

NT AHKPI Information System PHC Remote Guideline

Target Audience	All Clinical Employees
Jurisdiction	Primary Health Care Remote CAHS; Primary Health Care Remote TEHS
Jurisdiction Exclusions	N/A
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Approval Authority	Chair Primary Health Care NT Wide Leaders Committee
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Purpose

To provide a Primary Health Care remote staff with a guideline on the processes related to the NT Aboriginal Health Key Performance Indicator System and Reports.

Guideline

1. General Information

The need for a common set of Key Performance Indicators for primary health care services for use by all community based Aboriginal health services in the NT, including Department of Health (NT DoH) and non-government health services, has been identified by the Northern Territory Aboriginal Health Forum (NTAHF). The NTAHF comprises representation from the Australian Government Department of Health (DoH), Aboriginal Medical Services Alliance NT (AMSANT) and NT DoH.

The intent of the NT Aboriginal Health Key Performance Indicator ([NT AHKPI](#)) Information System is to provide data on specific measures that have been identified as most significant in their capacity to influence:

- understanding of trends in individual and population health outcomes
- identify factors influencing these trends
- inform appropriate action, planning and policy development.

DoH and non-government Health Services are committed to working together, with agreement that DoH manages the NT AHKPI Information System. This includes providing:

- validated [definitions](#) for the agreed core suite of 19 NT AHKPIs
- a system for data collection, cleaning, analysis and interpretation
- an NT wide system for reporting NT AHKPI data on Aboriginal health.

The [Information Act](#) and related Information Privacy Principles (see Schedule 2 of the Act, IPP 1 & 2) provide underpinning legislation regarding management of NT AHKPI data held in the DoH Data Warehouse.

In DoH Health Centres, the Electronic Health Record ([EHR](#)) is the main data source for most of the NT AHKPIs in the Health Services domain. Supplementary sources include the Midwives Data Collection and Immunisation data on Community Care Information System.

2. Definitions

Key Performance Indicators: a defined set of standard indicators used to measure activities and/or performance.

Data Custodian: a person with day to day responsibility for a particular data collection that is held in the Data Warehouse. The Information Division maintains a list of data collections and related Data Custodians.

Data Sponsor / Delegate: the person who undertakes the duties of ownership of a data collection under the control of DoH.

Data Warehouse: a corporate data repository containing linked data from corporate information systems.

Electronic Health Record (EHR): a systematic collection of electronic health information about individual clients. The EHR is the **primary** health record into which client personal and health data must be entered. Two EHR systems are used within Primary Health Care (PHC), namely:

- Primary Care Information System (PCIS)
- East Arnhem Communicare System (EACS)

3. Responsibilities

3.1 Primary Health Care Staff

- Be aware of the agreed [NT AHKPIs](#) and the [NT AHKPI](#) Information System
- Utilise the EHR to record relevant client personal and health data
- Add relevant current hard copy client health data to the EHR as required
- Produce and utilise NT DoH AHKPI reports to support NT wide, regional and health centre planning
- Ensure relevant policies and protocols related to external application for access to data are followed as appropriate

3.2 Continuous Quality Improvement (CQI) Staff

As for 3.1, plus

- Promote and utilise NT AHKPI information as a key data source in continuous quality improvement activities
- Advise and assist staff within Health Service Delivery Areas (HSDA) in accessing and using NT AHKPI data
- Promote and inform PHC regarding review processes in the lead up to each Initial Release NT AHKPI Report review period
- Assist in the coordination of review processes for Initial Release NT AHKPI Reports

3.3 District Manager

As for 3.1, plus

- Ensure relevant staff are adequately introduced to and fully utilise the EHR ([PCIS](#) / [EACS](#)) for recording all relevant client related data according to recommended protocols
- In collaboration with the Continuous Quality Improvement (CQI) Facilitator, coordinate and lead the review of Initial Release NT AHKPI Reports each January and July, for applicable individual community reports
- Ensure comments arising from the review of Initial Release NT AHKPI Reports are provided to the NT AHKPI System Team by the due date
- Engage with other health services in HSDA to discuss reports as applicable

3.4 NT AHKPI Information System Team

- Develop the NT AHKPI Information System
- Maintain integrity of the NT AHKPI Information System
- Deliver standard and ad hoc data and reports as required
- Distribute Initial Release NT AHKPI Reports to agreed distribution groups, according to scheduled release dates

3.5 Data Custodian

- Ensure implementation of relevant policies and protocols related to access to data as appropriate
- Manage requests for data from the Data Warehouse, both regional and NT wide information

3.6 Data Sponsor (PHC GMs or Delegate)

- Ensure data is managed appropriately by the by Data Custodian
- Ensure application of relevant policies and protocols related to data access
- Ensure timely NT AHKPI reports to the Commonwealth

4. Procedure

4.1 NT AHKPI Information System Data Collection

Primarily NT AHKPI data will be obtained from the EHR systems. To ensure that the data is available for clinical and reporting purposes, relevant demographic, personal and clinical information must be entered into the EHR. Clinical data from hard copy documents such as records of consultations conducted outside the health centre must also be added. Information scanned into the EHR is not available for reporting purposes. See [Health Records – Management of Hard Copies](#).

Some Health Service NT AHKPI data is collected from other sources such as hospital birth records. Data collection for NT AHKPIs in the other domains is sourced from other management systems.

Other non DoH Health Services capture relevant NT AHKPI related data through their own information systems.

