

Driving Improvements With Data

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Using data wisely

“Not everything that can be counted counts, and not everything that counts can be counted.”

Albert Einstein

Data: Latin, plural noun of datum ('something given');
therefore - 'things given'

Observations, measurements or facts

Information (0 & 1)

Programs

How are we using it practically

- Ultimately its about Patient-centred care
- Working efficiently and effectively (smarter not harder!)
- Improving client and community health and well-being outcomes

Projects Driving Improvement

Hepatitis B serocoding project - using existing, available data to find out hep B status of all NT ATSI to

1. Increasing the number of people living with chronic hepatitis B engaged in care, monitoring and treatment
2. Identifying and following up all non-immune people and offering vaccination (27-50yos)
3. Reducing new infections by providing prevention measures to limit vertical transmission
4. Increasing awareness and reducing stigma
5. Reducing unnecessary testing

Data can save lives and can help to eliminate a virus!!



TEHS PHC Matrix and Role Delineation Framework

The PHC Role Delineation Framework (Framework) and Service Matrix were developed as part of the Top End Health Service **(TEHS) Needs Assessment Project (NAP)**, with the aim of establishing a comprehensive understanding of our current capacity and capability, service needs and gaps across all clinical and non-clinical areas and across all TEHS regions.

Contents

Hidden fields

TEHS Primary Healthcare Service Matrix - v1.0 as at November 2016																																					
Region	Darwin																																				
District	Top End West							Top End Central							West Arnhem/Maningrida							Urban							Prisons			Katherine			East Arnhem		
Locality	Aurukun River	Bachelor	Nulya (Daly River)	Palumbra	Peppimenarti	Wadeye	Belview	Milikapili	Wurumirringa	Phungungpi	Wagait Beach	Gumbalarga	Jabiru	Maningrida	Mililang	Warruwi	Cassuarina CCC	Kurama CAPHC	Wyandee CHC	Palmerston CCC	Darwin Prison	Doot Dale	Police Watch Houses	Boroloda	Katherine CCC	Pine Creek	Robinson River	Gapanwyak	Wulurubury CHC	Ramingining	Alyangula	Arnhem	Bickerton Island	Numburmer	Unakumbba		
Level of remoteness	S	S	S	3	3	3	2	2	2	2	2	3	S	3	3	3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	N/A	S	3	3	1	3	3	3	3	3	3	3	
Population (TEHS SDA 2016-17 data)	223	536	400	340	185	2800	250	900	1600	370	450	1300	1135	3000	270	340	N/A	N/A	N/A	N/A	N/A	N/A	N/A	925*	N/A	473	270	1150	N/A	1175	1100*	900	120	800	450		
District population	4484							3570							6045							N/A							1668			2325			3370		
Service influences: Y - tourist season; I - island; W - isolated in wet season	T	T	T	W	W	W		I	I	I		W	T	W	I									T		T	W	W	W	W	I	I	I	I	W	I	
Total district staffing number	69.3							46.5							81.8							37.8							36.5			32			57.6		
Total staff number on site	3.5	5.7	11.8	7.5		40.75	4.5	9.5	22.5	10	0	21.5	16.7	32.8	5.8	5	58	*	*	40	30	37.8	7.8	27.5		5	4	15	4	13	5	24.5	6.5	14	7.6		
AHP	0	0.7	4	2		5	1	3	3	4	0	4	1	4	2	1	2	*	*	1	1		0	4		1	0.5	4.5	0	4	0	3.5	1	4.5	1		
ACW	0	0	0	0.5		3.75	0	2	2.5	1.5	0	3	0	4	1	1	0	*	*	0	0	0	2	0	0	2	0	0	1	0	1	0	2	1	0.5	1	
AO	1	1	3	2		7	0.5	1	5	1	0	4	8	2	0.5	0.5	5	*	*	8	1	1	7	1	0.5	2	1	2	1	7.5*	0.5	2	2.1				
Professional or Technical	0	0	0	0		0	0	0	1	0	0	0	0	0	0	0	4	*	*	*	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
PHYSICAL	0.5	0.5	1.75	0		11	1	1.5	3	1.5	0	2	1.2	4.8	0.3	0.5	0	*	*	*	0	0	4	1	1	1.5	0	1	1	1.5	2	2	1.5				
RN	2	3.5	3	3		14	2	2	6	2	0	7	5	15	2	2	47	*	*	*	31	24	6.8	9	2	2	5	3	4	2	9	2	4	2			
Medical Officer	RMP	RMP	RMP	RMP	RMP	2	RMP	1	2	RMP	0	1.5	1.5	3	RMP	RMP	0	0	0	0	2	0	0	3	0	RMP	RMP	1	0	1	1	1	RMP	1	RMP		
District Outreach team	18.5							17.5							12							N/A							7			14					
DOMAIN 1: CLINICAL SERVICES																																					
1.1 Treatment																																					
1.1.1 Core Service: General Medicine - General Medicine																																					
General medical	C	C	C	C	C	D	C	C	D	C	A	D	D	D	C	C	B	B	B	B	D	B	B	D	B	C	C	D	B	D	D	D	C	C	C		
BP assessment	C	C	C	C	C	D	C	C	D	C	A	D	D	D	C	C	B	B	B	B	C	C	C	C	B	C	C	D	B	D	D	C	C	C	C		
Basic wounds (see also 1.3)	C	C	C	C	C	D	C	C	D	C	A	D	D	D	C	C	C	A	A	A	C	D	C	C	C	B	C	C	D	C	D	D	C	C	C		
Pre-employment Health checks	A	A	A	A	A	E	A	A	E	A	A	E	E	E	A	A	A	A	A	A	D	A	A	A	A	A	A	A	E	A	E	D	A	A	A	A	
Medical assessment	D	D	D	D	D	E	D	D	E	D	A	E	E	E	D	D	B	B	B	B	E	C	C	E	B	C	C	E	B	E	E	D	C	D	C		
GP services	D	E	D	D	D	E	C	C	E	C	A	E	E	E	E	C	C	D	D	D	D	E	C	C	E	A	C	C	E	D	E	E	C	C	C	C	
Anticoagulant therapy	C	C	C	C	C	D	C	C	C	D	C	A	D	D	D	C	C	B	A	A	B	D	B	B	D	A	C	C	D	B	D	D	D	C	C	C	

