

Chronic Conditions Reports

User Guide

Report Date September 2026

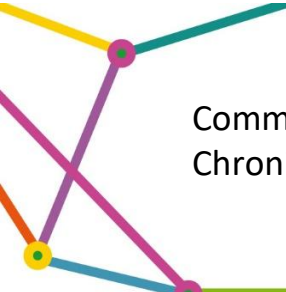
Version No. 2.1

Commissioned Services Reporting Portal Chronic Conditions Reports User Guide



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Commissioned Services Reporting Portal Chronic Conditions Reports User Guide



Introduction

To facilitate a central location for Chronic Conditions Commissioned Service Providers (CSPs) to view their activity data, three primary reports have been incorporated into the Commissioned Services Reporting Portal (CSRP). The reports will facilitate open, two-way communication between Chronic Condition CSPs and their contract managers about reported activity and performance against the WA Primary Health Alliance Performance Management Framework.

The Chronic Conditions Activity Report, the Chronic Conditions Balanced Scorecard and the Chronic Conditions Data Quality Report can be accessed by following the *Reports* link in the *CSP Services* Menu of the CSRP.

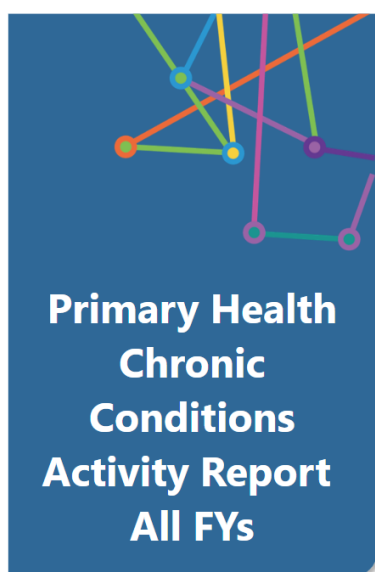
The Primary Health Chronic Conditions (PHCC) data set, which gathers episode and service-contact level data from WAPHA-funded Chronic Conditions Commissioned Service Providers, is used to generate these reports. The data requirements, including types, required fields, and allowable values, are detailed in the [Data Specification](#). Data can be entered directly into the CSRP web forms or uploaded as four comma-separated files. More information about data submission can be found under the *Resources* link of the *CSP Services* Menu in the CSRP.

Chronic Conditions Activity Report

The Chronic Conditions Activity Report offers a comprehensive overview of activities related to Chronic Condition contracts. This report is designed for use by providers and WAPHA to gain a thorough understanding of Chronic Conditions activity delivered.

The report defaults to displaying data from the current financial year, but you can use the *FY* filter to change the time frame visualised. Additionally, the *Date* filter allows you to specify a more precise time frame.

The report is divided into pages, each accessible by clicking the corresponding button on the home page or the buttons on the left side of any sub-page.



Home
Glossary
User Guide
Data Upload Timeliness
Activity
Activity Throughput
Episode Status
Episode Principal and Additional Diagnosis
Service Contacts
Service Contact Practitioner
Outcome Compliance
Positive Clinical Outcomes
Improved Clinical Outcomes

Note: This report is intended for use by WAPHA staff and WAPHA Commissioned Service Providers. If you believe you are not the intended viewer of this report, please report this to your contract manager, or the Commissioned Services Analytics team.

The Glossary page provides essential information about the report and includes a glossary of terms used throughout.

Commissioned Services Reporting Portal Chronic Conditions Reports User Guide



Glossary



Disclaimer: Throughout this document the word Aboriginal is used to denote Aboriginal and Torres Strait Islander peoples

Field	Description	Calculation
Search ☐ % of Aboriginal clients ☐ % of clients feeling individuality and valu... ☐ Active Clients ☐ Active Episodes ☐ Average cost per episode ☐ Clients Seen ☐ Episode Length ☐ Episodes Completed ☐ Episodes Started ☐ Matched Pair ☐ Outcomes compliance ☐ Service Contact DNA % ☐ Service Contacts ☐ Total count of closed episodes ☐ Total count of service contacts ☐ Total Referrals Received	Matched Pair Completed episodes with valid clinical outcome measures at both baseline and follow-up. Service Contacts Service contacts are defined as the provision of a service by a PHN commissioned service provider for a client where the nature of the service would normally warrant a dated entry in the clinical record of the client.*Business Rules: (1) A service contact must involve at least two persons, one of whom must be a service provider. (2) Service contacts can be either with the client or with a third party, such as a carer or family member, and/or other professional or worker, or other service provider. (3)Service contacts are not restricted to face to face communication but can include telephone, internet, video link or other forms of direct communication. (4) Service provision is only regarded as a service contact if it is relevant to the clinical condition of the client. This means that it does not include services of an administrative nature (e.g. telephone contact to schedule an appointment). Average cost per episode Using episode data submitted to the Commissioned Services Reporting Portal, combined with contract financials from WA Primary Health Alliance (WAPHA) finance, the impact of funding is measured by dividing contract funding by the count of episodes. This approach helps better assess the effectiveness of WAPHA's finite funding. Active Clients Active clients is the count of clients who had a service contact in the period of interest. Clients Seen Clients seen is the count of clients who had a service contact in the period of interest.	- - Currently under review. The count of distinct client keys where a service contact has been marked as attended. If a client received more than one completed episode of care in the reported period, they will only be counted once provided their unique client key is consistent across the episodes. The count of distinct client keys where a service contact has been marked as attended. If a client received more than one completed episode of care in the reported period, they will only be counted once provided their unique client key is consistent across the episodes.

The user guide page is designed to help providers navigate and utilise the Chronic Conditions Activity Report effectively. It offers detailed instructions and explanations to ensure users can make the most of the report's features and data.



How to use this tool?



