

Streamlining Commissioning:

Using Digital and Data to Improve the Measurement of Commissioning Outcomes and Processes

14th September 2023

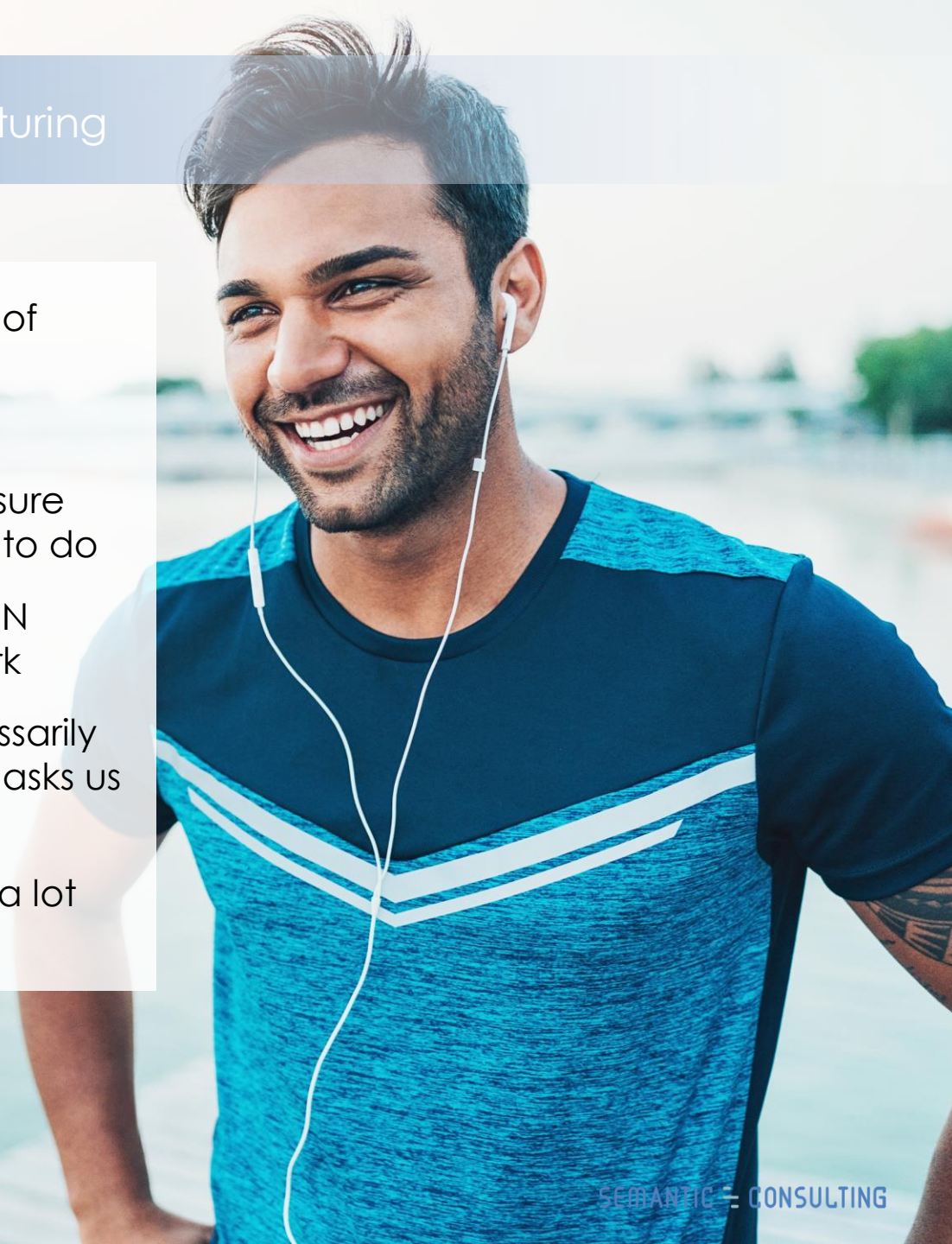


Agenda

- PHN commissioning processes are maturing
- But we need to get better at measurement
- Measuring the maturity of commissioned services
- Measuring the maturity of the commissioning process

PHN commissioning processes are maturing

- We are moving away from occasions of service as a key metric of “success”
 - Value / Cost = The unit cost of quality
- We understand that we need to measure value, even though that can be hard to do
- We are moving towards a national PHN Shared Outcome Measures Framework
- We understand that value is not necessarily defined by what the Commonwealth asks us to report on
- We understand that commissioning is a lot more than just contracting



