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1 About this report

1.1 Why we asked your opinion

On behalf of the Australian Health Ministers Advisory Council (AHMAC), the Department of Health (DoH) engaged Nous Group (Nous) to review Australia's health system performance information and reporting frameworks. The objective of the review was to identify the optimal future framework and scope the body of work required to strengthen and modernise Australia's health system performance information and reporting frameworks. The review was not focused on the specific indicators in the frameworks.

On Monday 23 January 2017 Nous released a public consultation paper for the review. The public consultation process was the final stage of the review, before the report was submitted to AHMAC for its consideration. Your feedback contributed to Nous' findings and recommendations.

This report summarises the comments received from the public consultation process.

1.2 What we did

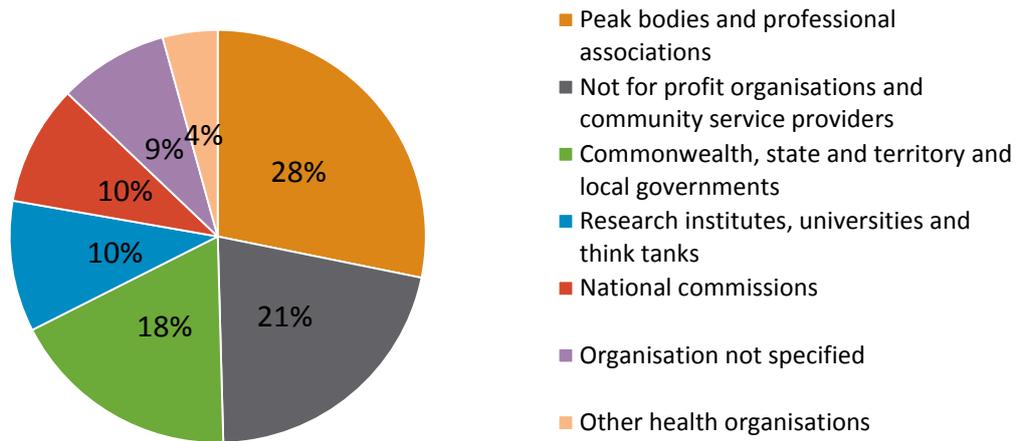
The consultation paper released to the public on Monday 23 January 2017 contained the key findings and recommendations of the review to date. Before the public consultation, we spoke with more than 150 people in a series of interviews and focus groups. This included people from all levels of government, health and data organisations, peak bodies, academia and representatives from international jurisdictions. We also conducted a detailed literature review and analysed reporting frameworks from other sectors, jurisdictions and countries.

The public consultation was open for four weeks until Friday 17 February 2017. We asked people to provide responses to the questions on the main sections of the review (in the table below). These responses were independently analysed to inform this report.

| Review Section | Question |
|---|---|
| The proposed framework for whole of health system performance information and reporting | 1. What are your views on the proposed framework for health system performance and reporting, including the recommendations on what should be included in the framework? Is there anything missing from the proposed framework? |
| | 2. What are your views on the recommended principles for indicator selection?* |
| The proposed model for the collection, supply and use of health data | 3. What are your views on the proposed model for health data collection, supply and use, including the recommendations on what should be included in the model? Is there anything missing from the model? |
| | 4. What are your views on the proposed tiered reporting framework for health data? |
| The body of work required to implement a new framework and data model | 5. What are your views on the recommendations for implementation? Is there anything else that should be considered? |

1.3 Who we heard from

We received 117 individual responses across all five questions to the public consultation paper. The respondents represented more than 26 organisations. The graph below outlines what sectors respondents represented. Around 28% of responses were from peak bodies and professional associations, 21% were from community managed organisations and community service providers and 18% were from government agencies.



