

Performance Indicators



Chronic Conditions

Indicator	Data source and measurement	Purpose	Target
CC1.1 % 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.	A critical component of WA Primary Health Alliance's purpose is to ensure that the people most at risk of poor health have access to quality care. This includes Aboriginal people and people in low socioeconomic areas.	>50% clients residing in SEIFA deciles 1-3
CC1.2 % Aboriginal clients	Through the Commissioned Services Reporting Portal. Specifically, it will be captured through the entry of the client's Aboriginal status.		>x% clients of Aboriginal status (percentage set at the service/contract level)
CC1.3 % services delivered to Aboriginal clients being culturally appropriate	Through the Commissioned Service Reporting Portal. Specifically, from practitioner-reported Aboriginal status and practitioner-completed cultural training, as reported by the service provider.	Culturally safe, appropriate and competent care is a key strategy for improving access to health services and improving health outcomes for Aboriginal people.	100% contact with Aboriginal clients culturally appropriate
CC2.1 Clients had access to the service when they needed it	Wait time in days between referral and first service contact (or episode start date, if service contact date cannot be supplied).	Understanding clients' views of their experiences is critical in optimising care. Improved Patient Experience is one of the five domains of the Quintuple Aim.	>70% of episodes with a wait time less than 21 days
CC2.2 % clients reporting that their individuality and values were respected (e.g. culture, faith, gender identity)	Captured through data entered into the Commissioned Services Reporting Portal for Question 5 of Partners in Health or My Health My View: My health service providers respect me, my beliefs and culture. Measurement taken from instrument administered at conclusion of treatment.		>80% of clients reporting 6-8/8 on Qu 5 of Partners in Health or My Health My View
CC2.3 % of clients reporting they shared in decisions made about their health with their doctor/health worker	Captured through data entered into the Commissioned Services Reporting Portal for Question 4 of Partners in Health or My Health My View: My doctor, or health worker and I listen and talk well together. Measurement taken from instrument administered at conclusion of treatment.		>80% of clients reporting 6-8/8 on Qu 4 of Partners in Health or My Health My View

Improved health equity

Improved patient experience

*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.

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Indicator	Data source and measurement	Purpose	Target
CC3.1 % of clients who report improved ability to self-manage their condition	<p>Captured through data entered into the Commissioned Services Reporting Portal for Questions 3, 4, 6, 8 and 12 of Partners in Health or My Health My View.</p> <p>A sum of items at the end of treatment larger than the sum at the start indicates improved ability to self-manage their condition.</p>	<p>Improved Health Outcomes is one of the five domains of the Quintuple Aim, and understanding clients' 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.</p>	>50% of clients report improved ability to self-manage their condition at the end of treatment
CC3.2 Outcomes compliance	<p>Captured through completed clinical evaluation (Partners in Health or My Health My View) as submitted to the Commissioned Services Reporting Portal.</p>	<p>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.</p>	>70% of completed episodes of care have recorded valid outcome measures at episode start and episode end
CC4.1 Average cost per episode	<p>Using episode data submitted to the Commissioned Services Reporting Portal combined with contract funding for that financial year.</p> <p>Calculation: contract funding divided by number of service contacts; multiplied by the average number of service contacts per completed episode for that service for that financial year.</p>	<p>Standardised outcome measure providing insights into the efficiency and effectiveness of services – cost being one of the elements of the Quintuple Aim.</p>	On par or below previous year
CC4.2 Total number of episodes	<p>Using episode data from the Commissioned Services Reporting Portal: total number of episodes.</p>		5% increase on prior year

Improved health outcomes

Improved cost effectiveness