But we need to get better at measurement

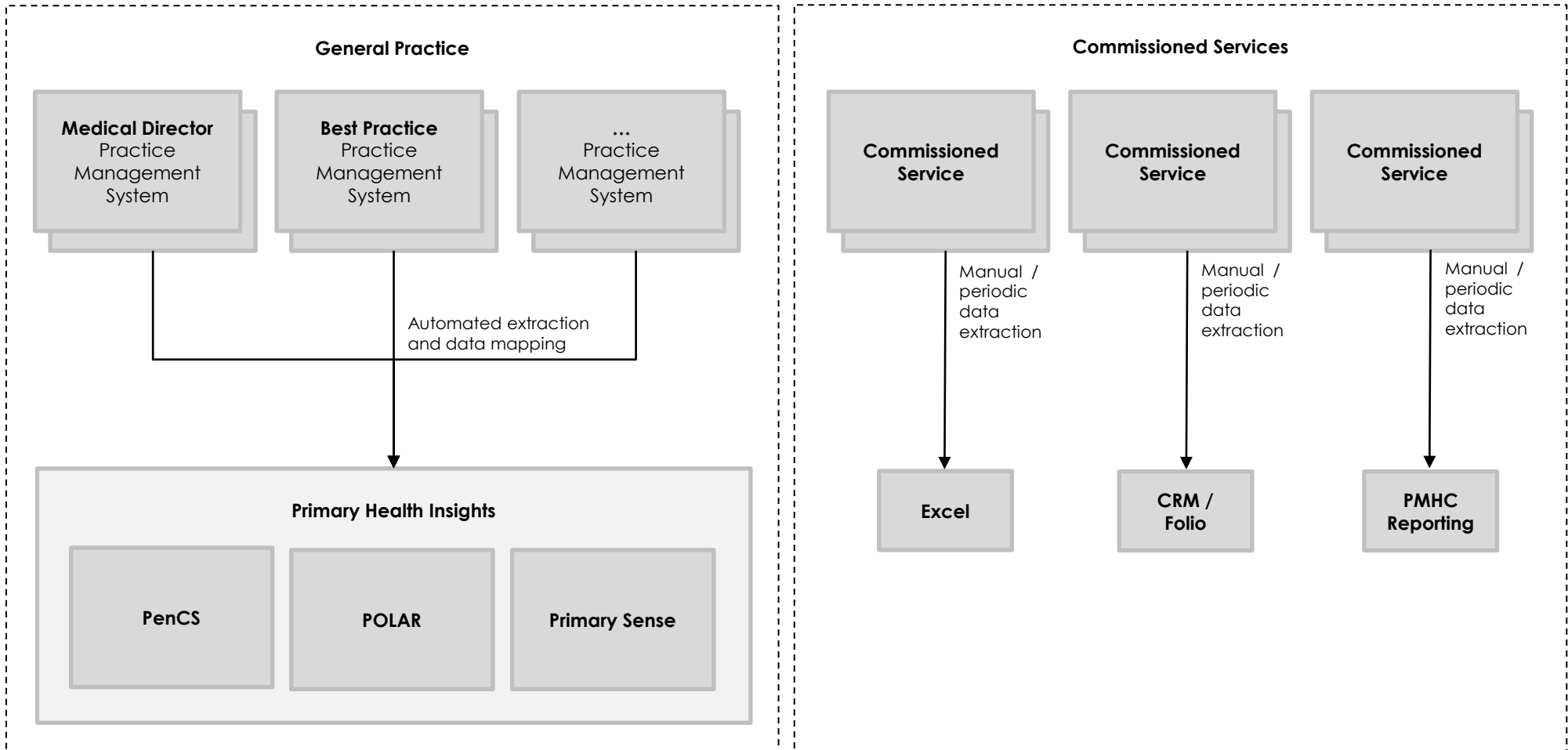
- We need to move away from just collecting what the Commonwealth wants
- Compare with General Practice – near real time extraction of (reasonably) standardised data
- With Primary Health Insights we have somewhere to put commissioning data, but we're missing the data standards
- Standardised outcomes need data standards
- And finally, some key standards work is happening...



