



What's new in alcohol and other drug

The Performance Management Framework sets out a new approach to measuring, monitoring and evaluating our commissioned services providers

To support WA Primary Health Alliance (WAPHA) alcohol and other drug (AOD) commissioned services providers (CSPs) to meet performance management expectations, set out in the Performance Management Framework, WAPHA will implement new tools and training for AOD CSPs.

How will data be reported?

In response to feedback from providers about the need for a user-friendly platform with which to submit data to WAPHA, the Commissioned Services Reporting Portal (CSRP) is being extended to incorporate AOD.

The CSRP will enhance the ability of AOD CSPs to report and receive feedback on their contractual performance data. This in turn will enable mutually beneficial outcomes for WAPHA and CSPs to enhance patient experience and deliver quality primary care across the state.



CSRP roll out for AOD providers

A pilot group of chronic conditions CSPs have been using the CSRP to help streamline their reporting requirements since May 2022. AOD contract managers will engage with CSPs over the coming months to discuss a set of new PMF Indicators, assessed against the data entered into the CSRP, with agreed reporting terms to be finalised ahead of a July 2023 reporting period commencement.

This expansion of the CSRP across many of our CSPs into 2023, aligns with our vision and commitment to building a strong and sustainable primary health care system; delivering on our strategic priority of bringing a more structured and data driven approach to the management of performance and quality improvement.

What data is reported?

Outlined in the page over are the mandatory Performance Management Indicators and targets for AOD CSPs to align with the Australian Government Department of Health PHN reporting standards, improved health equity, patient experience and health outcomes.



Improved Health Equity

Capturing information on the people who receive care to ensure WAPHA funding is targeted to care for people most at risk of poor health outcomes



Improved Patient Experience

Establishing the tools to safely capture and respond to patients' views of their experiences - one of the five domains of the Quintuple Aim



Improved Health Outcomes

Understanding patients' health outcomes from the services they receive is critical in optimising their care and ensures appropriately investment



What are the AOD performance indicators?

WAPHA is 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 AOD CSPs, this means reporting a broader range of information to WAPHA, relating to practitioners, services, and clients. This information is measured through specific AOD PMF data sets, with data collected to be uploaded directly to the CSRP interface.

	Indicator	How is it measured?	Target
Improved Health Equity	% Clients who reside in low socio-economic areas**	Through the Commissioned Services Reporting Portal. Specifically, it will be captured through the entry of the client's residential postcode.	>50% clients residing in SEIFA deciles 1-3.
	% Aboriginal clients	Captured via client information submitted to the Commissioned Services Reporting Portal.	No initial target. Monitor for 12 months and re-evaluate.
Improved Patient Experience	% clients felt satisfied with the service provided	Captured through the Commissioned Services Reporting Portal via the AOD clinical tool Question 8: "Today, how satisfied are you with the service provided?" To be measured using the final administration of the clinical tool at the end of treatment.	>70% of clients reporting moderately, a lot or always to AOD Clinical Tool Question 8.
Improved Health Outcomes	% of clients who demonstrate clinical improvement	Captured through the Commissioned Services Reporting Portal via the AOD clinical tool Question 1: "Over the last week, have you used your primary drug of concern?"	>40% of clients report reduced drug use - primary drug of concern.
	Outcomes compliance	Captured through the Commissioned Services Reporting Portal.	>70% of completed episodes of care have recorded valid outcome measures at Episode Start and Episode End.
Improved Cost Effectiveness	Total number of unique clients	Captured through client information reported into the Commissioned Services Reporting Portal.	No targets - included for reporting Average cost per episode and monitoring
	Average cost per episode	Captured through contract financial information and episode information from the Commissioned Services Reporting Portal.	
	Average cost per service contact	Captured through contract financial information and service contact information from the Commissioned Services Reporting Portal.	

To minimise burden on CSPs, much of the requested data will align to that currently reported to the Alcohol and Other Drug Treatment Services National Minimum Data Set (AODTS-MDS) or the Mental Health Commission. Things that will be new to WAPHA AOD reporting:

- A new Performance Management Framework to support CSPs to meet performance management expectations;
- A new reporting portal where CSPs can enter data directly, or upload files exported from their clinical information system;
- Inclusion of de-identified data at both episode and service-contact level, reported to WAPHA;
- Inclusion of de-identified practitioner information reported to WAPHA;
- A new reporting schedule to provide improved visibility over performance indicators.

**A client is considered to reside in a low socio-economic area if their postcode of residence falls in the lower 3 deciles of socio-economic advantage and disadvantage, as per the Australian Bureau of Statistics definition of people's access to material and social resources, and their ability to participate in society.

Contact

WA Primary Health Alliance
Commissioned Services Team
commissionedservices@wapha.org.au