# 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.



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#### **Business Priorities derived from Business Plan**

Improving patient flow

Ambulatory Care project

Palmerston Regional Hospital

Integration

Strengthen workplace culture and capacity

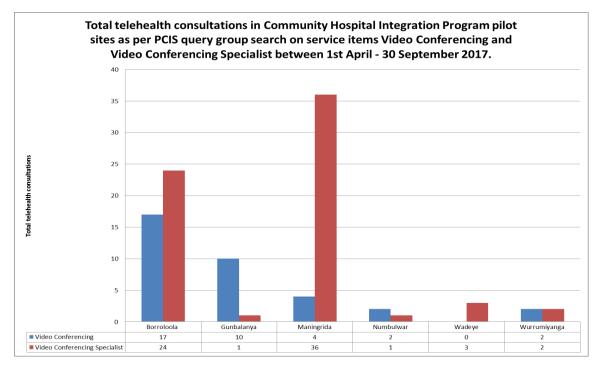
Financial sustainability



#### Ambulatory Care – an interim sample

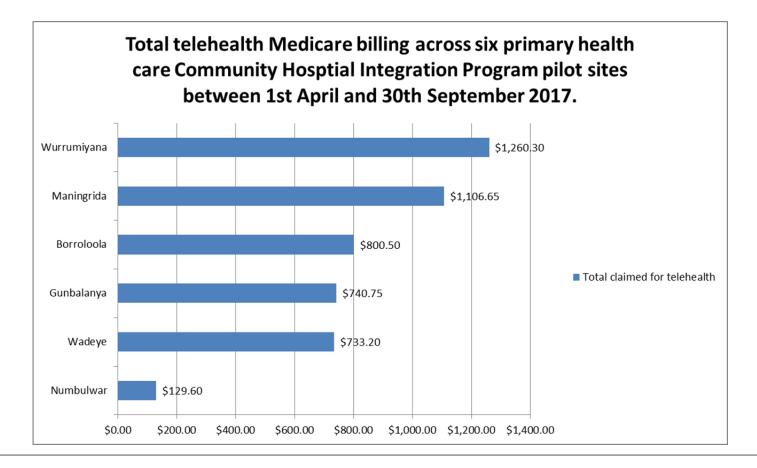
#### Telehealth consultations

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.



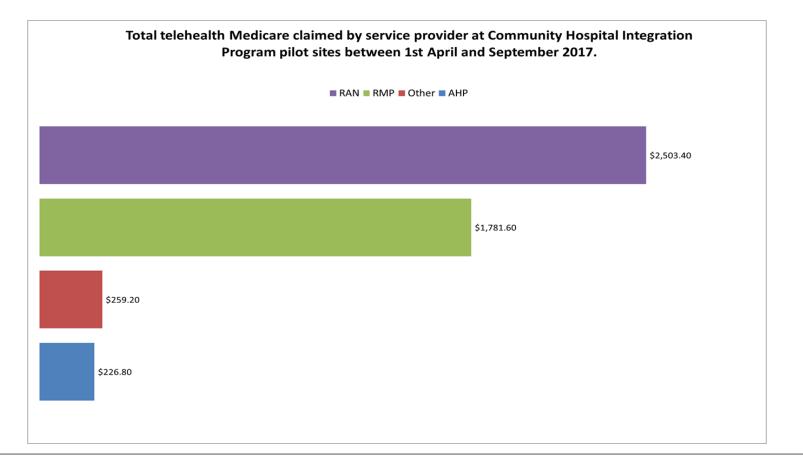


#### Medicare billing by site



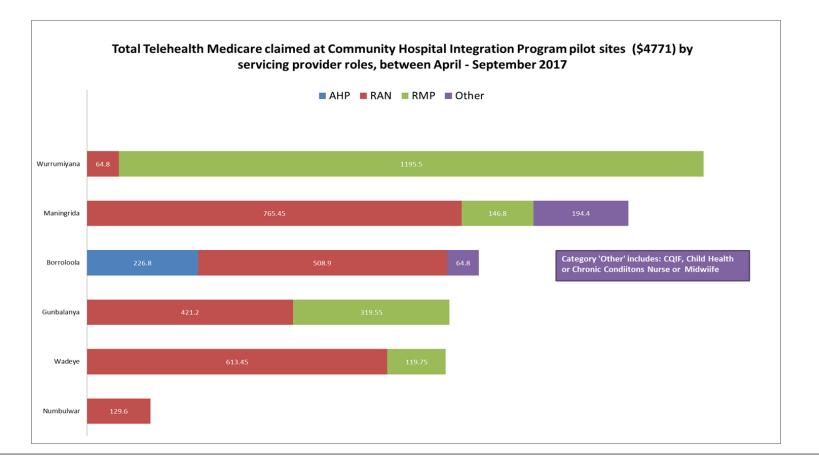


#### Medicare by service provider





#### Medicare by site and provider



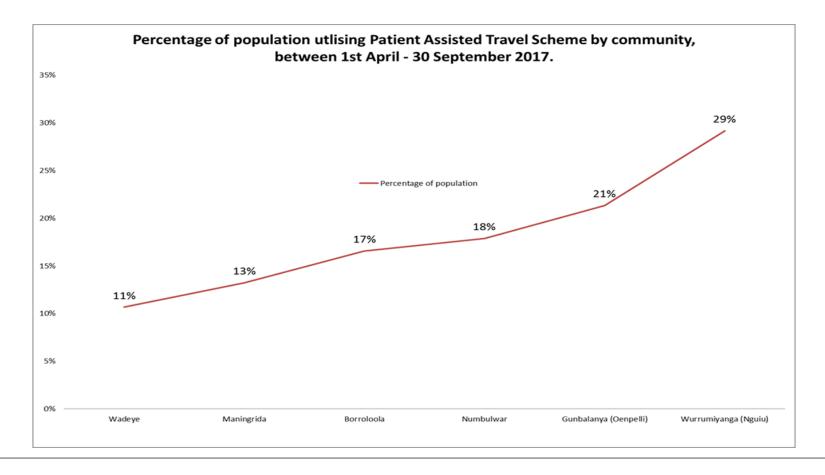


#### PATS





#### PATS





#### Managing further improvement

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