2 What you told us

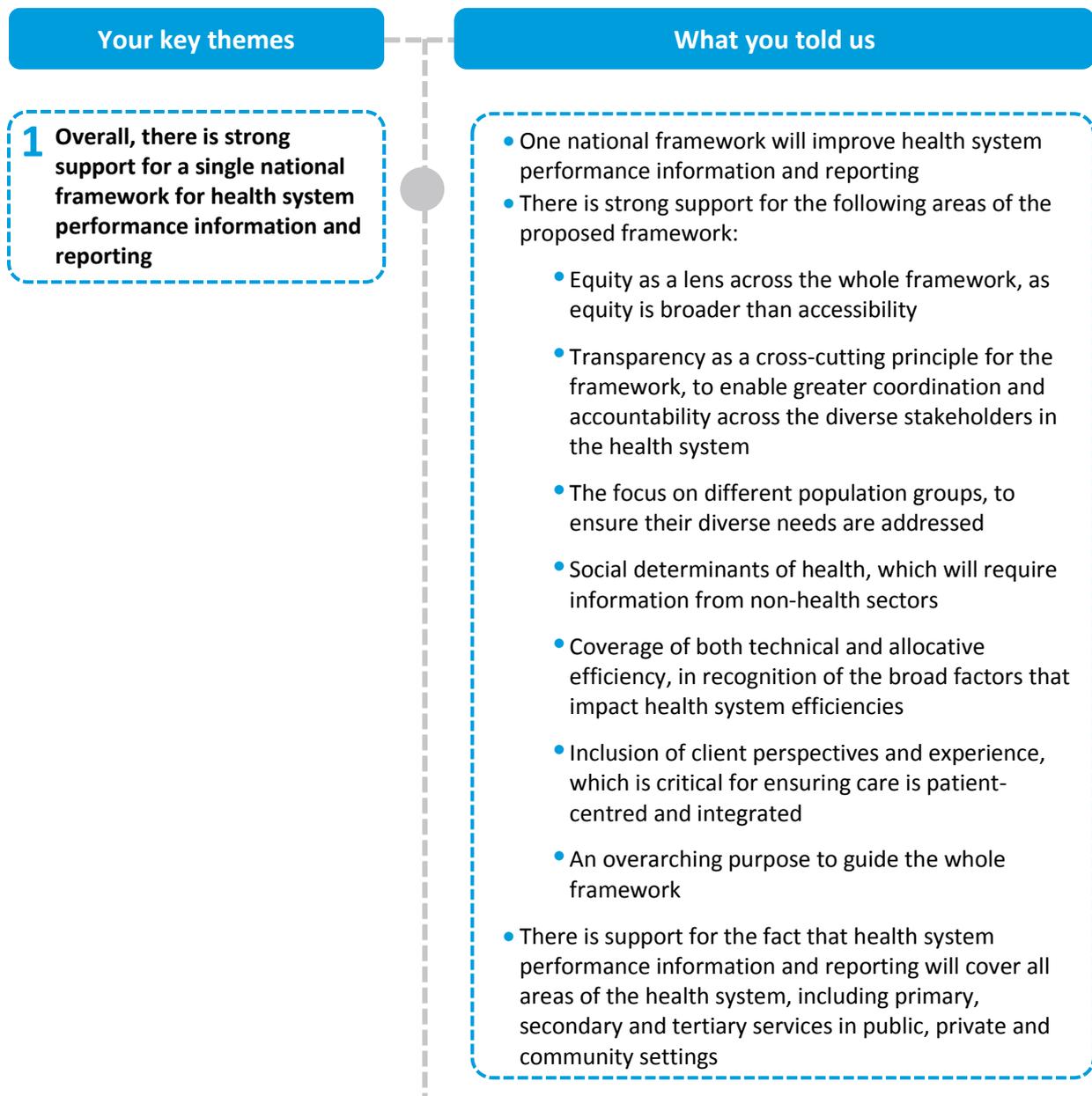
We received a number of valuable comments via the public consultation process. Overall, there was broad support for the development of one national framework for health system performance information and reporting. There was also support for a national model for the collection, supply and use of health information. A number of people suggested additional areas to include in both the framework and the model. People also outlined a number of considerations for implementing the framework.

