



What's new in chronic conditions reporting?

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) chronic condition commissioned service providers (CSPs) to meet performance management expectations set out in the Performance Management Framework, WAPHA will implement new tools and training for chronic conditions CSPs.

How will data be reported?

In response to feedback from providers about the need for a user-friendly platform to submit data to WAPHA, the new Commissioned Services Reporting Portal (CSRP) has been developed where CSPs can enter data directly, or upload files exported from their clinical information system.

The CSRP will enhance the ability of chronic conditions 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 chronic conditions service providers

Some chronic conditions CSPs were onboarded to the new CSRP after working with WAPHA in the early testing phase. Contract managers will engage with remaining CSPs over the coming months to transition to the new CSRP, discuss a set of new Performance Management Framework (PMF) Indicators and discuss how this will be assessed against the data entered into CSRP. Reporting terms will finalised ahead of a July 2023 reporting period commencement.

Whilst initially being used by a pilot group of chronic conditions CSPs, the CSRP will be expanded to other CSPs in 2023, aligning 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 will be captured?

Outlined in the page over are the mandatory Performance Management Indicators and targets for chronic conditions CSPs. New changes include de-identified data at both episode and service-contact level and the inclusion of de-identified practitioner information reported to WAPHA. A new reporting schedule will also provide improved visibility over performance indicators and targets.



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

	Indicator	How is it measured?	Target
Improved Health Equity	% of 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. WA Primary Health Alliance will then use the postcode information to map to an ABS SEIFA decile. .	Further information will be provided during the online session
	% Aboriginal clients	Through the Commissioned Services Reporting Portal. Specifically, it will be captured through the entry of the client's Aboriginal status.	
Improved Patient Experience	% clients had access to the service when they needed it	Via the data collected from the Partners in Health or MyHealth, MyView clinical tools = Question 6.	
	% clients reporting that their individuality and values were respected (e.g. culture, faith, gender identity)	Via the data collected from the Partners in Health or MyHealth, MyView clinical tools = Question 5.	
	% of clients reporting they shared in decisions made about their health with their doctor/ health worker	Via the data collected from the Partners in Health or MyHealth, MyView clinical tools = Question 4.	
Improved Health Outcomes	% of clients who demonstrate clinical improvement	Via the data collected from the Partners in Health or MyHealth, MyView clinical tools.	
	Outcomes compliance	Via the entry of information after undertaking the Partners in Health or MyHealth, MyView clinical assessment.	
	% clients with a positive exit from the program	Via the data collected by service providers when clients exit from the program.	

Contact

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