

# Performance Indicators



Improved health equity

Improved patient experience

Indicator	Data source and measurement	Purpose	Target
% 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. This approach was chosen because it delivers the greatest level of reliability in ascertaining socio-economic status.	A critical component of WA Primary Health Alliance's purpose is to ensure people most at risk of poor health have access to quality care, many of whom are of lower socio economic status.	>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.
% clients felt satisfied with the service provided	<p>Captured through the Commissioned Services Reporting Portal via the AOD clinical tool Question 8: "Today, how satisfied are you with the service provided?"</p> <p>To be measured using the final administration of the clinical tool at the end of treatment.</p>	Understanding patients' views of their experiences is critical in optimising care, and Patient Experience is one of the five domains of the Quintuple Aim.	>70% of clients reporting moderately, a lot or always to AOD Clinical Tool Question 8.

\*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.

# Performance Indicators



Improved health outcomes

Improved cost effectiveness

Indicator	Data source and measurement	Purpose	Target
% 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?"	Health Outcomes is one of the five domains of the Quintuple Aim, and understanding patients' health outcomes from the services they receive is critical in optimising their care. Moreover, it helps ensure WA Primary Health Alliance is appropriately investing its funds in a way that positively impacts health.	>40% of clients report reduced drug use - primary drug of concern.
Outcomes compliance	Captured through the Commissioned Services Reporting Portal.	Standardised outcome measures, collected at the first and last occasions of service at a minimum, provide the means for assessing effectiveness of services in improving client's health outcomes.	>70% of completed episodes of care have recorded valid outcome measures at Episode Start and Episode End.
Total number of unique clients	Captured through client information reported into the Commissioned Services Reporting Portal.	To better measure the impact of WA Primary Health Alliance's finite funding.	No targets – included for reporting 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.		