We have summarised the responses we received into 10 themes. Each is described in turn below.

| | |
|---|--|
| 1 | Overall, there is strong support for a single national framework for health system performance information and reporting |
| 2 | There is an opportunity to strengthen the framework through increasing the focus on primary prevention, appropriateness of care, patient outcomes, safety and quality and sustainability |
| 3 | There is a need to ensure the framework adequately covers people with mental health conditions, people with disability, older people and Aboriginal and Torres Strait Islander populations |
| 4 | Principles for indicator selection are important; indicators should be evidence-based, outcomes-focused and reviewed regularly |
| 5 | Overall, there is strong support for a national model for the collection, supply and use of health data |
| 6 | Data collection, supply and use can be improved through streamlining, better sharing of data, improved data governance and expanding data linkages |

| | |
|----|--|
| 7 | The tiered model for data reporting should cover everyone who uses health information, including researchers, clinicians and consumers |
| 8 | Effective implementation requires strong leadership, a more strategic focus and regular monitoring and evaluation |
| 9 | There is a need to build capabilities across the health system and strengthen digital systems |
| 10 | Successful implementation will require engagement with a broad range of stakeholders |

The proposed national framework for health system performance and information reporting



2 There is an opportunity to strengthen the framework through increasing the focus on primary prevention, appropriateness of care, patient outcomes, safety and quality and sustainability

- The framework would be strengthened through a greater focus on primary prevention of injury and illness
- It is important to include measures of patient outcomes, along with patient experience
- Appropriateness of care is an important area for consideration in the framework
- Affordability of care is an important area that could be explicitly referenced in the framework
- Safety and quality could have greater prominence in the framework
- Sustainability in the framework should include consideration of financial sustainability and research

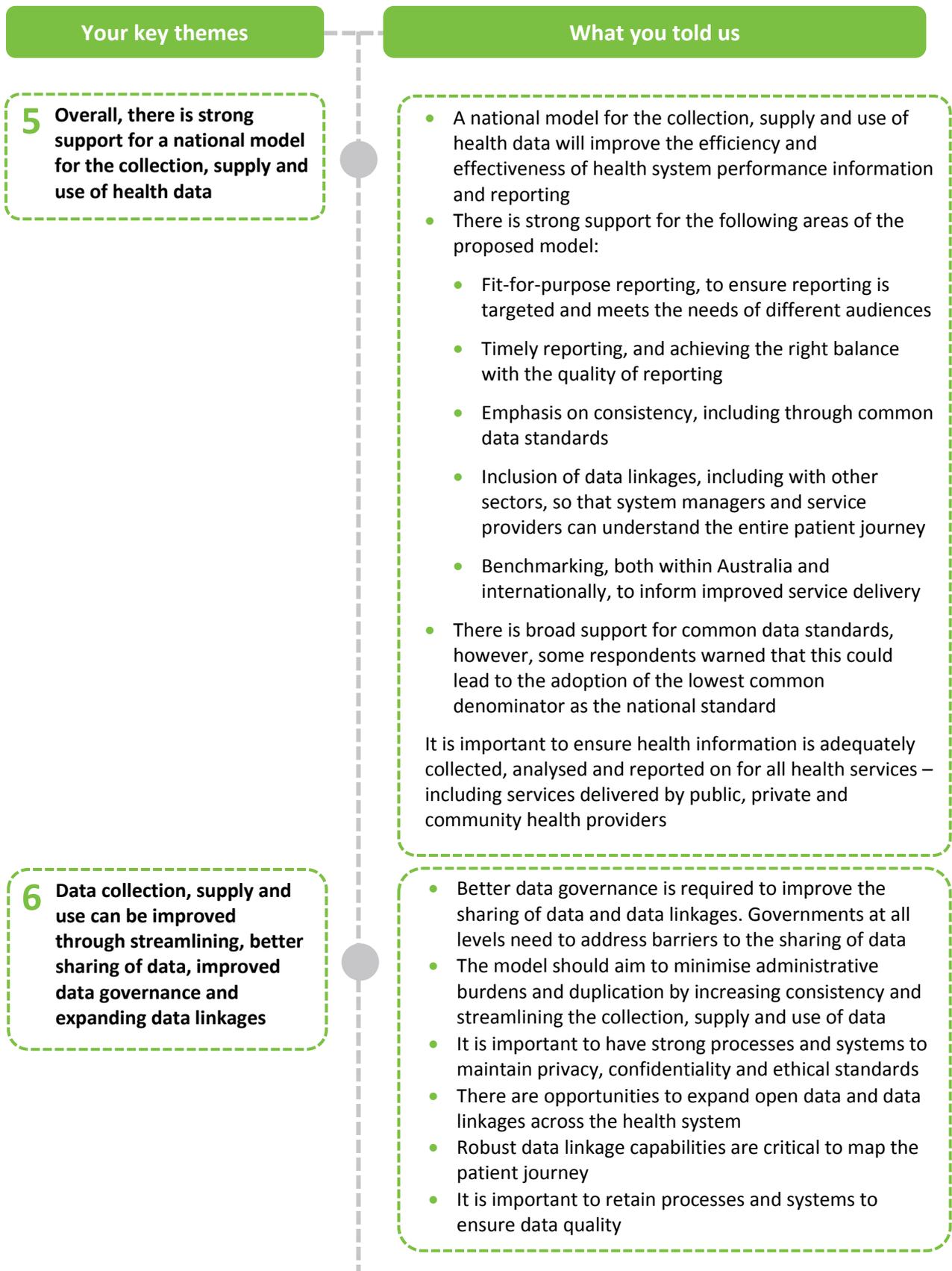
3 There is a need to ensure the framework adequately covers people with mental health conditions, people with disability, older people and Aboriginal and Torres Strait Islander populations