Navigation

- There are 9 main pages and other sub-pages to explore data
- 'Home' Page - allows you to go to each main page
- 'Glossary' Page - definitions of terms and measures used
- General navigation:
 - Left navigation bar - use to go to each section
 - at the end of a heading - this means you can further explore this information
 - Home button at the top right corner of the page - to go back to 'Home' page
 - Info button next to home button - to go to the 'Glossary'
 - ← at the top left corner of the page - to go back to the previous page

Filters

- Use filters to filter data/visuals according to your requirement
- To select all the items from a list - select 'Select All'
- To select a single item from a list - just select the item
- To select multiple items from a list - hold control button on your keyboard while you select multiple items
- To clear the selection - click on the eraser mark at the top right hand corner of the filter.

Service Contact FY

- ☐ Select all
- ☐ FY 17/18
- ☐ FY 18/19
- ☐ FY 19/20
- ☐ FY 20/21

Data Specifications

The Primary Health Chronic Conditions (PHCC) data set collects episode and service-contact level data from WAPHA-funded Chronic Conditions Commissioned Service Providers. The requirements of these data, including data types, required fields and allowable values are detailed in this Data Specification. Data may be entered directly into the Commissioned Services Reporting Portal (CSRPP) web forms or may be uploaded as four comma-separated files.

Full details on the data specifications can be found [here](#).

FAQ

- How can I see the numbers where percentages are shown on a bar/column chart?**
Hover over the bar/column to see the numbers as a tooltip
- I can't read the data labels, they are not clear.**
See the page in 'Full Screen'
Select 'View' -> 'Full Screen' from the top right hand corner of the Power BI navigation pane
- See the visual in 'Focus Mode'**
Click on the visual you want to see in Focus Mode. Hover over the top edge and select 'Focus Mode'
- How can I see the numbers associated with a visual as a 'table'?**
Click on the visual you want to see the numbers as a table. Hover over the top edge and click on the ellipsis (three dots) and then select 'Show as a table'.
- How can I copy a visual as an image?**
Click on the visual you want to copy as an image. Hover over the top edge and select 'Copy Visual' (three dots) and then select 'Show as a table'.
- How can I export information?**
Export the full page
Select 'Export' -> 'PowerPoint' / 'PDF' from the top left corner of the Power BI navigation pane. Select 'Only export current page'.
- Export data from a single visual**
Click on the visual you want to export data. Hover over the top edge and select 'Export Data'.

phn
PERTH NORTH, PERTH SOUTH,
COUNTRY WA
An Australian Government Initiative

- Data Upload Timeliness
- Activity
- Activity Throughput
- Episode Status
- Episode Principal and Additional Diagnosis
- Service Contacts
- Service Contacts Practitioner
- Outcome Compliance
- Positive Clinical Outcomes
- Improved Clinical Outcomes

At any time, you can return to the home page using the menu button on the left, or by clicking the home icon on the top right.

Home

Glossary

User Guide

Data Upload Timeliness

Activity

Activity Throughput

Episode Status

Episode Principal and Additional Diagnosis

Service Contacts

Service Contact Practitioner

Outcome Compliance

Positive Clinical Outcomes

Improved Clinical Outcomes

←

Chronic Conditions Services Contracts - Data from 01/07/2024 to 31/03/2025

?

