



Australian Primary Care
Collaboratives
Pioneering Change 



Data Analysis & Feedback to Practices / Health Services

Why data?

HOW DO WE KNOW IF A CHANGE IS AN IMPROVEMENT?

- Measuring for improvement underpins/is fundamental to the collaborative methodology.
- Identifying what works and equally what doesn't work, and sharing this knowledge and learning within and between health services.
- The only way to be sure that a change has resulted in an improvement is to.....

MEASURE IT!

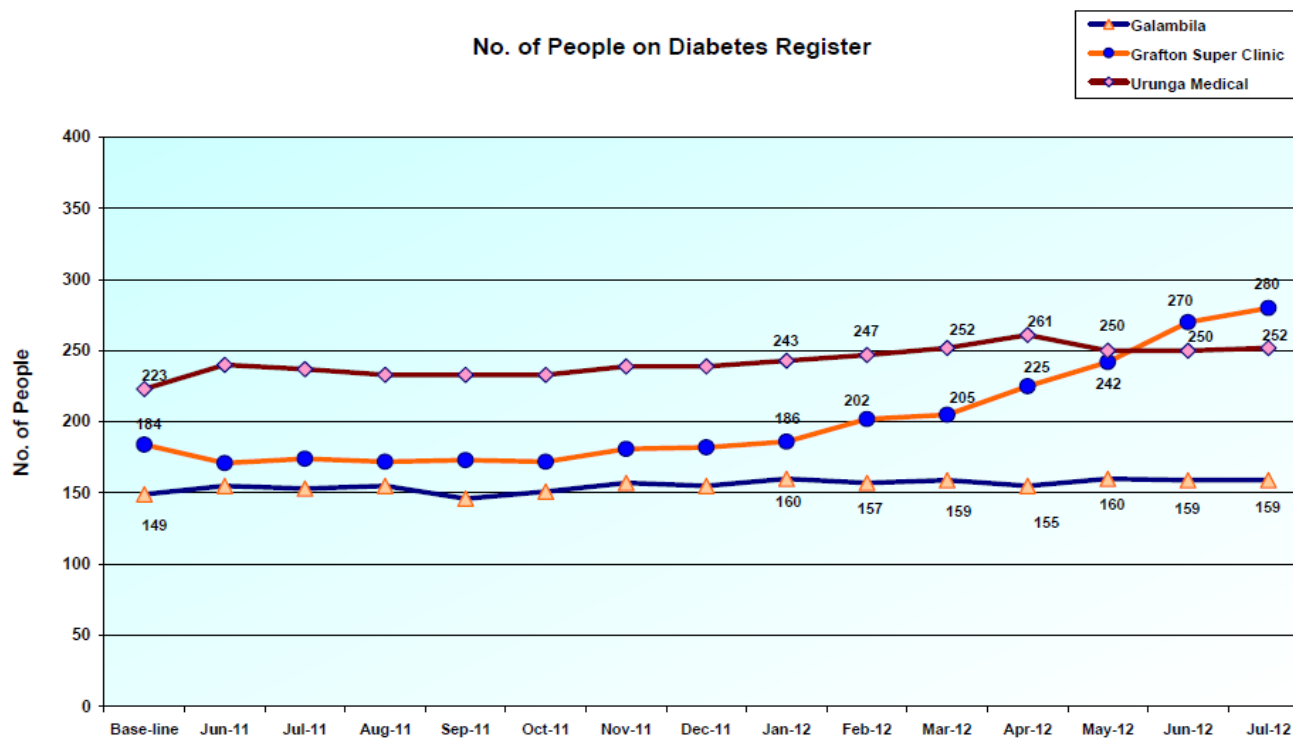


Diabetes Management Measures

1. The number of people within the clinical database that are coded with a diagnosis matching the Diabetes definition
2. The percentage of people on the Diabetes Register whose HbA1c has been recorded within the previous 12 months AND whose last recorded HbA1c result was less than or equal to 7%
3. The percentage of annual cycle of care elements recorded for people on the Diabetes Register