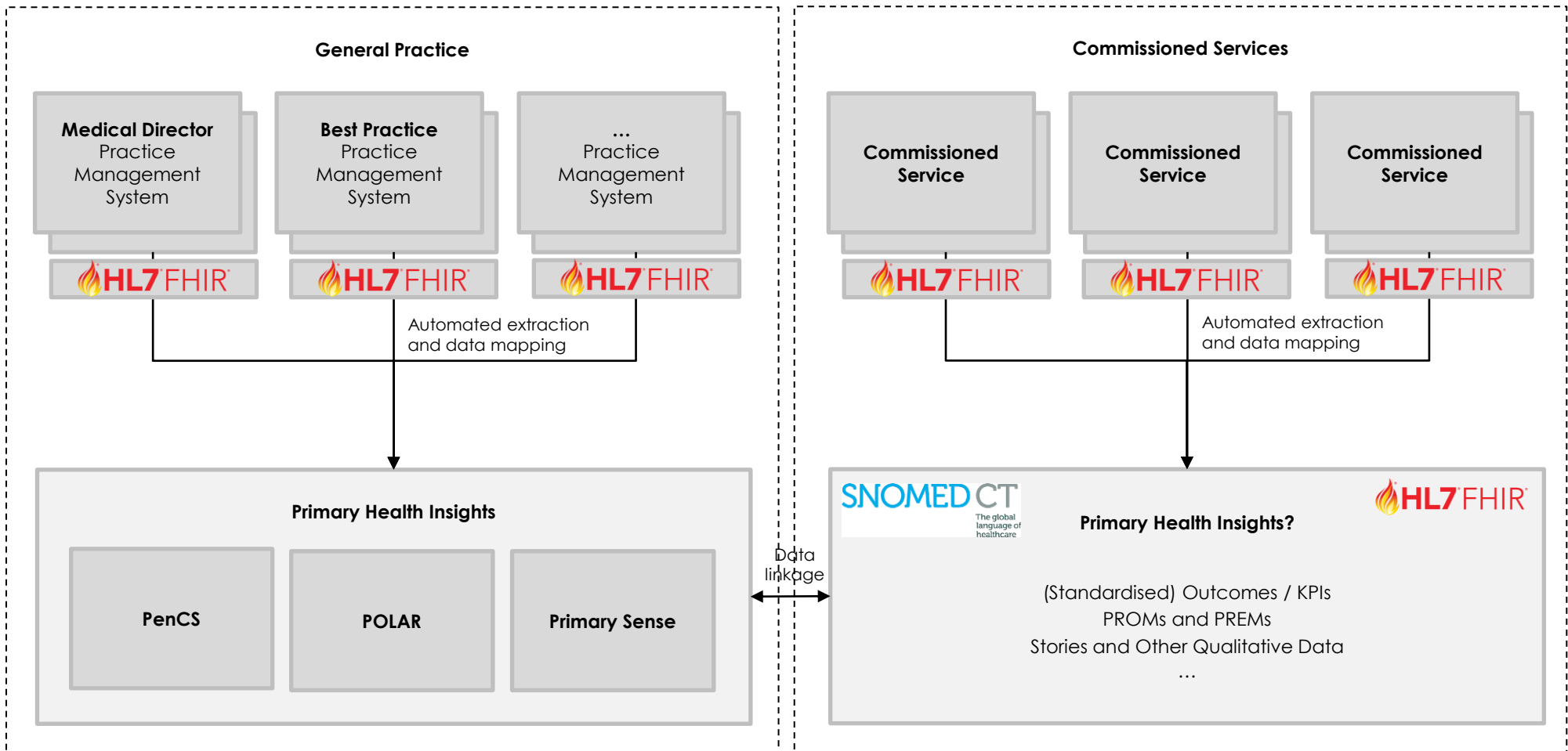
Sparked

 **HL7 FHIR**

Current PHN data architecture



Future PHN data architecture



Measuring the maturity of commissioned services

- Our ability to dictate digital and data capabilities into commissioned services (and, to a degree, their success) depends on the digital maturity of those commissioned services
- But how well do we understand that maturity?