🏠

PHN

Provider Organisation Name

Full Contract

FY

Date

All

All

All

FY 24/25

7/1/2024

3/31/2025

Total Number of Clients Reported by Month

Year

2023

2024

Organisation

Test Org 1

CON12349 - Test Service

CON22349 - Test Service 2

Test Org 3

CON12351 - Alternate Service

July

August

September

October

November

December

January

29

26

27

22

20

25

36

39

42

40

40

35

15

35

41

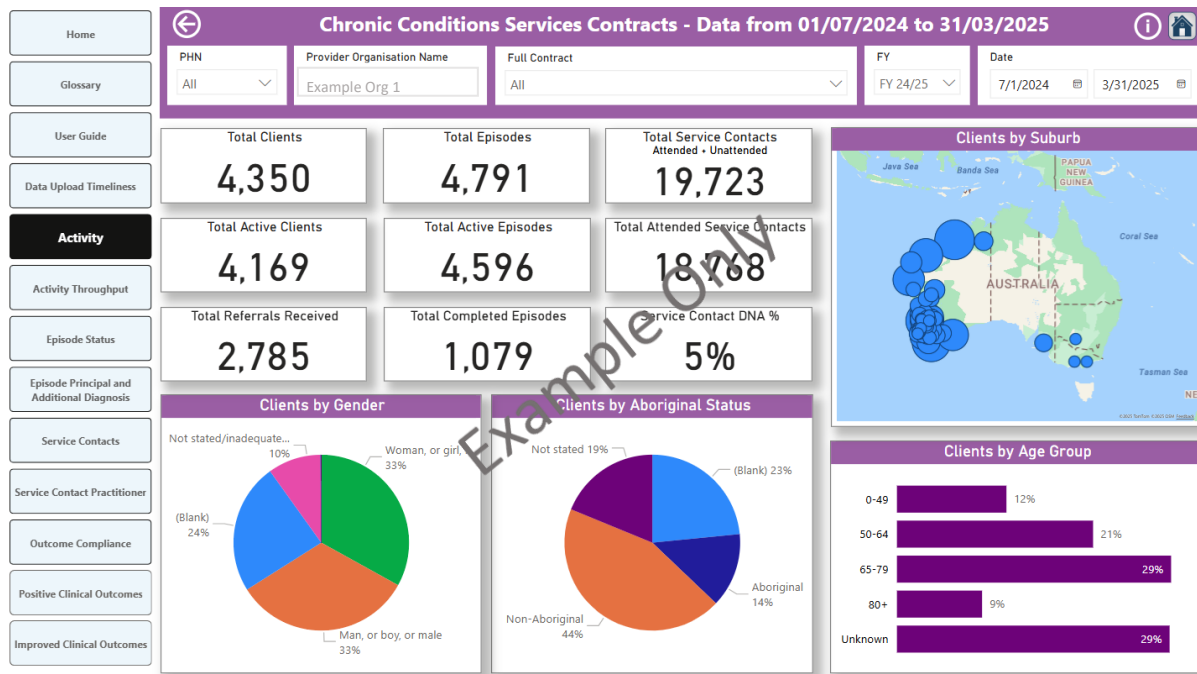
37

32

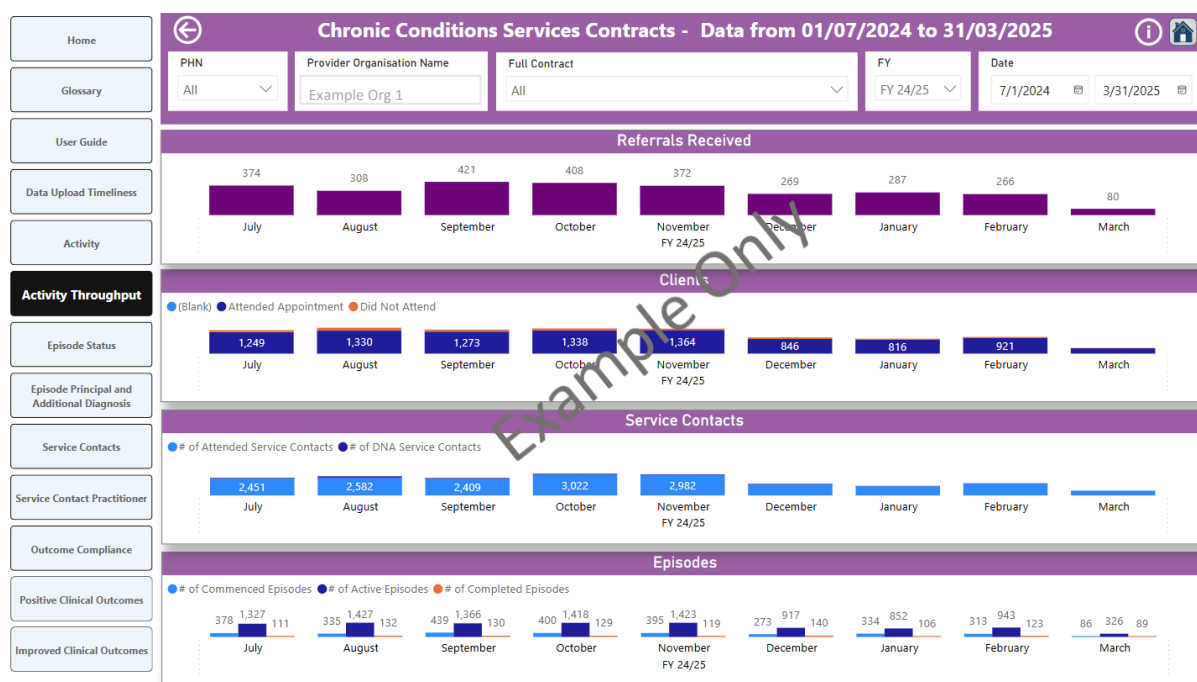
35

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Activity – provides an overall snapshot of activity for a provider or individual contract, depending on filters applied.

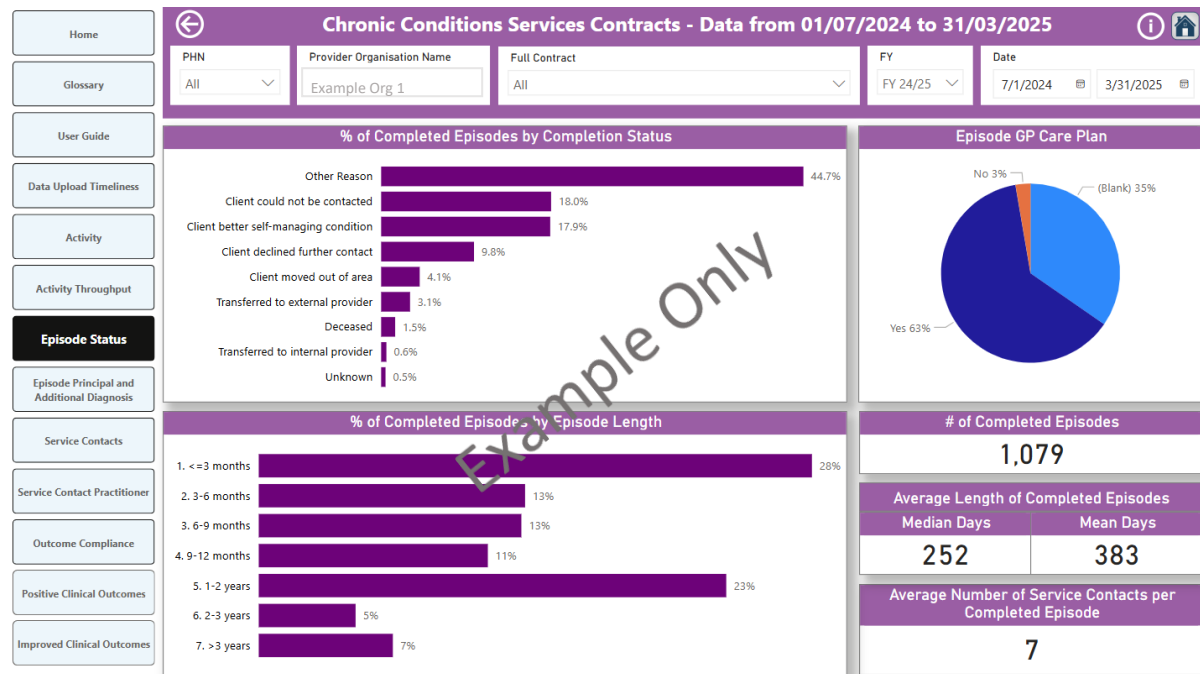


Activity throughput - provides a detailed activity breakdown by received referrals, episodes, clients, and attended service contacts over time, by month, based on the applied filters.