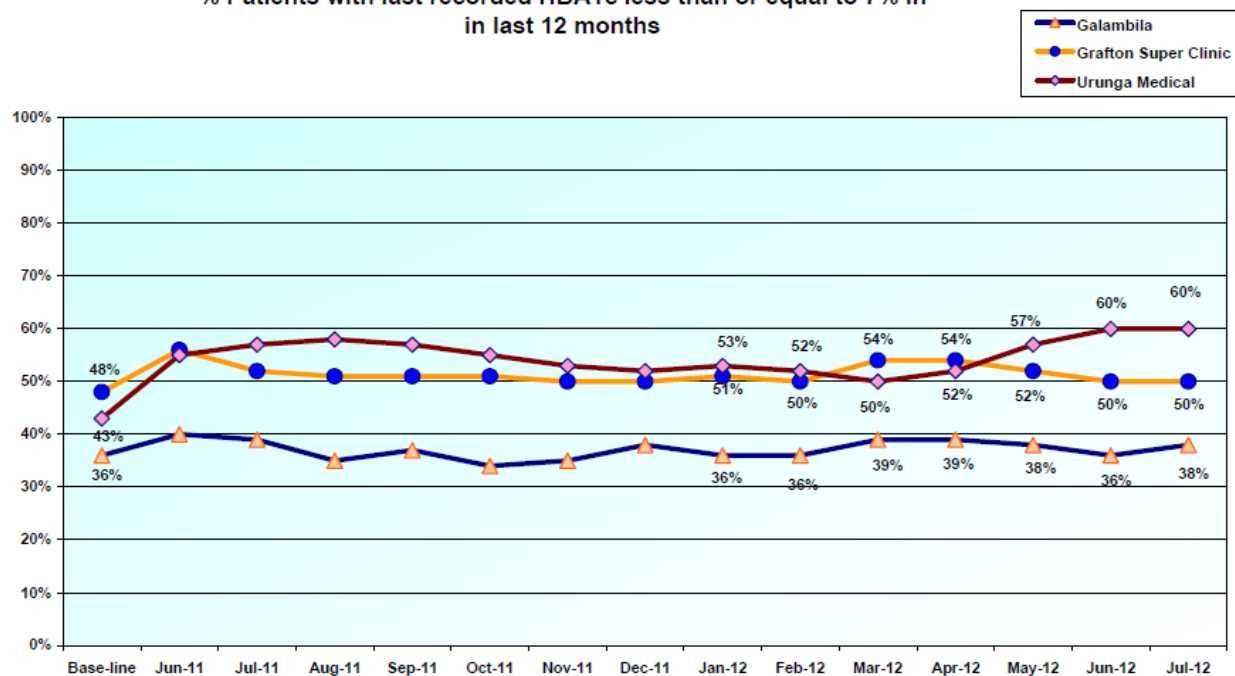
APCC Wave 6 Diabetes Prevention & Management Measures

