Update on the Data Quality Assessment and Support Project

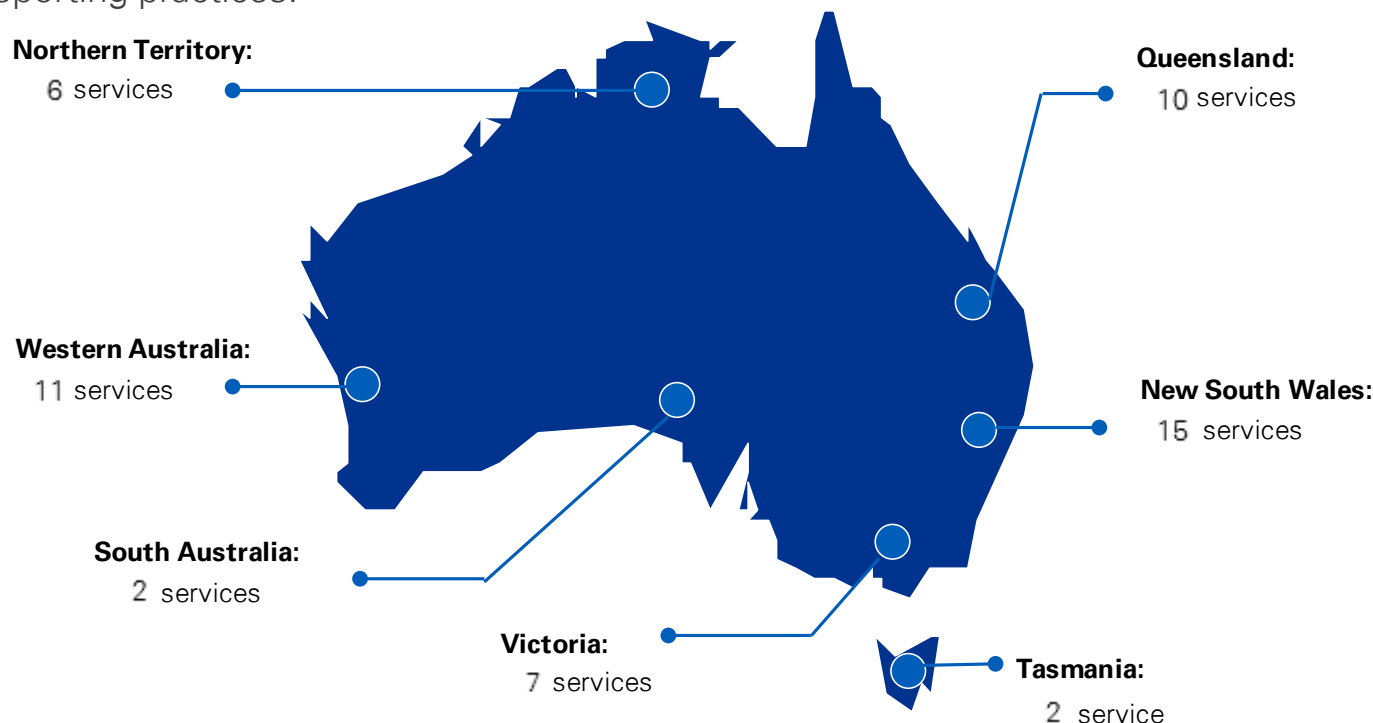## QAIHC, CQI Our Way Forum

KPMG

Stage One Overview

In 2018, stage one of the Data Quality Assessment and Support Project was completed with 53 Aboriginal Community Controlled Health Services across Australia.

Stage one consisted of site visits to each of the 53 services to:

- Understand the service's data collection practices;

- Provide support; and

- Recommend areas where services might be able to improve their data management and reporting practices.

Northern Territory:
6 services

Queensland:
10 services

Western Australia:
11 services

New South Wales:
15 services

South Australia:
2 services

Victoria:
7 services

Tasmania:
2 service

Document Classification: KPMG Confidential

Stage One: Project Outcomes

Characteristics of mature services

- Leadership commitment to data quality

- Workflow to support accurate and consistent data input

- Dedicated resources with a focus on data quality and continuous quality improvement

- Program of induction, training and ongoing monitoring

- Continuous quality improvement cycle, supported by data

- Alignment of the CIS with the model of care

Value of nKPI and OSR data to local improvement

- Most services found OSR data to be of little value

- Majority (just over 50%) considered nKPI data relevant and useful to monitor and continuously improve performance

Document Classification: KPMG Confidential

Stage One: Project Outcomes

Recommendations for improvement

- The assessment determined that a Measured approach to data quality is necessary to ensure readiness for the proposed funding model and to drive continuous improvement in service delivery.