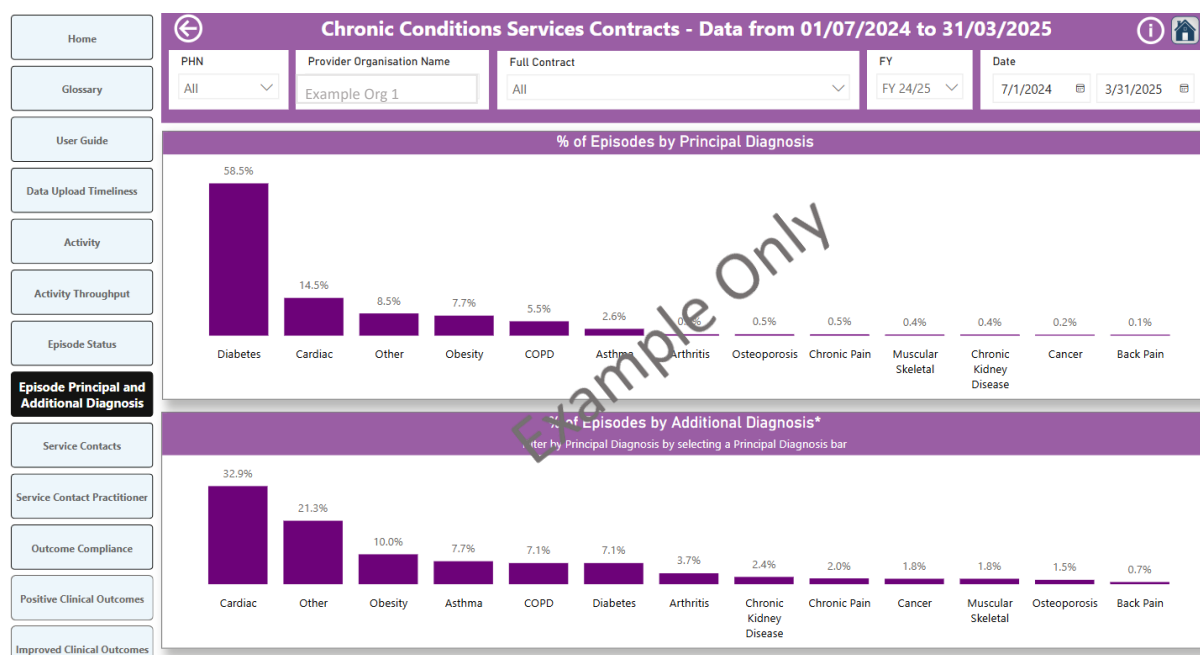


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Episode Status – describes episode volume by completion status, episode length, average completed episode length, GP Care Plan status, and average number of service contacts per completed episode.



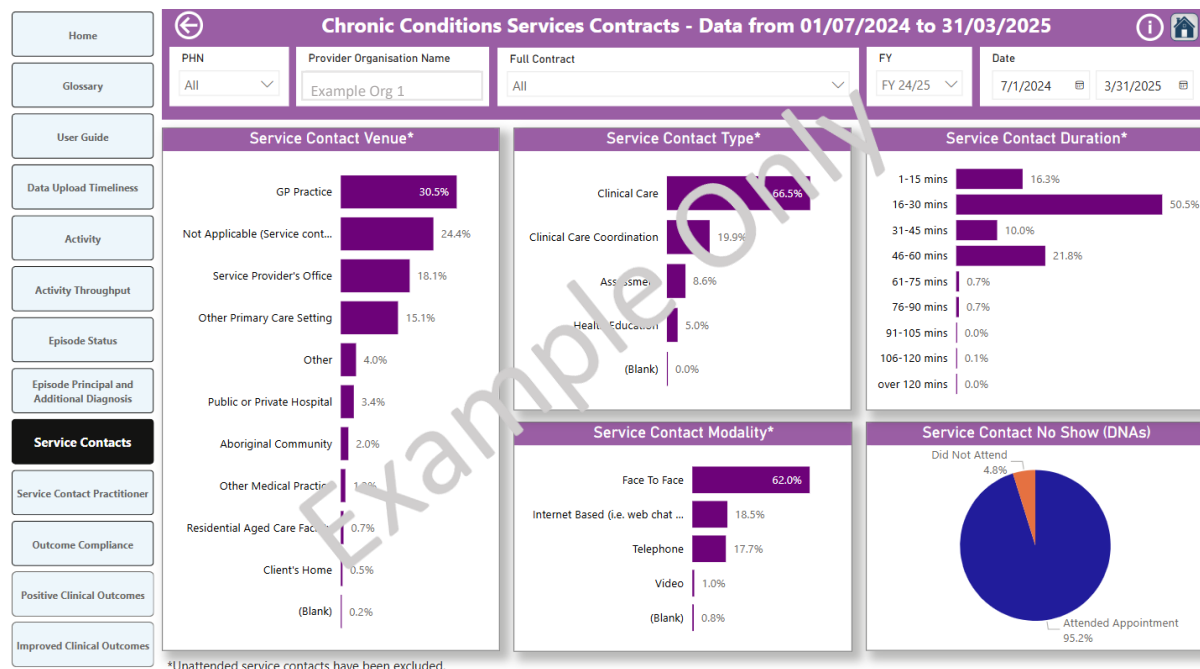
Episode Principal and Additional Diagnosis – provides a breakdown of episodes by principal and additional diagnosis.



