



ACT
Government
Health

STATE OF CONSUMER DATA DURING THE SYSTEM-WIDE DATA REVIEW

*Leading Data Reform: The Way Forward –
Outcomes of the ACT Health System-Wide
Data Review.*

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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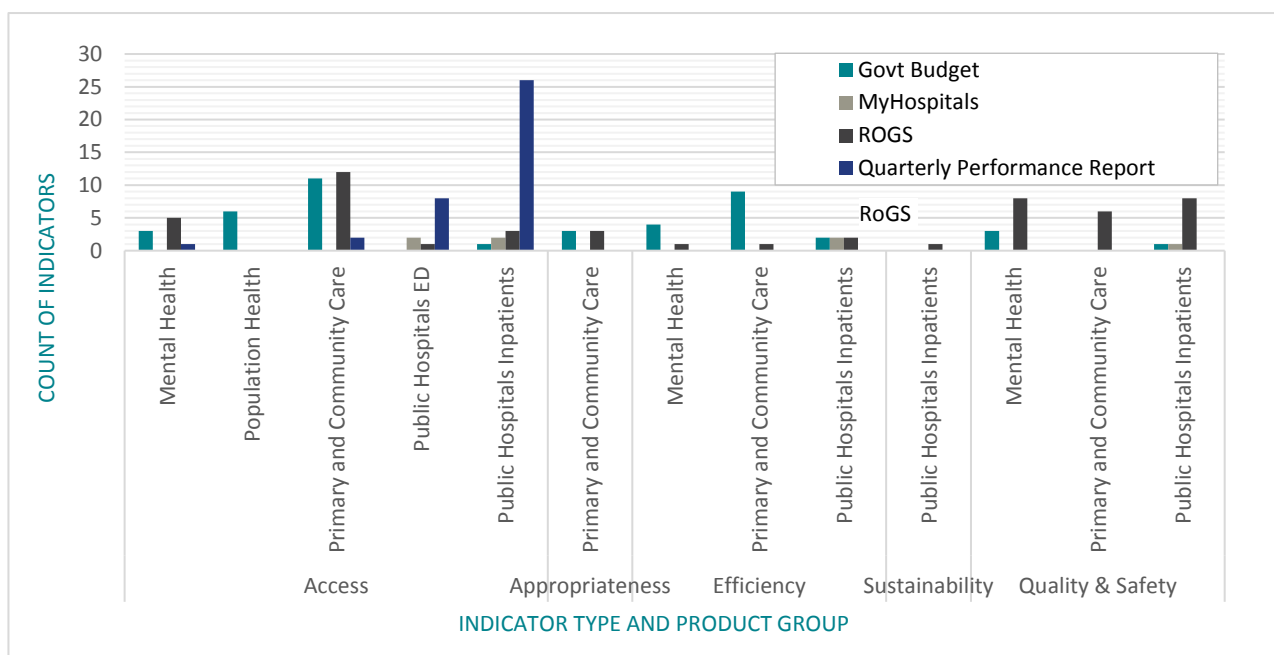
A desktop review was undertaken to determine the existing status of data and information that is available for consumers to access. The analysis found the following:

1. There are 138 ACT Health performance metrics that are published either locally or nationally, soft or hard copy or on-line and in real-time, as outlined in the Table below.

Table 1 Current performance metrics available by indicator type

Indicator type	Number
Access	83
Appropriateness	6
Efficiency	21
Quality and safety	27
Sustainability	1