Business Priorities derived from Business Plan

Improving patient flow

Ambulatory Care project

Palmerston Regional Hospital

Integration

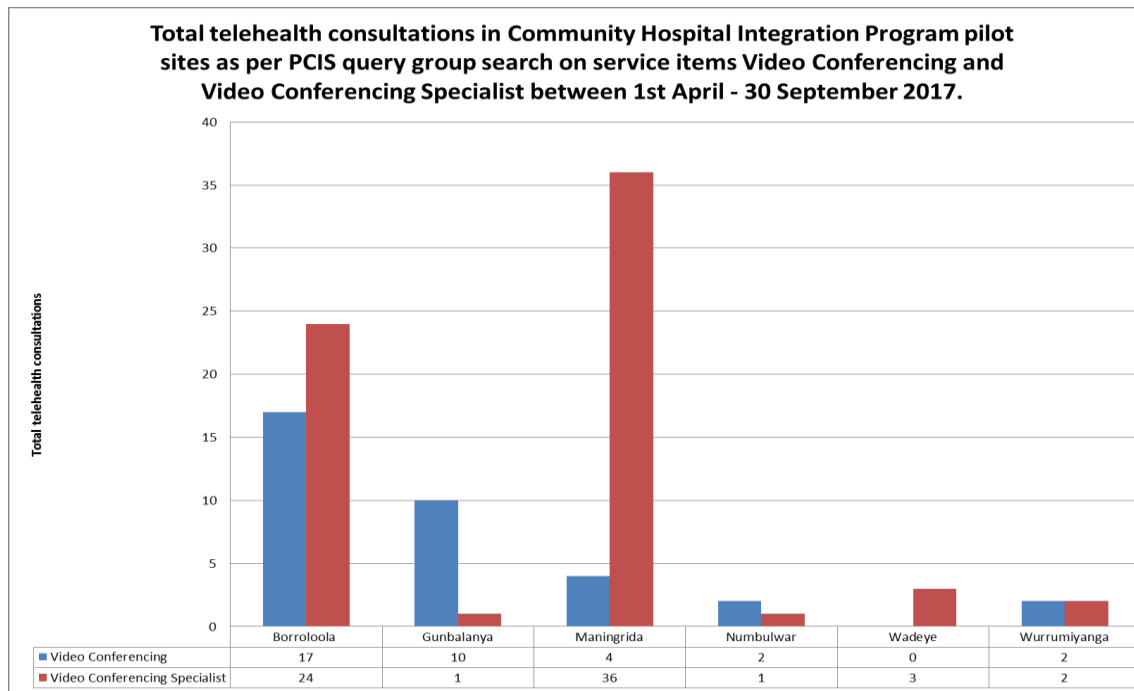
Strengthen workplace culture and capacity