4.2 Storage of NT AHKPI Information System Data

Data fed into the NT AHKPI Information System is stored in a central repository (DoH Data Warehouse) which allows for data aggregation to facilitate NT reporting requirements. See [Conceptual Design of the NT AHKPI Information System](#).

NT AHKPI Data and Reports

The NT AHKPI system is structured to produce reports on three levels: individual community, HSDA, and Northern Territory wide.

NT AHKPI Reports are produced on a six monthly basis. See [NT AHKPI Annual Reporting and KPI Change Calendars](#) for details. The three general stages in which NT AHKPI data can be accessed and used for review purposes are described below.

4.3.1 Current Status Reports within a Reporting Period

A range of specific or overall reports can technically be obtained at any point during a reporting period and may be valuable for monitoring trends and enabling corrective actions to occur. Such reports are generally limited to internal use only, and may be ad hoc or scheduled.

While the use of such reports is encouraged for any legitimate quality improvement or management purpose, several cautions are noted. Depending on the nature of a particular request, the production of some reports may be time consuming for the NT AHKPI Information System team, so requests should be

prompted by a genuine rationale. Also, as some NT AHKPIs draw on data from sources other than the EHR, reports requested within a reporting period may not be truly current at the point of production.

Requests for specific reports during the reporting period may be made to the [NT AHKPI System Team](#) (scroll to 'Contacts').

Alternatively, some reports are available via Business Objects. A number of staff have access to this Reporting Tool including the PHC Business Improvement Officer. Legitimate requests from PHC staff may be made to the regional Business Improvement Officer for assistance in generating a particular report.

4.3.2 Initial Release NT AHKPI Reports

As noted above there are two six month NT AHKPI reporting periods each year; January to June and July to December. At the close of each period there is a commitment to providing Final Reports within a six week timeframe. Three steps are undertaken in preparing for the release of the Final Reports, including:

- Production of Initial Release NT AHKPI Reports by the NT AHPI System team, in readiness for distribution for review. This task takes approximately two weeks following the close of the reporting period.
- Review of Initial Release NT AHKPI Reports by relevant staff at individual community and HSDA levels. This process is primarily to allow service providers to review and make interpretative comment on the data. These comments may then be included on Final Release reports thus providing an enduring record of relevant issues applicable to specific aspects of data. Also, if data errors are identified, there is potential for correction in some instances. As the opportunity for review and provision of comment is limited to a four week period commencing mid January / July. PHC utilises a defined process to ensure a timely response to this review process. See [Management of Release of Interim NT AHKPI Reports in DoH Primary Health Care Health Centres Flowchart](#).

Note: Although the Initial Release Report review process is mainly to provide clarifying comments for inclusion in the Final Report, review provides an opportunity to also generate quality improvement processes in response to identified problems.

- Collation of comments and assembling of the Final Reports by the NT AHKPI Information System Team is completed prior to release on the 15th February / 15th August.

4.3.3 Final NT AHKPI Reports

Final NT AHKPI Reports are available for legitimate use by a range of potential users. Requests for data are to be made in keeping with the NT AHF Data Management Policy, and include the following requirements:

- A completed Request for Delivery of NT AHKPI data from NT AHKPI system. For a copy of the form see pp 20-21 of [NT AHKPI Data Management Policy](#)
- Approval from relevant Data Sponsor. For PHC data this may be for a [Research Proposal](#)
- Relevant ethics approval if applying for access to NT AHKPI data for research purposes.

The Data Custodian is generally the Action Officer for requests (from approved users) for access to NT AHKPI data. The Data Custodian will verify whether the data requested is available and subject to approval, will provide the required report from the Data Warehouse.

4.3.4 Release of NT AHKPI Data to Third Parties

Under no circumstances may NT AHKPI information / reports be released to third parties unless approved. Release of data is strictly in accordance with the [NT AHKPI Data Management Policy](#).

Document Quality Assurance

	Method	Responsibility
Implementation	Document will be accessible via the Policy Guidelines Centre and Remote Health Atlas	Health Policy Guidelines Program Atlas Development Officer, Primary Health Care CAHS
Review	Document is to be reviewed within three years, or as changes in practice occur	Atlas Development Officer, Primary Health Care CAHS
Evaluation	Evaluation will be ongoing and informal, based on feedback.	Atlas Development Officer, Primary Health Care CAHS

Key Associated Documents

Forms	Request for Delivery of NT AHKPI Data from the DHF Data Warehouse Form, available via NT AHKPI Data Management Policy Appendix 2 (pp 20-21)
Key Legislation, By-Laws, Standards, Delegations, Aligned & Supporting Documents	<p>Electronic Health Record – Overview</p> <p>Health Records – Management of Hard Copies</p> <p>Research Proposals</p> <p>Requests for Access to Health Information and Records</p> <p>Management of Release of Interim NT AHKPI Reports in DoH Primary Health Care Health Centres Flowchart</p> <p>Information Act</p> <p>Information Privacy Principles (see Schedule 2 of the Act, IPP 1 & 2)</p> <p>NT Aboriginal Health Key Performance Indicator Information System</p> <p>Aboriginal Health Key Performance Indicators – documentation page</p> <p>NT AHKPI Data Management Policy</p> <p>NT AHKPI Annual Reporting and KPI Change Calendars</p> <p>Data Release NT Health Guideline (intranet)</p> <p>Primary Care Information System website</p> <p>East Arnhem Communicare System website</p>
References	As Above

Evidence Table

Reference	Method	Evidence level (I-V)	Summary of recommendation from this reference
N/A	N/A	N/A	N/A