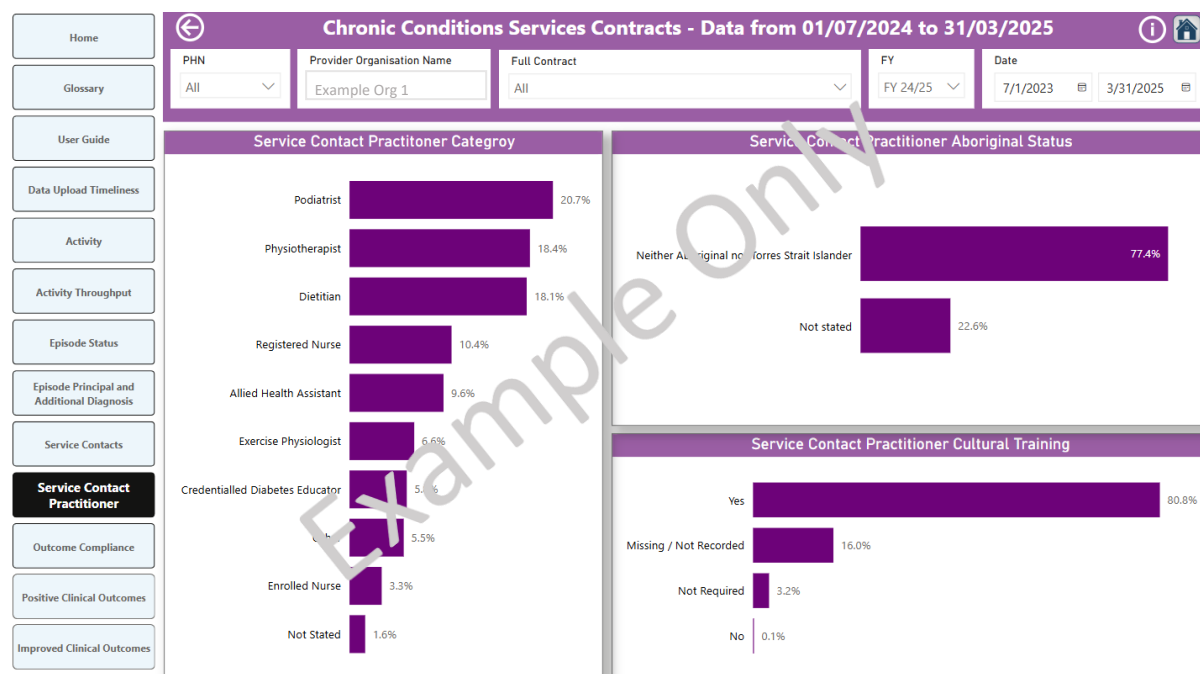
*only where Additional Diagnosis has been completed

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Service Contacts – describes the specifics of service contacts delivered.

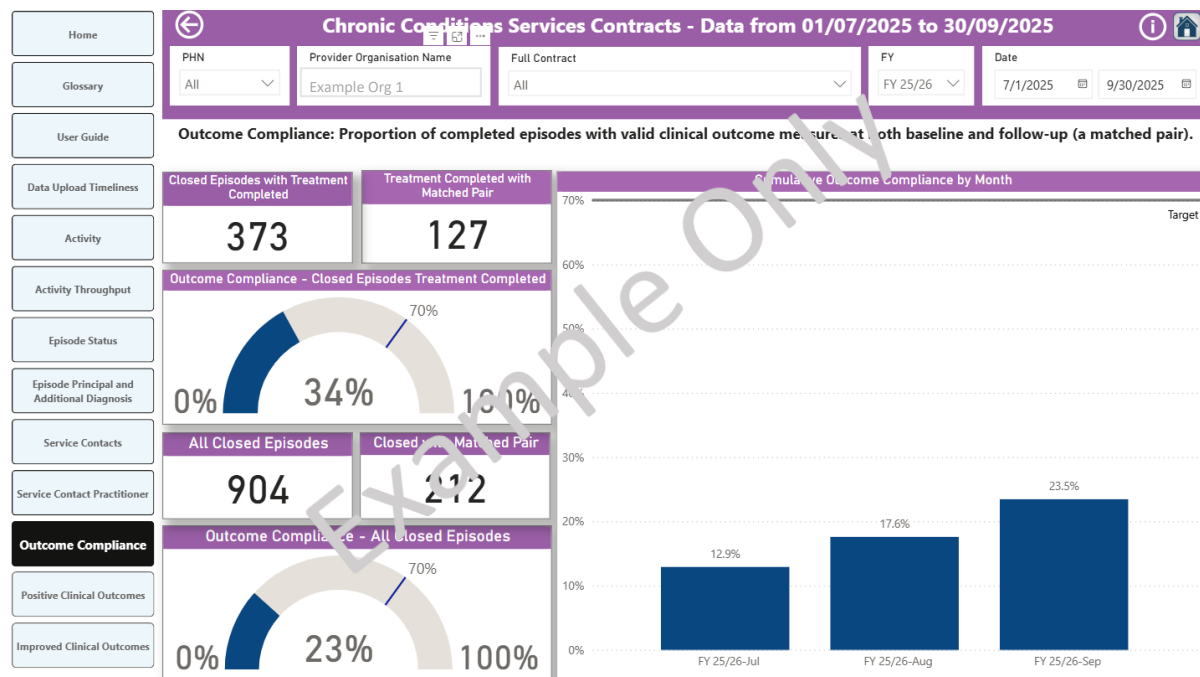


Service Contact Practitioner - describes the specifics of practitioners delivering service contacts.