Financial sustainability

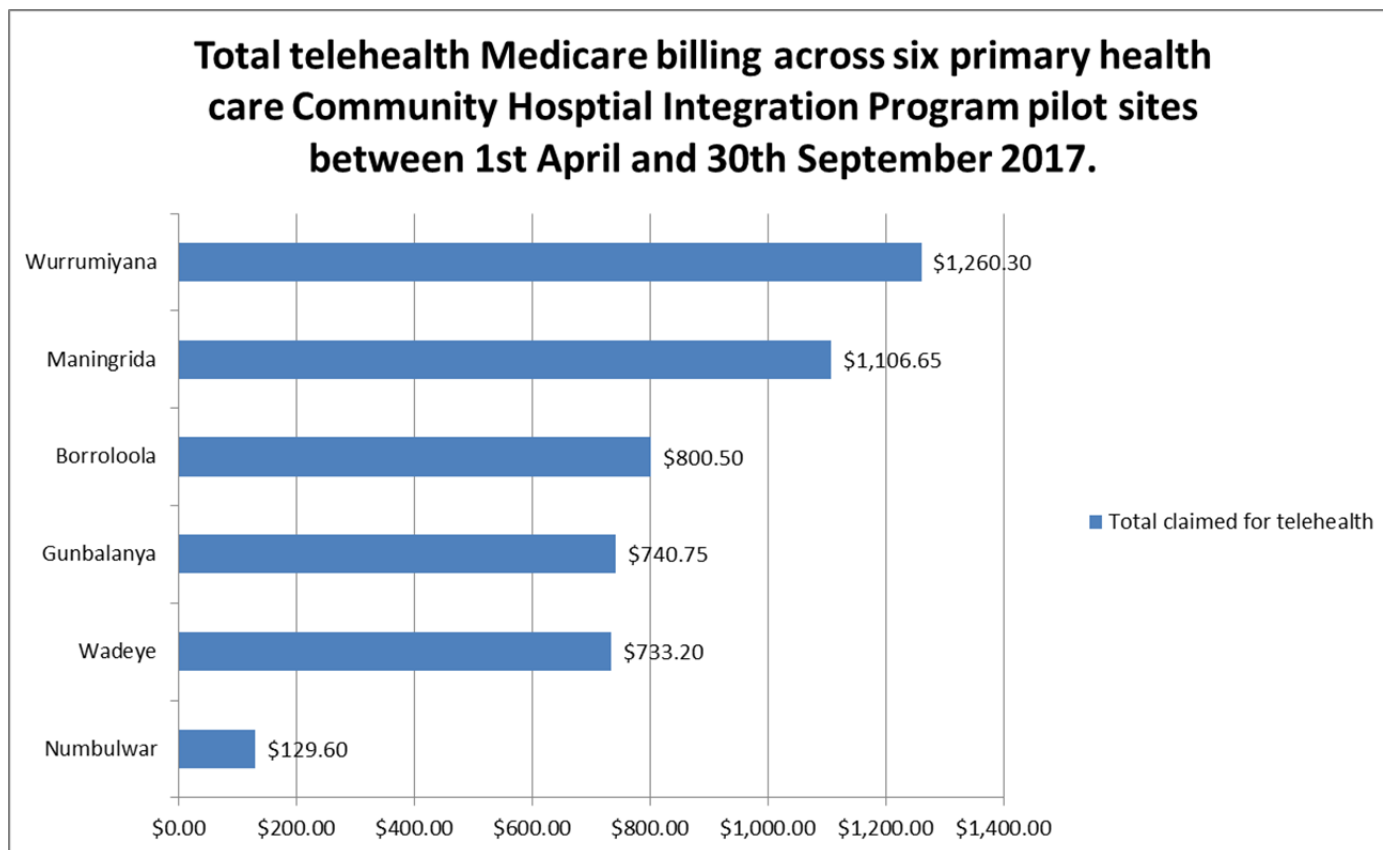
Ambulatory Care – an interim sample

Telehealth consultations

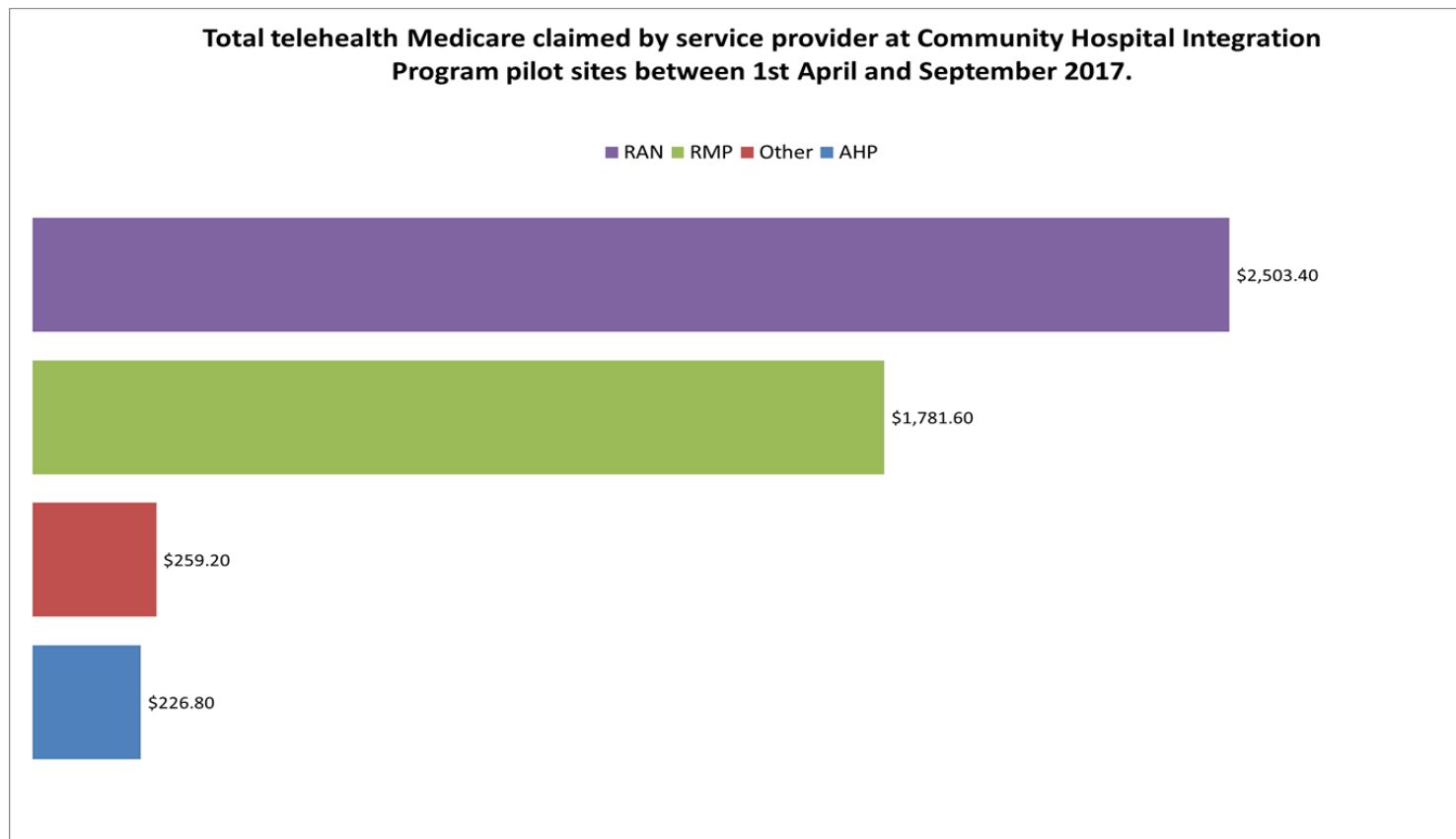
There is no Primary Care Information System (PCIS) tip sheet for staff to alert them to the appropriate service item to record telehealth consultations therefore half the pilot sites staff didn't record most consultations and two others recorded but often using the item reserved for specialists.