- It is expected that reaching this level of maturity across all services will be a five year goal.

- A number of services have reached or exceeded a Measured level of maturity. These services exhibit better practice approaches to data management across all focus areas. There is an opportunity to learn from and leverage their efforts to improve maturity across the sector.

- Some, mostly Managed, services have identified and are implementing improvement opportunities that will result in a step change in their data management practices. These services will require minimal additional support.

- Other services, rated as Awareness or Repeatable, will require a greater level of effort and support over multiple years to lift their maturity.

- Still other services face significant operational and environmental barriers, including highly transient populations and a lack of a medical workforce, to achieving a more mature approach to data management.

Document Classification: KPMG Confidential

Stage Two Overview

Stage two will involve five activities:

Activity 1

Continue Site Visits

Activity 2

Support for Improved Billing Practices

Activity 3

Follow-Up consultations with Stage One Services

Activity 4

Better Practice Sharing Labs

Activity 5

Online Learning Packages

Document Classification: KPMG Confidential

Stage Two Activities

Activity 1 – Continue Site Visits

Stage two will involve two day site visits with 30 services (six from Queensland). The services were required to opt in to the Project to be a part of site visits, which will look to:

- Understand data collection practices;

- Provide support; and

- Recommend areas where the service might be able to improve data management and reporting.

An individual summary report will be prepared for each service that participates in this activity and will have the opportunity to review and provide feedback on the draft report before the report is finalised.

Similar to stage one, stage two will involve the following four areas of focus:

- Online Service Reporting;

- National Key Performance Indicators;

- Data Management; and

- Clinical Information Systems.

Document Classification: KPMG Confidential

Stage Two Activities

Activity 2 – Support for Improved Billing Practices

This activity will involve a sample of services, who opt in, from Stage 1 (10) and Stage (2) and will involve analysis of MBS data, a case file review and site visit.

An individual summary report will be prepared for each participating service outlining:

- The key enablers and barriers for claiming to the MBS for the service, to better inform the Department's future work around MBS trajectories;
- Areas of strength along with opportunities to increase MBS reimbursement through improving claiming practices; and
- A comparison of the service's MBS claiming activity against a specified norm (e.g. average for similarly sized services or services with a comparable degree of remoteness).

Each service will have the opportunity to review and approve any information that we provide about the service before it is shared with the Department.

A service can withdraw consent for participating in the project and/or sharing information with the Department at any time. No information provided, including in relation to MBS, will impact on funding levels for a service.

The purpose of this information is to drive planning and policy decisions around how best to support billing, and it is not going to be used for Medicare compliance activities.

Document Classification: KPMG Confidential

Stage Two Activities

Activity 3 – Follow-up consultations with Stage One Services

Community Engagement and Clinical Leads will be following up with services that participated in stage one to understand:

- If they have improved their data quality since the site visit; and
- If there are still challenges that they are facing.

The follow-up consultations will be completed via telephone and will be around 2 hours.

An individual summary report will be prepared for each service that participates in this activity and will have the opportunity to review and provide feedback on the draft report before the report is finalised.

Currently, seven follow up consultation have been scheduled.

Document Classification: KPMG Confidential

Stage Two Activities

Activity 4 – Better Practice Sharing Labs

There will be two National Better Practice Sharing Labs that will be run across 2 days.

9th – 10th May Darwin, NT

17th – 18th June Sydney NSW

All services have been invited to attend. There is an opportunity, where appropriate, to **co-deliver elements of the Better Practice Labs** with NACCHO, affiliates and services.

The Better Practice Sharing Labs will enable greater collaboration across the sector and provides a platform for Services to share and build on their experiences.

- Are there examples of Better Practice you would like to see included?

- Are there particular areas of challenge or barriers to data quality you would like to see explored?