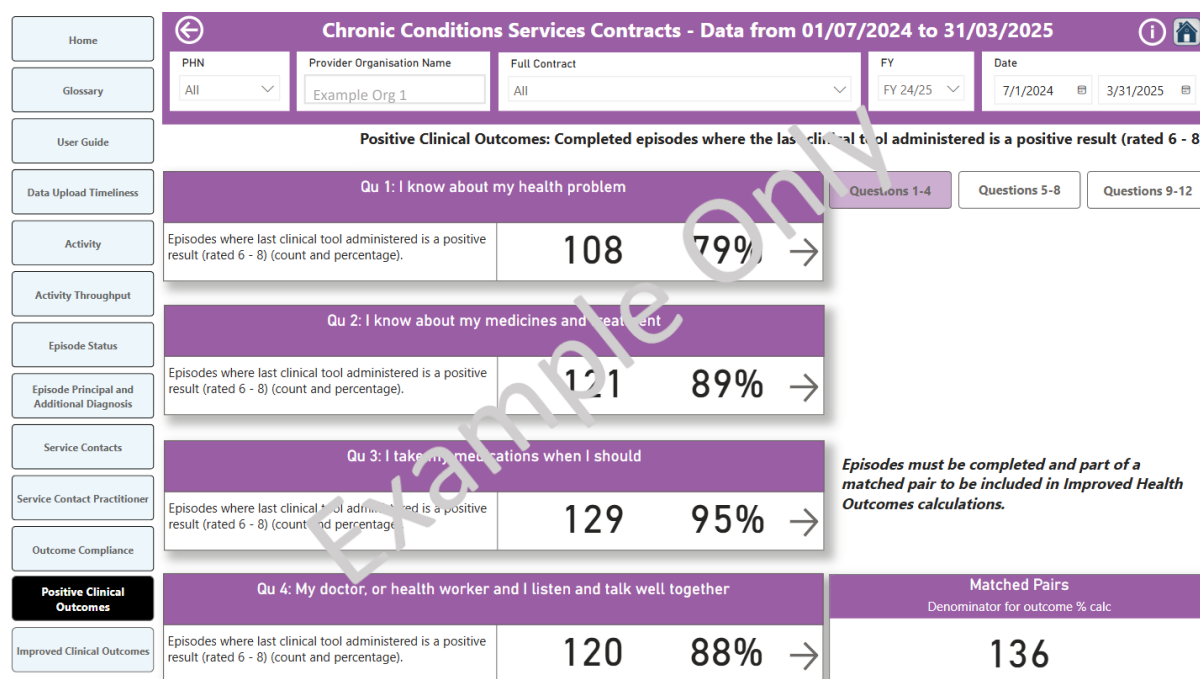


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Outcome Compliance – Completed episodes where an initial and subsequent (follow-up) clinical tool is administered as part of an episode.



Positive Clinical Outcomes – Displays the proportion of question-specific responses for completed episodes, where responses to the last clinical tool administered are positive (e.g. proportion of clients that reports that they know about their health problem at subsequent or final surveys compared to start of episode).



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Improved Clinical Outcomes – Completed episodes where the last clinical tool administered reports an improvement compared to the first tool administered.

Chronic Conditions Services Contracts - Data from 01/07/2024 to 31/03/2025	
PHN All	Provider Organisation Name Example Org 1
Full Contract All	FY FY 24/25
Date 7/1/2024	3/31/2025
Improved Clinical Outcomes: Completed episodes where the last clinical tool is an improvement compared to the first.	
Qu 1: I know about my health problem Questions 1-4 Questions 5-8 Questions 9-12	
Episodes where last clinical tool administered is an improvement compared to the first clinical tool (count and percentage).	50 37% →
Qu 2: I know about my medicines and treatment Clients who report improved ability to self-manage their condition	
Episodes where last clinical tool administered is an improvement compared to the first clinical tool (count and percentage).	56 41% →
Qu 3: I take my medications when I should 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. A sum of items at the end of treatment larger than the sum at the start indicates improved ability to self-manage their condition (count and percentage)	
Episodes where last clinical tool administered is an improvement compared to the first clinical tool (count and percentage).	39 29% →
Qu 4: My doctor, or health worker and I listen and talk well together Episodes must be completed and part of a matched pair to be included in Improved Health Outcomes calculations.	
Episodes where last clinical tool administered is an improvement compared to the first clinical tool (count and percentage).	50 37% →
Matched Pairs Denominator for outcome % calc	
136	

If you experience trouble accessing the Chronic Conditions Report, or have any queries about the metrics visualised, please contact your contract manager.

Chronic Conditions Balanced Scorecard

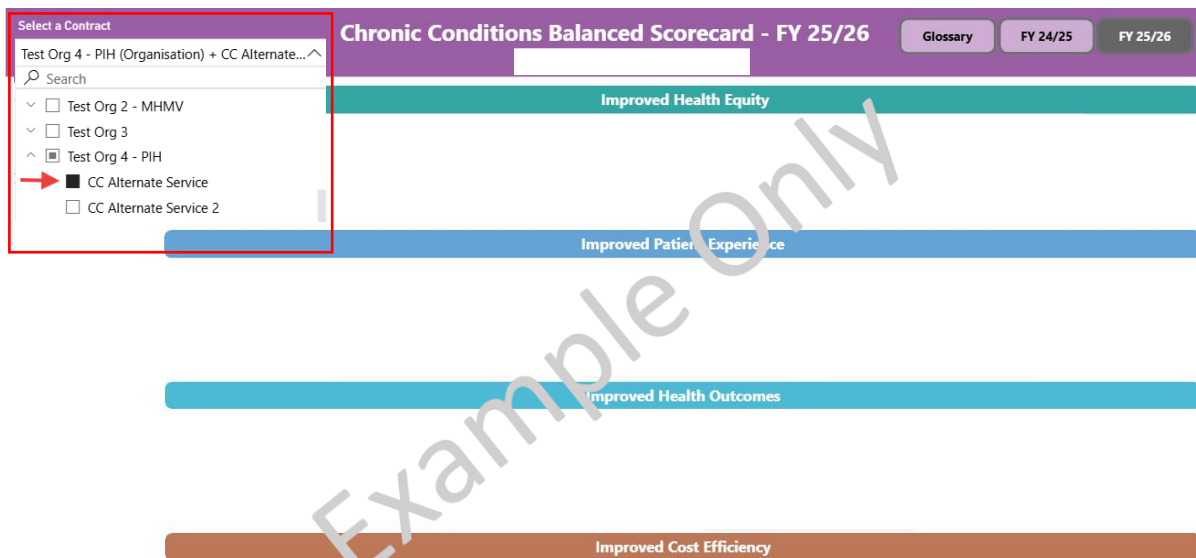
The Chronic Conditions Balanced Scorecard is a single-page report that offers a snapshot view of contract performance in relation to PMF indicators. Starting in July 2023, Chronic Conditions data collection into the CSRP commenced, and PMF Indicators were included in service agreements. The Chronic Conditions Balanced Scorecard includes information for both the previous financial year and the current financial year. The report includes icons to show whether the contract is meeting targets, close to meeting targets or not on track. For definitions of the indicators and targets, see the [PMF Website for Chronic Conditions](#).