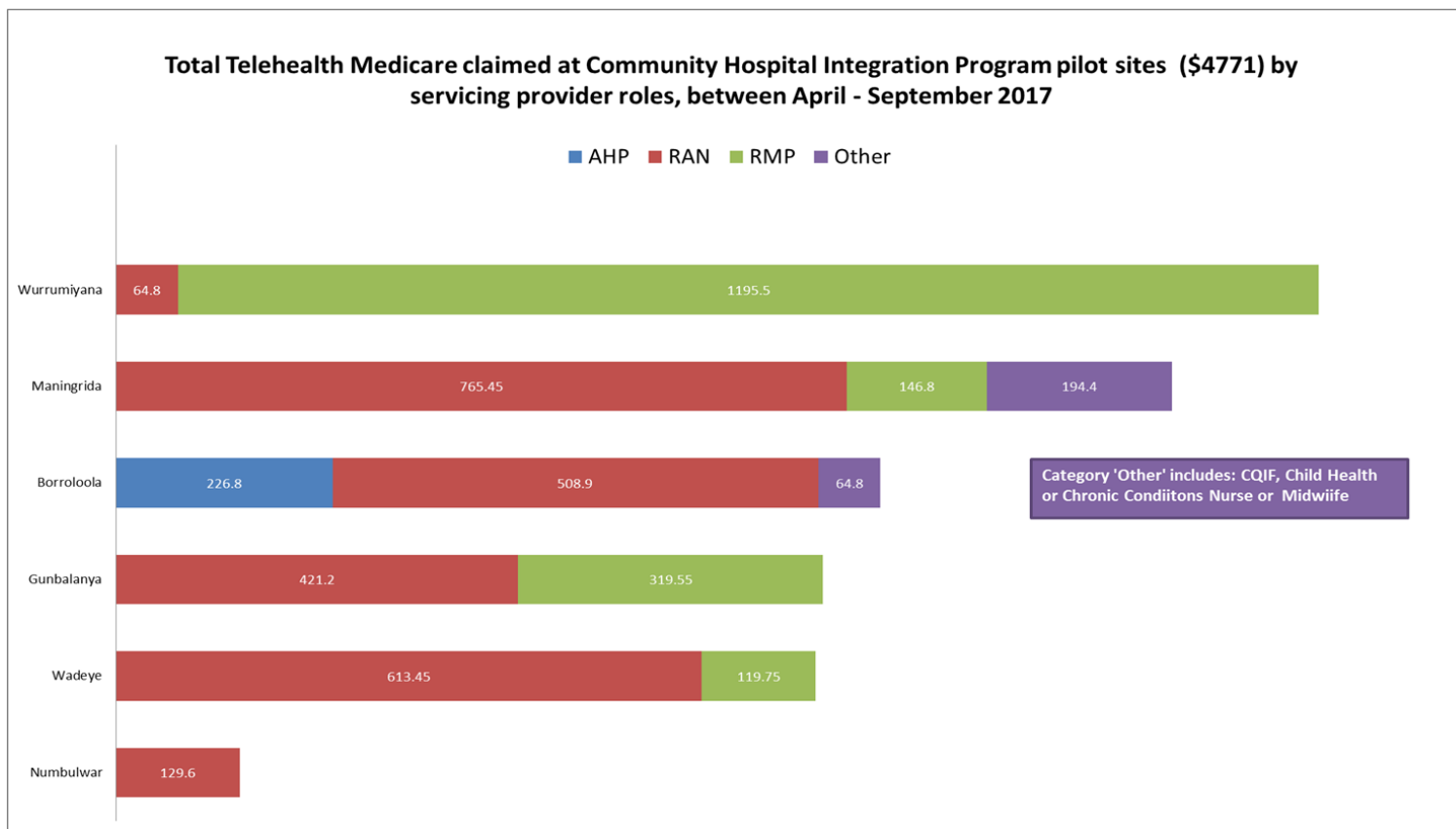
Medicare billing by site



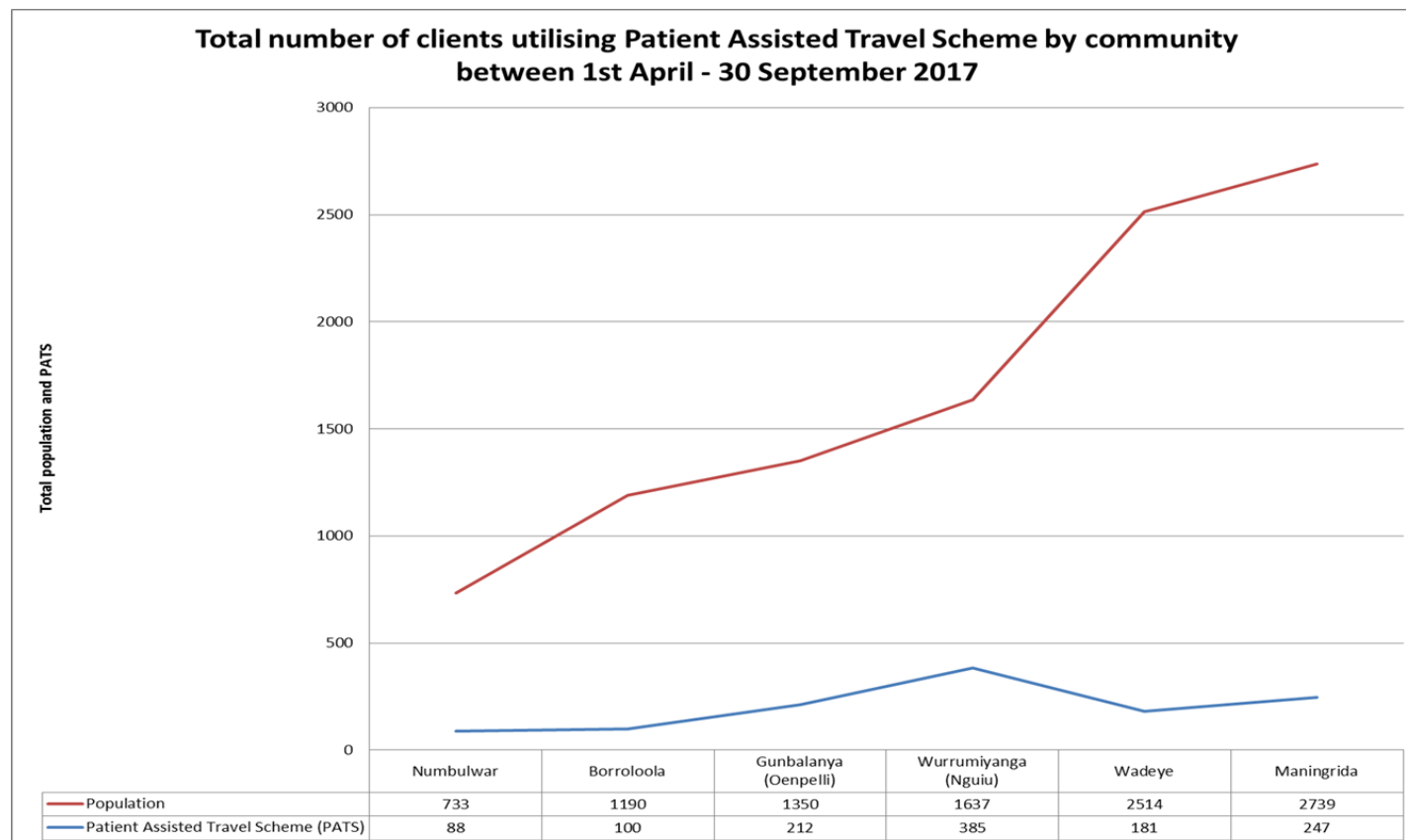