- It is important that the framework adequately covers mental health and aligns with existing mental health reporting frameworks and strategies
- Health system performance information and reporting should cover people with disabilities, noting that they access services from both the health sector and other sectors
- There is a need to consider how the framework will cover the aged care sector, which crosses both primary and acute settings
- The framework should align with the Aboriginal and Torres Strait Islander Health Performance Framework, which should remain the primary mechanism for monitoring Indigenous health outcomes
- Measures of community engagement with the health system are important, particularly for Aboriginal and Torres Strait Islander and other key populations
- There should be consideration of whether to reference other vulnerable populations in the framework, such as victims of domestic violence and people with diverse sexual orientations and gender identities

4 Principles for indicator selection are important; indicators should be evidence-based, outcomes-focused and reviewed regularly

- Overall, respondents agreed that indicator selection should be evidence-based and guided by principles
- There is strong support for the following principles for indicator selection:
 - A mixture of process and outcomes indicators
 - Coverage across the entire health system, including primary, acute, public and private settings
- There needs to be a greater focus on outcomes indicators, including indicators of well-being
- There should be a stronger focus on indicators that measure the cost-effectiveness of health services
- Indicators should be regularly reviewed and updated as needed to respond to change
- Clinicians from public, private and community providers should be involved in the selection and review of indicators

The proposed model for data collection, supply and use



7 The tiered model for data reporting should cover everyone who uses health information, including researchers, clinicians and consumers

- Overall, stakeholders agree the tiered model for data reporting is important to ensure health data is used effectively
- The tiered reporting models should cover all key actors and stakeholders that use health information
- Health information should be better fed back to clinicians, including linked data, so they can improve their services
- A lot of health data is collected, but it should be more effectively used and applied so that it improves health services and the broader health system
- It is important patients have access to health information to inform their decision making and ensure transparency across the system
- It is important health researchers have access to health information, including linked data

The body of work required to implement a new framework and data model

Your key themes

8 Effective implementation requires strong leadership, a more strategic focus and regular monitoring and evaluation

What you told us

- Strong leadership is required to create a truly national system for health system performance information and reporting
- There are mixed views on whether health system performance information and reporting should be led by First Ministers or Health Ministers
- Health system performance information and reporting needs to be managed more strategically, with a stronger focus on policy objectives and improving the overall health and wellbeing of people in Australia, rather than being determined based on data availability
- The framework for health system performance information and reporting should be regularly monitored, evaluated and updated as required to ensure it remains relevant and outcomes-focused

9 There is a need to build capabilities across the health system and strengthen digital systems

- A critical enabler to implementing the new framework is teaching, training and capacity development across the health system
- Community service providers need assistance to develop their capacity to effectively collect and use health data and implement the proposed changes
- Infrastructure and digital systems (including electronic health records) need to be upgraded and sufficiently resourced
- There is a need to build data linkage and data analytics capabilities across the system

10 Successful implementation will require engagement with a broad range of stakeholders

- A broad range of stakeholders should be consulted on the implementation of changes to health system performance information and reporting – including:
 - consumers
 - clinicians
 - public hospitals
 - private service providers
 - community health organisations, including Aboriginal Community Controlled Health Organisations
 - Commonwealth, State and Territory and local governments
 - peak bodies and professional associations
- Consumers are a critical stakeholder group and they should be consulted in the implementation process, along with the review of the framework and indicators