

Fine-tuning Project

BASELINE (STATE PRIOR TO THE PROJECT):



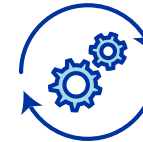
Feedback from commissioned services - expressed a burden of time spent reporting



Project timeline
August 2022 – June 2023



6 initial objectives with a working group formed for each



OBJECTIVE 1

OBJECTIVE 2

OBJECTIVE 3

OBJECTIVE 4

OBJECTIVE 5

OBJECTIVE 6

Reporting Requirements

Consider key reporting requirements that are meaningful

Engagement Plan

Communicate changes to stakeholders

Payment Structure

Consider cash-flow & payment workflows

Principles for best practice

Develop underpinning principles

System & Real time reporting

Review processes, IT platforms & resource implications

Induction & Training

Develop training materials for Commissioning Coordinators, support change management with providers



Identified **167** of initial data points between FOLIO, Primary Health Minimum Data Set (PMHC-MDS) and the annual planning documentation



With **17** Quality Key performance indicators across **5** focus areas



Focused on **Mental Health** programs given the size/ funding amount and level of duplication between FOLIO & PMHC-MDS



ACHIEVEMENTS FROM THE PROJECT:



PMHC-MDS is the source of performance data – this has reduced reporting across Mental Health services by

58%



4

KPI streamlined in contracts – this provides a ‘line of sight’ to the PHN Performance & Quality Framework Compliance



3rd party

data sourced where available to reduce duplication (i.e. Australian Digital Health Agency and/or Cemplicity)



Consistent & validated

PREM

introduced (YES PHN Survey)



4

resources were developed to support the project (including “Data & Reporting Guideline” and “Commissioners’ Toolkit”)



4

resources were updated to support the project



7

training sessions for commissioned services were delivered



3

dedicated data and reporting training sessions were delivered



4

training sessions were delivered internally to support changes to FOLIO processes



3

Introductory sessions were facilitated by Cemplicity to support on-boarding and adoption of the YES PHN Survey with commissioned service providers



Various promotional and marketing

collateral

developed to support the adoption of the YES PHN Survey