can display the exclusion/acceptance information for a previous collection period if needed using the **Collection** filter field at the top of the sheet.

Work with Filters

When health service data displays in the graph in an individual indicator sheet in the *QLIK Stakeholder nKPI & OSR Report*, it will display all Health Service results for the selected indicator for all collection periods, back to *December 2014*.If required though, you can filter the data displayed in the graph to only show certain results (*e.g. results for a particular collection month or age group*).

1. To filter the results in the graph in an individual indicator sheet, you first select the *Filter* field for the characteristic you wish to filter the results by, on the left-hand side of the sheet.
2. In the window that displays, select the option you wish to filter by and then select the **green tick**.

The selected filter has now been applied and the results displayed in the graph have changed accordingly.

**Note:** Any filters you apply will display in the grey *Filter Bar* at the top of the sheet so you can see exactly what results are being included in the graph.

**IMPORTANT NOTE:** When working in reports for indicators with multiple result bands, filtering your results by one of those result bands in the graph will generate a graph in the *Comparison View section* in the bottom half of the sheet.Once a graph has been generated in the *Comparison View* section of the sheet, you can then create a comparison group to compare your results to for the selected result band. For more information, see *Create a Comparison Group* later in this screencast.

Work with Comparison Groups

Comparison groups allow you to build customised groupings of health services you wish to compare the results for the health service you have selected in the *Main Group* area to, for certain indicators.For example, you may wish to compare a health service’s results for an indicator to the results of other services in the same state with the same number of clients.**Note:** The orange ‘comparison group’ lines on the graphs will represent the national average until you create a comparison group.

1. To begin creating a comparison group in the *QLIK Stakeholder nKPI & OSR Report*, select the first characteristic you wish to add to the group.
2. In the window that displays, select the option you wish to add to the comparison group and then select the **green tick**.

The selection has now been applied to your comparison group, and the number of health services that currently meet the criteria of your comparison group displays in the title bar of the *Comparison Group* section on the right-hand side of the sheet.

1. Add any other selections to your comparison group if needed.

Once you have completed the creation of your comparison group, you will be able to see how many health services you are now comparing your results to. The results (*back to December 2014*) will display in the graph as blue bars. The results for the comparison group you have created will appear as orange lines for each of the collection periods in the graph.You can now easily compare your results to the results in your selected comparison group.**Note:** To clear the comparison group you have created, select **Clear all selections** on the *Filter Bar* at the top of the sheet.

Save Filters/Comparison Groups to Apply to Other Sheets

Once you have applied filters or created a comparison group in a sheet in QILK, you can save them as bookmarks for future use if you would like to apply them to other sheets within the report.

1. To do this, select the **Bookmarks** button on the *Menu Bar*.
2. To continue, select the **Create new bookmark** button.
3. Enter a title for your new filter/comparison group in the **Title** field and then select the **Create** button.
4. To move on, just click anywhere off the **Bookmarks** window.

While working in an individual indicator report in QLIK, you may decide to apply a particular filter/comparison group so you can compare your selected health service’s results against those of other health services.
Rather than creating the comparison group from scratch, you can apply a previously created comparison group using the **Bookmarks** button.

1. To do this, select the **Bookmarks** button on the *Menu Bar*.

A list of your saved comparison groups/filters will display here.

1. To apply the applicable comparison group/filter to the selected sheet, right-click on the applicable comparison group and select **Apply selections only**.

The comparison group/selection of filters has now been applied to the sheet you are working in and the number of health services you are comparing your results to, will change in the *Comparison Group* section of the sheet. The selections that make up the comparison group that has been applied can each be seen in the *Filter Bar* at the top of the sheet.

Other QLIK Sheet Features

**The Shortcut Menu**

When you right-click on a graph in any of the sheets, a *Shortcut* menu will display, presenting you with some additional options regarding what you can do with your data. These options are:**Full screen** – Displays the selected graph in full screen mode.

**Exploration menu** – Allows you to change the way the results display in the graph.

**View data** – Turns the selected graph into a data table.

**Share** – Allows you to add the chart to a web page or document.

**Storytelling snapshots** – Allows you to either open a library containing the snapshots you have taken using the *Take snapshot/camera* option or take a snapshot of the data that can then be used in a presentation you may wish to give about your data.

**Download as…** - Gives you the option to export the data as an image, a PDF, or an Excel spreadsheet.

**The Hover Menu**When you hover your mouse pointer over a graph in any of the sheets, a *Hover* menu will display, presenting you with some additional options. These options are:- **Full screen** – Allows you to increase the size of the graph to take up the whole screen, so you can more easily see the details contained in the graph.

**- More** – Opens up a shortcut menu, giving you access to a range of options. For more information, please see The Shortcut Menu earlier in this screencast.

Congratulations, you have completed the *QLIK Stakeholder nKPI & OSR Report* screencast. You should now know how to access the *QLIK* *Stakeholder nKPI & OSR Report* for your selected health service and view the nKPI data trends over time, as well as being able to compare the nKPI data to that of other health services with similar characteristics.