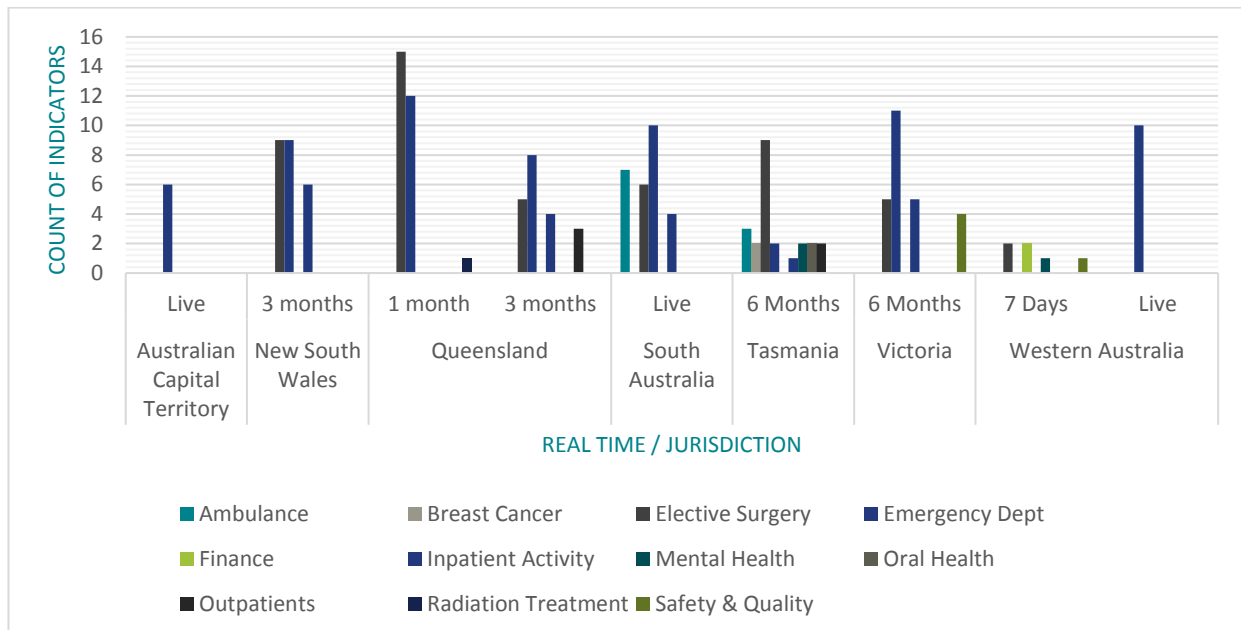
Figure 1 Published indicators by type, product group and source



2. A desktop review of data available for other jurisdictions (with the exception of the Northern Territory who do not publish data) identified that:
 - Three jurisdictions have ‘real-time’ (live) data for emergency departments including ACT, Western Australia and South Australia
 - South Australia also has real-time data for elective surgery, ambulance and inpatients
 - A number of jurisdictions publish weekly, monthly, quarterly and/or six monthly datasets for example:
 - Tasmania publish seven different product groups six monthly including emergency departments, elective surgery, inpatients, breast cancer, ambulance services, oral health and outpatients

- Western Australia publish weekly elective surgery, finance, mental health and quality and safety information
- New South Wales publishes quarterly elective surgery, emergency department and inpatients information.

Figure 1 Published data by real-time, jurisdiction and product group



3. There is an abundance of information available to the public for most jurisdictions but they are largely in the form of reports with minimal live data with the exception of live emergency department data.
4. Consumers may have difficulty navigating their way through online publications to find the information.
5. The Quality, Governance and Risk Division has developed the ACT Health Quality Strategy this work included partnering with the Health Care Consumers Association to ensure engagement with patients, families and carers in regards to the type of information required.
6. The Australian Health Ministers Advisory Council has approved the new Australian Health Performance Framework which has been recommended by the National Health Information and Performance Principle Committee to consolidate existing national frameworks. The new Australian Health Performance Framework has recently been endorsed by the Council of Australian Governments.
7. The Standing Committee on Health, Ageing and Community Services has released its Report on Annual and Financial Reports 2015-2016 recommending that the Health Directorate review the relationship between Strategic Objectives and Output Classes and ensure there are clear and useful performance indicators for each objective or output, and report back to the Committee on findings of the review within 6 months. In addition, the Committee noted that there are no indicators that relate to a client satisfaction measure.
8. The ACT Auditor-General's Report, Mental Health Services -Transition from Acute Care Report, No. 6/2017 has recommended that the Health Directorate review and rationalise its performance reports by a range of activities including reporting the performance of provisions of the Mental Health Act 2015 and including person outcome and outcome compliance measures from Health of the Nation Outcome Scale and Life Skills Profile.