No. of People on Diabetes Register



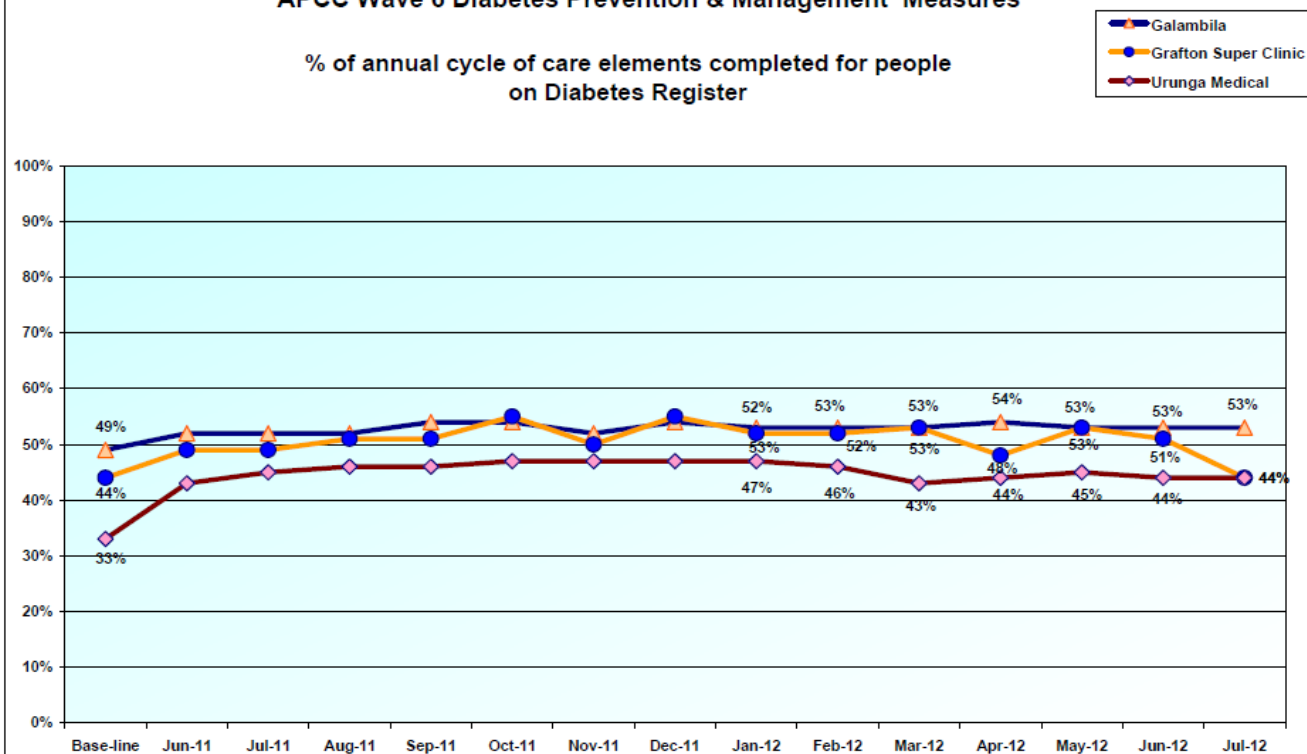
APCC Wave 6 Diabetes Prevention & Management Measures