Kaleidoscope – A platform for measuring and triaging

Digital Health Maturity Assessment

(General Practice, Aged Care,
Allied Health, Pharmacy)

SEMANTIC
CONSULTING

Commissioning Compass

Rebeck

Sustainability Triage Assessment

Rebeck

General Practice Pulse Check

prestantia
HEALTH

Population Health Maturity Index

SEMANTIC
CONSULTING

Kaleidoscope Platform

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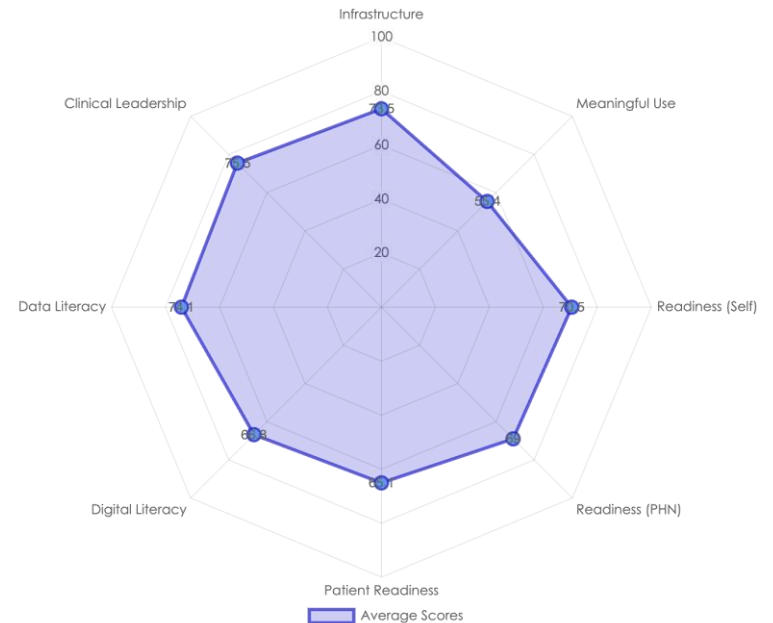
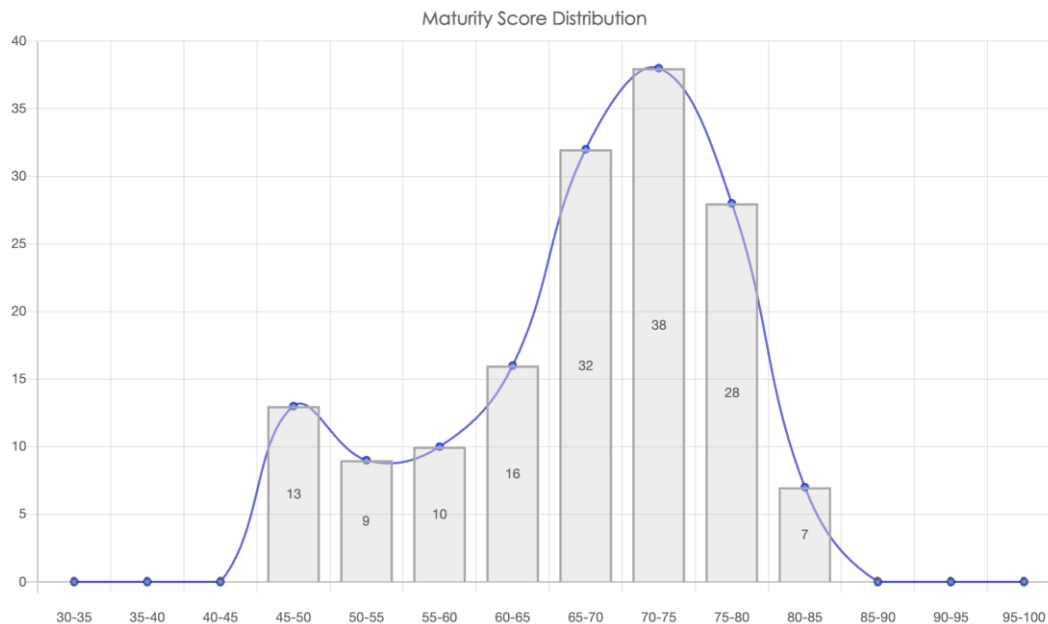
Measuring the maturity of commissioned services – what have we learned?

- Significant operational issues:

- Cyber-security (“healthcare cyber-security is patient safety”)
- Disaster recovery

- Deeper cultural issues:

- Meaningful use
- Digital literacy
- Data literacy
- Clinical leadership



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Population Health Maturity Index

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Measuring the maturity of commissioning processes

Status

COMPLETED

Staff Assessed

65

TEAM MEMBERS

Staff Not Consenting

1

TEAM MEMBERS

Average Maturity Score

67.7

OUT OF 100

Standard Deviation

9.4

POINTS

Median (Elapsed) Time Taken To Complete Survey

22 MINUTES 3 SECONDS

