

## Frequently asked questions for Chronic Conditions providers

### What is the Performance Management Framework?

WAPHA's Performance Management Framework (PMF) sets out WAPHA's approach to measuring, monitoring, managing, and overseeing the performance of Commissioned Service Providers (CSPs). The framework will support the achievement of WAPHA's strategic vision and commitment of building a strong and sustainable primary health care system and delivering on our strategic priority of bringing a more structured and data driven approach to quality improvement.

The PMF provides transparency and consistency in how we will work with CSPs to deliver best practice in performance management.

### Why is WAPHA implementing a PMF?

Clear performance expectations help establish a shared vision and common understanding of the desired actions, outputs, and outcomes for WAPHA, our CSPs and the potential for continuous improvement across the primary health care sector.

WAPHA's Strategic Plan 2020-2023 articulates its commitment to continuously improving primary health care practice including a more structured and data driven approach to quality improvement; and sharing insights to support continuous improvement across the primary health care system.

In 2021, WAPHA engaged with stakeholders to identifying the current processes for contract design and management; data collection and analysis; and reporting. It was recognised that in the past, performance management processes may have been ad hoc, inconsistent, or administratively burdensome on CSPs.

The new PMF will benefit WAPHA, CSPs and consumers by ensuring:

- Strategic alignment - the framework aligns to WAPHA's strategic objectives, the Quadruple Aim and improving health equity.
- Consumer focused - the framework focuses on ensuring that data collection and reporting, and all performance improvement efforts are centred on improving the consumer experience i.e., how services are delivered (and consumed) and health outcomes.

- Clarity – the framework clearly and concisely sets performance expectations for Commissioned Service Providers.
- Practicality – the framework streamlines and leverages current data collection processes.
- Continuous improvement – the framework focuses on continual improvement rather than compliance (or punitive measures).

## How have reporting requirements changed for Chronic Conditions Providers?

WAPHA, like many health systems across Australia, is harnessing data to drive better health outcomes. We are striving to capture robust, quality data from our CSPs to help evidence the impact of these services and demonstrate the effect they have on patients' experiences and outcomes.

For Chronic Conditions CSPs, this means reporting a broader range of information to WAPHA, relating to the practitioners, services and clients, while in turn removing some of our current reporting requirements.

## How is WAPHA easing the transition to the PMF through the new Commissioned Services Reporting Portal?

The Commissioned Services Reporting Portal (CSRP) will enable providers to submit data which report to PMF indicators, by allowing them to choose either a bulk upload of data extracted from client information systems, or direct entry via an online form.

## How does the PMF work and will it affect my organisation?

Central to the framework is the setting and monitoring of critical performance indicators and measures which will be based on the Quadruple Aim and WAPHA's strategic priority of improving health equity. The CSRP is currently being used by a pilot group of chronic conditions CSPs. A roll out of a new version of the CSRP capturing WAPHA's new reporting requirements is currently being developed, with an anticipated roll out in the 2023 financial year. The CSRP is designed for CSPs to not only upload data, but also provide visibility of performance to both CSPs and their contract officers via self-service reporting tools, to drive change and improvement.

## Does this change my contractual obligations with WAPHA?

From early 2023, contract managers will contact current contracted service providers to provide training and support to understand the new performance indicators and to transition into using the CSRP tool.

## What is WAPHA doing to ensure consumer outcomes are included in the PMF?

WAPHA recognises the importance of consumer experience feedback to improving services. The PMF has been developed in collaboration with consumers and the framework focuses on ensuring that data collection and reporting, and all performance improvement efforts are centred on improving the consumer experience and outcomes.

## When will the targets be shared with providers?

Targets and the rationale for choosing them are currently being finalised and will be shared during the presentation in March 2023.

## Who can I talk to about the PMF?

Commissioned Service Providers with chronic conditions contracts will be contacted by their contract officer to discuss the next steps.