% Patients with last recorded HBA1c less than or equal to 7% in last 12 months



APCC Wave 6 Diabetes Prevention & Management Measures

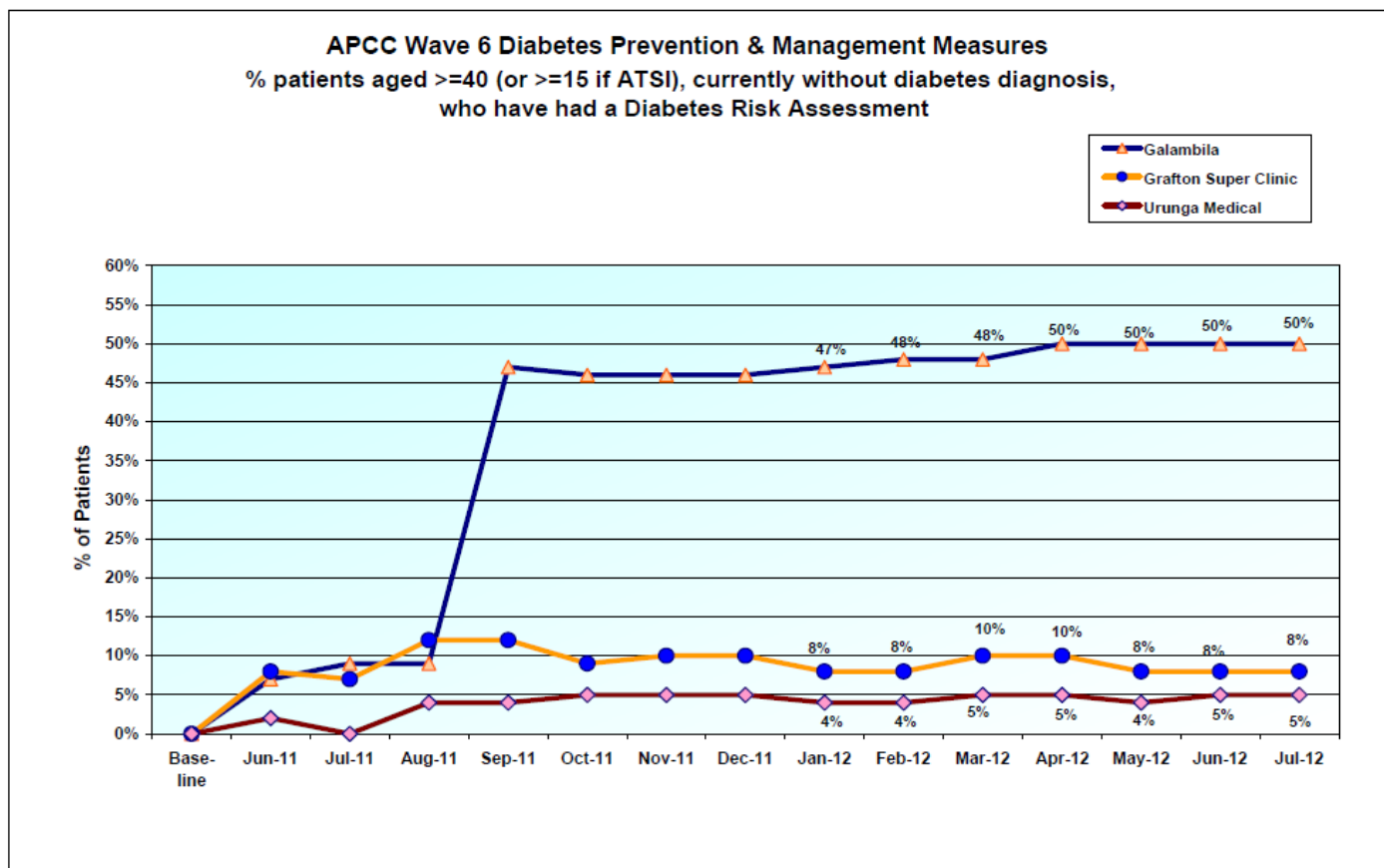
% of annual cycle of care elements completed for people on Diabetes Register