Medicare by service provider



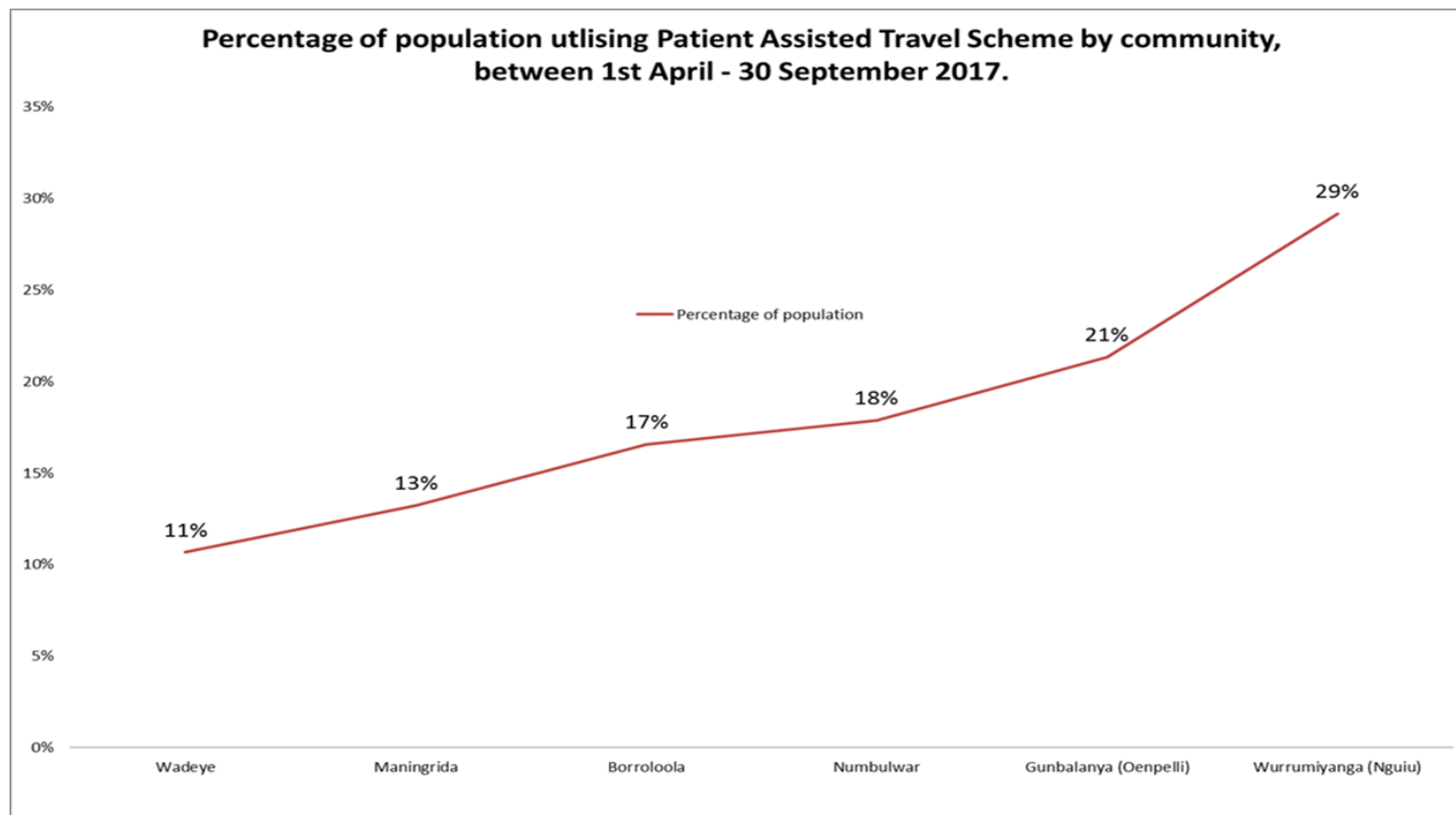
Medicare by site and provider



PATS



PATS



Managing further improvement

- Inform team members of outcomes
- Recording of the process, progress, etc.
- Utilise learnings in future planning