To select a contract, check the box for an individual contract (not just the Organisation) from the dropdown menu. To view multiple contracts in combination, hold down control while clicking on the contract number/name.

Additionally, there is a button in the report that allows you to view the performance data as of the end point of the previous financial year, providing a clear comparison between current and past performance.

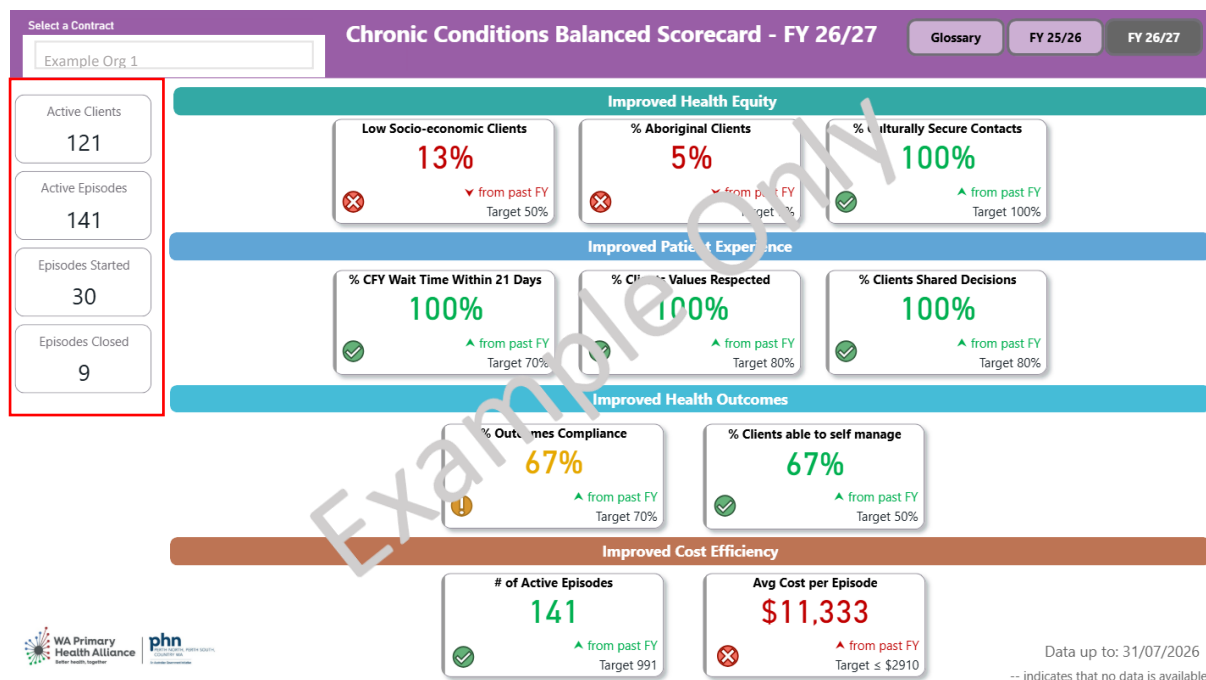
Selecting your contract:

To begin using the Balanced Scorecard select your contract from the dropdown menu highlighted below. Ensure that you select an individual contract by expanding the down arrow next to your organisation's name in the filter. After your contract is selected, the scorecard will be populated with the relevant data.



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Aggregate data for current FY - Once a contract has been selected, the numbers on the left of the Chronic Conditions Balanced Scorecard provide information on the current number of clients and episodes so far for this financial year.



Data for each domain - The dashboard has 4 domains: Improved Health Equity, Improved Cost Efficiency, Improved Health Outcomes and Improved Patient Experience. Each domain contains information for the past financial year, the current financial year, and the variation between them. Please refer to the legend for the meanings of variation and tracking. The target for each indicator is in the bottom right corner of the indicator card. Indicators are presented in colour, with green indicating the target is met, amber indicating achievement within 5% of the target, and red indicating more than 5% deviation from the target. Above these targets, also in the bottom right corner of the card is an indication of variation from previous FY (↑ from past FY, ↓ from past FY, Within 5% of past FY).

Glossary - The glossary contains information on each variable within the dashboard. To begin, select the domain you are interested in, each domain refers to one of the 4 boxes on the dashboard. Then select the required variables which will then populate the two central boxes. The top box provides a definition of each measure whilst the bottom provides the definition of the traffic light system for each variable. To return to the main report, click on the back arrow at the top, left.