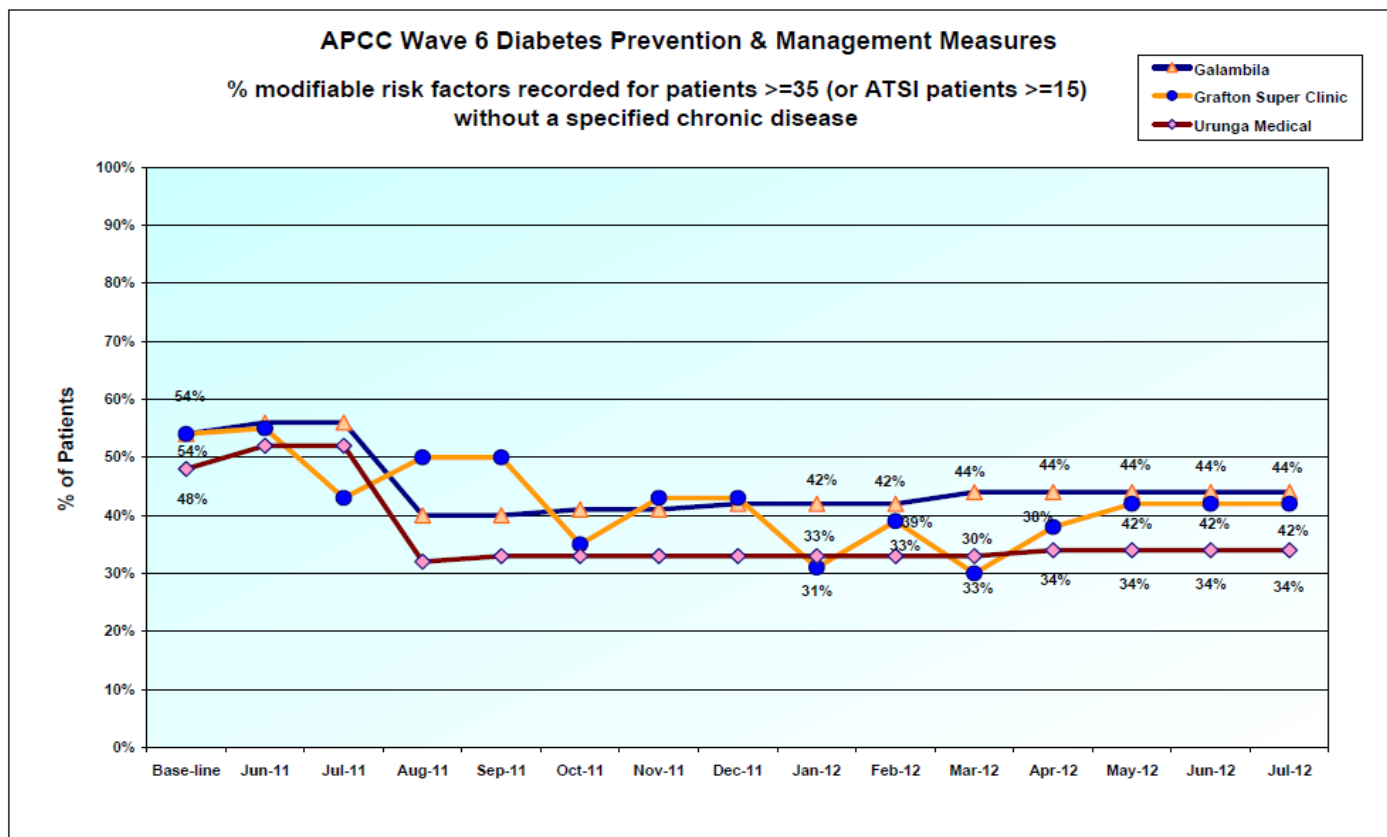


Diabetes Prevention Measures

4. The percentage of people within the clinical database aged:
 - a) Non-ATSI people aged ≥ 40 , OR
 - b) ATSI peoples aged ≥ 15who are:
 - Currently without a diagnosis of diabetes, AND
 - Who have had a Diabetes Risk Assessment

5. The percentage of modifiable risk factors that have been recorded for people within the clinical database aged:
 - a) Non-ATSI people aged ≥ 35 , OR
 - b) ATSI peoples aged ≥ 15without a specified chronic disease





Wave 8 Data



Data submission requirements:

- Measures by the last day of every month
- PDSAs by the last day of every month
- ML Manager Activity Reports by the 2nd Friday of every month

The Medicare Locals play an important role in successfully fulfilling these three requirements to ensure **timeliness** and **understanding**.

Wave 8 Data: Timeliness

What role can your Medicare Local play to ensure the timeliness of monthly data submissions?

Ideas:

- Use of the web portal to monitor data completeness
- Identify and resolve initial technical issues
- Address training issues early (empower health services to be self sufficient)
 - Technology
 - Model for Improvement
 - Contingency for practice staff leave
- Communication / structured reminder system in place
- Practice visits / teleconferences
- Apply the Mfl to improve data submissions