Document Classification: KPMG Confidential

Stage Two Activities

Activity 5 – Online Learning Packages

Stage one identified that some services – across size, locations, and remoteness – experienced challenges conducting induction and ongoing training on various topics that contribute to a high maturity.
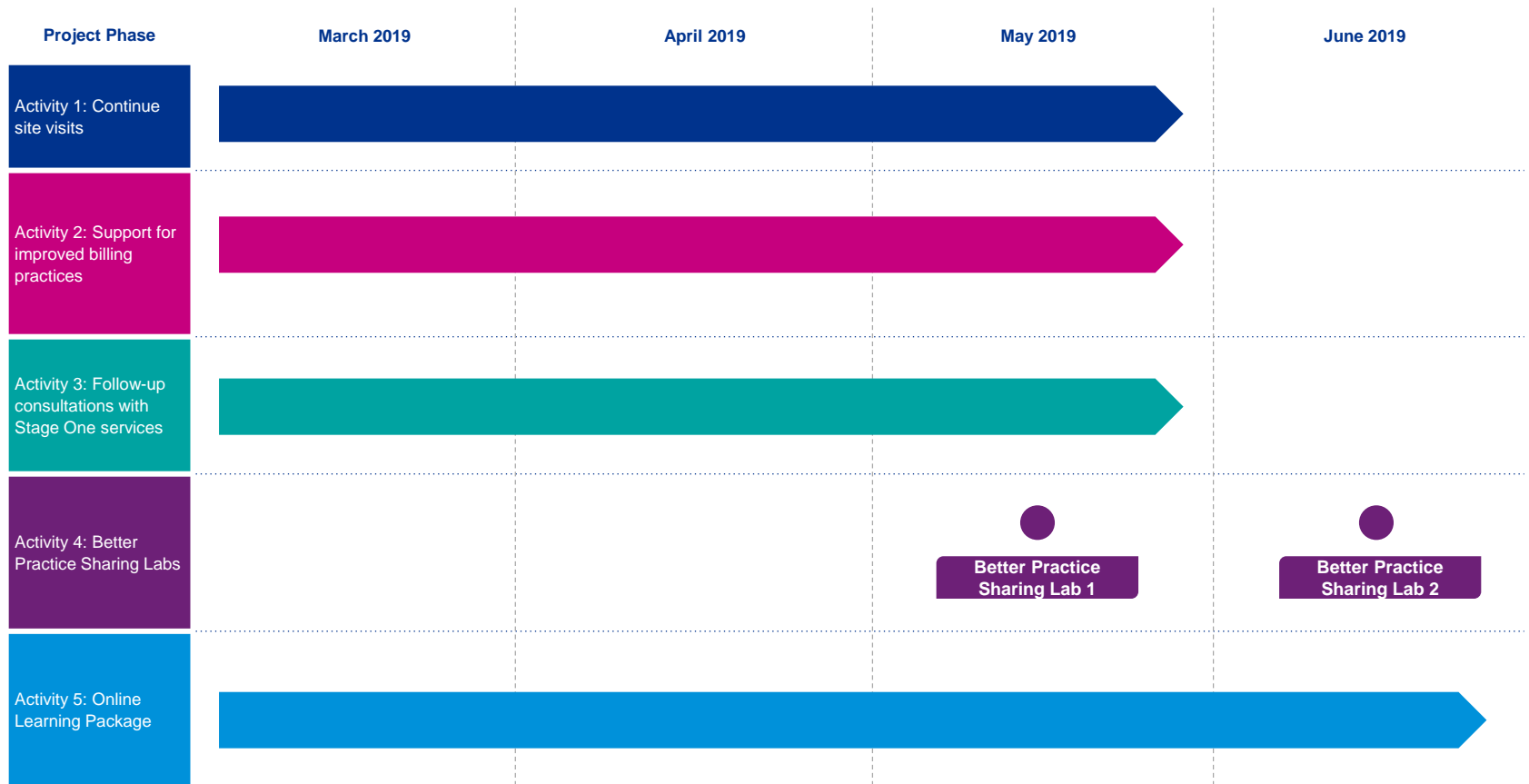
To address this, we are developing a program of online learning modules. There will be a total of five modules on five different topics with the learning outcomes and associated content for each module to be developed through a series of workshops.

The topics covered will be identified by the sector, and will be focused on how data can contribute to the attributes of a mature service.

The pilot topic will be **continuous quality improvement**, and will focus on supporting the **NACCHO Framework for CQI in Primary Health Care for Aboriginal and Torres Strait Islander People 2018-2023**.

- What other topics would you like to see covered?

- Is there existing content you would like to see turned into an online learning module?

Document Classification: KPMG Confidential

Timeline

Project Phase	March 2019	April 2019	May 2019	June 2019
Activity 1: Continue site visits				
Activity 2: Support for improved billing practices				
Activity 3: Follow-up consultations with Stage One services				
Activity 4: Better Practice Sharing Labs			Better Practice Sharing Lab 1	Better Practice Sharing Lab 2
Activity 5: Online Learning Package				

Document Classification: KPMG Confidential

Questions?

Document Classification: KPMG Confidential

Thank you