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Glossary

1. Improved Health Equity	2. Improved Patient Experience	3. Improved Health Outcomes	4. Improved Cost Efficiency
Field	Fields Used	Logic	
% of Aboriginal clients	From CSRP: Client Identifier, Aboriginal Status	The count of distinct client keys which have reported as being Aboriginal or Torres Strait Islander divided by the total count of distinct client keys. Presented as a percentage.	
% of clients who reside in low socio-economic areas	From CSRP: Client Identifier, Client Postcode. From ABS, SEIFA Deciles by Postcode	Percentage of clients residing in a low socio-economic area (SEIFA deciles 1-3) or with a recorded homelessness via Postcode (9997 for Homeless/ No fixed address), where SEIFA ranks areas from most disadvantaged (Decile 1) to most advantaged (Decile 10) based on ABS Census data.	
% services delivered to Aboriginal clients being culturally appropriate	From CSRP: Practitioner Cultural Training, Practitioner Indigenous Status	Percentage of service contacts delivered to Aboriginal clients where the service is considered culturally appropriate.. A culturally appropriate service is defined as one that is delivered by a service provider that is recorded as of Aboriginal origin, or employed by an Aboriginal Community Controlled Health Service or has indicated that they have completed a recognised training programme in the delivery of culturally safe services to Aboriginal peoples	

Target Thresholds

KPI	Green	Amber	Red
% of clients who reside in low socio-economic areas	50% or more	Between 47.5% and 49.9%	Less than 47.5%
% services delivered to Aboriginal clients being culturally appropriate	100%	95% to 99%	Less than 95%
% of Aboriginal clients	At or above target (Example: If target is 10%, Green is 10% or more)	Within 5% of the target (Example: 9.5% to 9.9%)	More than 5% below target (Example: Below 9.5%)

Disclaimer: Throughout this document the word Aboriginal is used to denote Aboriginal and Torres Strait Islander peoples.

[Indicator Documentation](#)

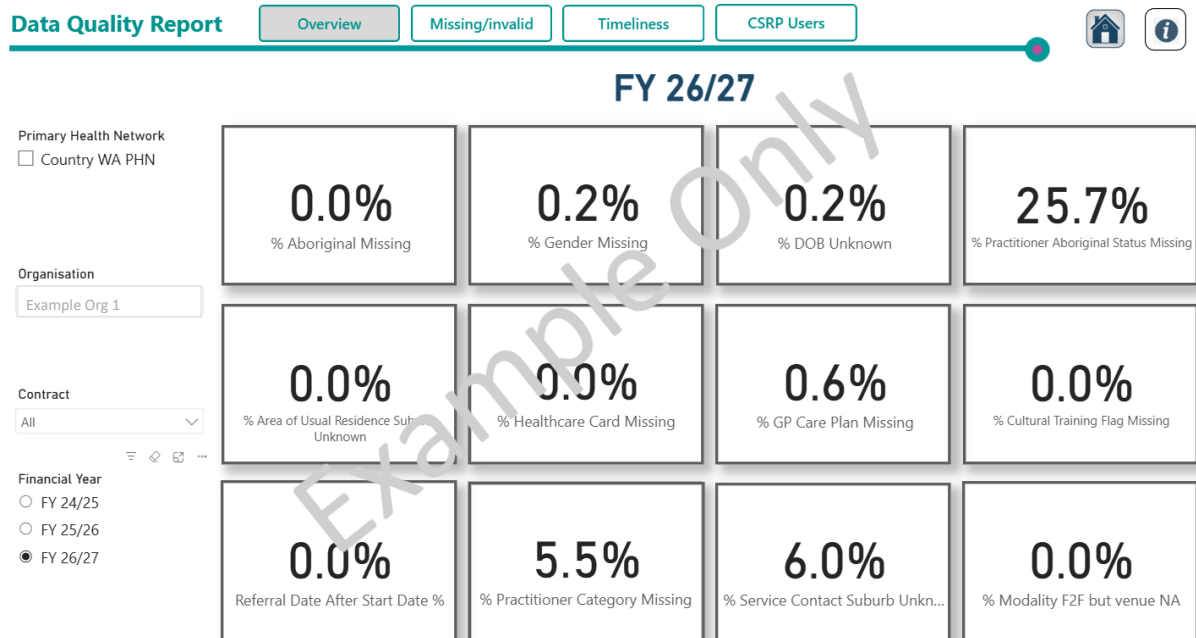
If you experience trouble accessing the Chronic Conditions Balanced Scorecard, or have any queries about the metrics visualised, please contact your contract manager.

Chronic Conditions Data Quality Report

The Chronic Conditions Data Quality Report helps improve visibility of data quality issues in the information submitted by Chronic Conditions Commissioned Service Providers (CSPs) to the Primary Health Chronic Conditions (PHCC) dataset. The report is designed to provide insights, highlight data missing, invalid or incorrect data to facilitate the enhancement of data quality across several key areas.

The report consists of three main sections:

Overview: This section offers a high-level summary of data quality for the current financial year, with options to filter by Primary Health Network (PHN), provider, and contract. Each item on the Overview page is interactive, allowing users to click the tiles for more detailed information on specific data elements.



Missing and invalid data - This section highlights the proportion of missing or invalid data in key fields related to WAPHA's strategy and contract performance indicators. By default, the page focuses on client information, but users can easily switch between views for Episode, Practitioner and Service Contacts using the buttons at the top.

Data Quality Report

Overview Missing/invalid Timeliness CSRP Users

Client Episode Practitioner Service Contact

Primary Health Network
☐ Country WA PHN

Organisation

Contract

Financial Year
☐ FY 24/25
☐ FY 25/26
☒ FY 26/27

% Aboriginal Missing

0.0%

FY 26/27

% Gender Missing

0.2%

FY 26/27

% DOB Unknown

0.2%

FY 26/27

[illegible]

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CSRP Users – This section identifies all active users in the CSRP by name, email address, organisation and job title. The default view highlights all current users, using the arrow on the top right corner of the table will drill down into the data quality issues of current users. Drilling down will show accounts that need to be reviewed as WAPHA has an issue with them.

Data Quality Report

OverviewMissing/invalidTimeliness**CSRP Users**

Primary Health Network

☐ Perth South PHN

Organisation

All

Contract

All

Financial Year

☒ FY 24/25

Active CSRP User Accounts

Full Name	Email Address	Organisation	Job Title
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	Tester
		Test Provider	
		Test Provider	

If you experience trouble accessing the Chronic Conditions Data Quality Report, or have any queries about the metrics visualised, please contact your contract manager.