Wave 8 Data: Understanding

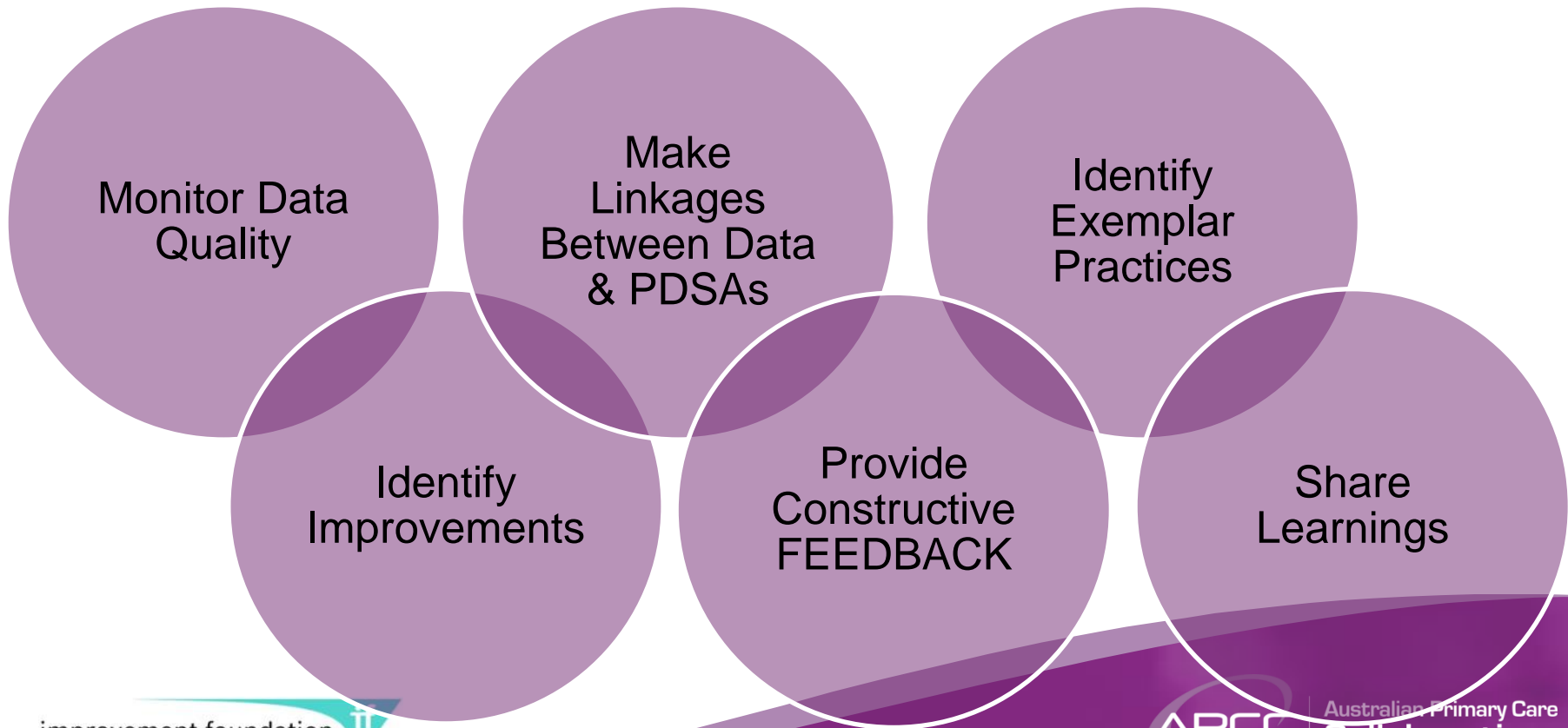
***Analysis needs to occur for us to
make sense of the data***

The web portal is a valuable tool that supports data analysis:

- Monitor data submissions/completeness
- Review and interpret month on month graphs
 - Identify and track trends
 - Identify areas for improvement
 - Draw comparison between practice data and divisional / wave averages
- Extract monthly raw data
- Review PDSAs

Wave 8 Data: Understanding

Why is it important to understand the data?



Providing constructive, powerful and positive feedback

1. Be positive – focus on what the practice is doing well, not just what they can improve on
2. Be specific – provide tangible examples
3. Be timely – the closer the feedback is tied to the subject/behaviour/issue (+ve / -ve) the more powerful it will be
4. Two way conversation – focus on the partnership, check for understanding, offer additional support to facilitate improvement if necessary
5. Follow up / frequency of feedback – reinforce achievements / identify additional areas for improvement

Tips & Tools to support the delivery of constructive feedback

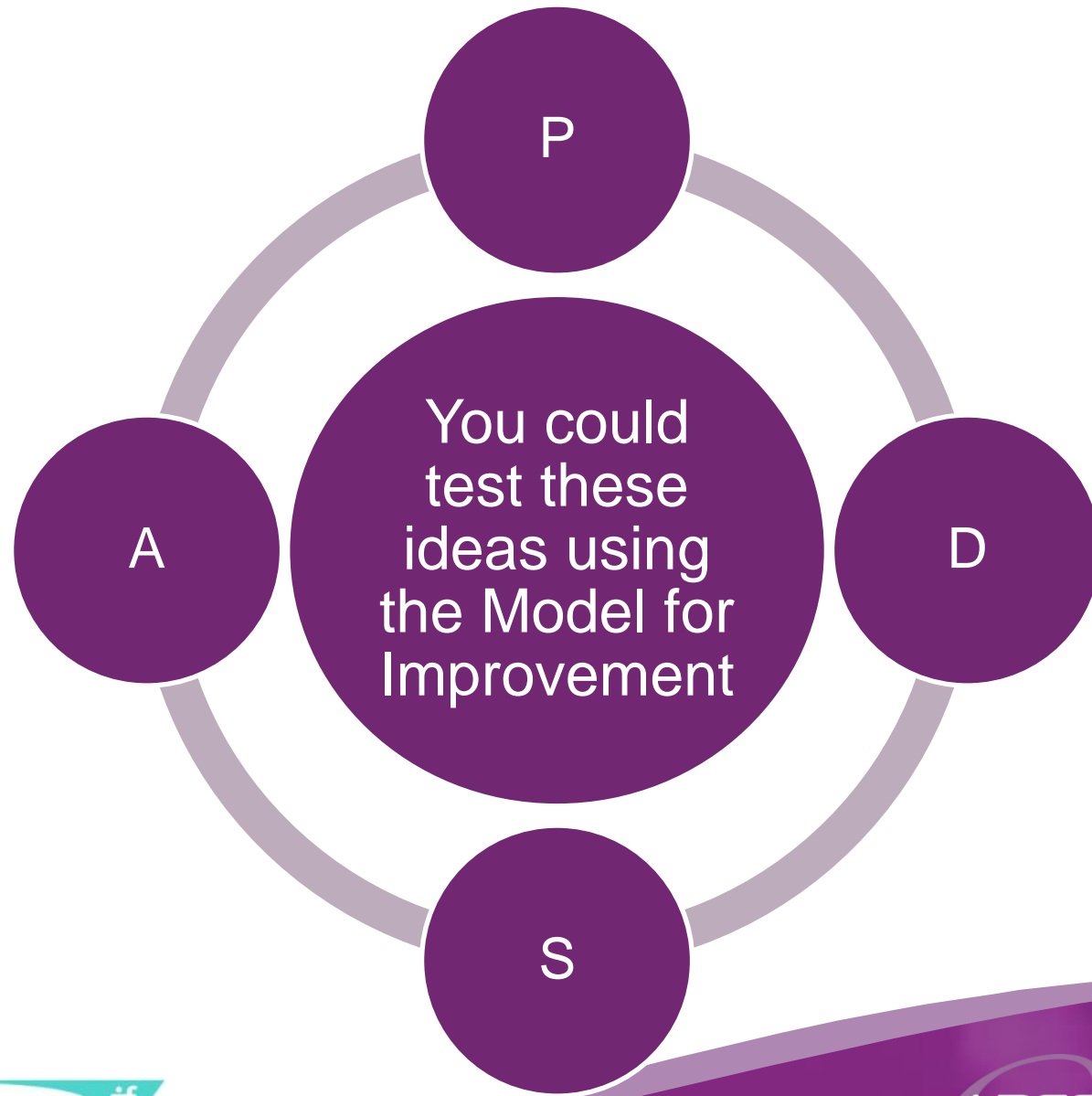
- Develop program relationships early
- Refer to the program measures and change principles/ideas
- Review data submissions and trends together using the web portal
- Encourage health services to use of the web portal to track their own progress and access resources
- Copy and paste data into written correspondence (eg. reports, emails, newsletters)
- Form linkages between data trends and PDSAs
- Draw on / share key learnings from other participating health services (peers)

Group Activity

In small groups....

Discuss the possible strategies that your Medicare Local could put in place to:

- Achieve *timely* data submissions
- Support health services with *interpretation* of the data and the provision of constructive *feedback*.





Australian Primary Care
Collaboratives
Pioneering Change



Acknowledgements

This program is funded by the
Australian Government
Department of Health



Australian Government

Department of Health