refeRHEALTH

Provider User Guide

Compliance for

Key Performance Indicators (KPIs)

Last Updated March 2023

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2 Key Performance Indicators (KPIs)

The following KPIs are not an exhaustive list that Service Providers are required to meet. The below indicators are derived from the Primary Mental Health Care Minimum Data Set (PMHC MDS). This guide will assist Service Providers to correctly enter data to meet KPIs.

2.1 Suicide Risk Followup

Purpose: Measure the proportion of people referred to PHN-commissioned services due to a recent suicide attempt or because they are at risk of suicide, who are followed up within 7 days of referral.

Key specifications:

- Only episodes with a referral date within the reporting period are included
- Service contacts which are flagged as 'No Show' are not included
- Service contacts where the Client Participation Indicator flag is 'No' are not included
- '% Episodes with Suicide Risk Flag %' counts the proportion of all episodes which are flagged as a suicide risk
- Other than in the "% Episodes with Suicide Risk Flag" column, only episodes flagged as suicide risk are counted
- Episodes where the first service contact occurred within 7 days are tabulated as '7 days or less'
- Episodes where no service contact occurred are tabulated as 'No Service Contact Occurred'
- KPI is measured as percentage of episodes flagged as a suicide risk which have a service contact within 7 day

Source: PMHC MDS User Documentation (https://docs.pmhc-mds.com/projects/user-documentation/en/latest/reporting.html#app-3-suicide-risk-followup, accessed 29 March 2023)

Data entry in refeRHEALTH

- The referral has been flagged as a suicide risk referral
- Enter a **SESSION** (also called Service Contact) within 7 days of the Referral Date
- If not possible, enter a Contact and/or Non-Attendance within that timeframe to demonstrate an attempt to comply with the follow-up within 7 days requirement (TIP: a Note on the referral will not be sufficient).

2.2 Indigenous Population receiving culturally appropriate services

Purpose: Measure the proportion of PHN-commissioned mental health services delivered to the regional Indigenous population where the services were culturally appropriate.

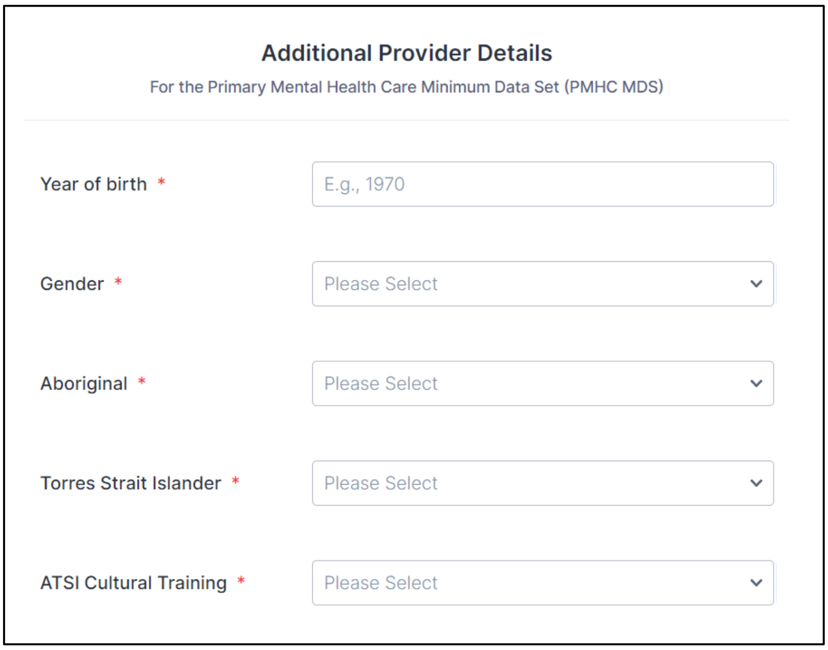
Key specifications:

- Service contacts are in scope for inclusion in this report if they occurred within the reporting period and are not flagged as ‘No Show’
- KPI is measured as the percentage of service contacts which are culturally appropriate
- A culturally appropriate service is defined as one that is delivered by a service provider that is recorded as of ATSI origin, or employed by an Aboriginal Community Controlled Health Service or has indicated that they have completed a recognised training programme in the delivery of culturally safe services to ATSI peoples

Source: PMHC MDS User Documentation (https://docs.pmhc-mds.com/projects/user-documentation/en/latest/reporting.html#app-2-indigenous-population-receiving-culturally-appropriate-services, accessed 29 March 2023)

Data entry in refeRHEALTH

When registering for a User Account in refeRHEALTH, a provider/practitioner is required to advise if they are of ATSI origin, or have ATSI Cultural Training. See below screenshot:


Additional Provider Details

For the Primary Mental Health Care Minimum Data Set (PMHC MDS)

Year of birth * E.g., 1970

Gender * Please Select

Aboriginal * Please Select

Torres Strait Islander * Please Select

ATSI Cultural Training * Please Select

If the incorrect option was selected at this point, e.g., selected “No” to ATSI Cultural Training, when the provider should have selected “Yes”, then all sessions entered with this provider selected as the person delivering the session will be recorded as **not** being delivered by a culturally appropriate service.

To correct this, the User will need to contact the refeRHEALTH Helpdesk to request this status on their refeRHEALTH profile to be updated.

2.3 Clinical outcomes – Matched pair

Key specifications applying to all Out series reports:

- Based on all episodes with an Episode End Date falling within the reporting period
- There must be at least one attended contact associated with the episode but it need not be in the reporting period
- Measures that have an invalid total score are excluded
- To be counted as 'Matched', both an initial and final measure of matching type must be recorded, as per the following table:

Initial	Final
K5	K5
K10+	K10+
SDQ PC101	SDQ PC201
SDQ PY101	SDQ PY201
SDQ YR101	SDQ YR201

Source: PMHC MDS User Documentation (https://docs.pmhc-mds.com/projects/user-documentation/en/latest/reporting.html#out-series-reports-out-1-to-out-3, accessed 29 March 2023)

Data entry in refeRHEALTH

2.3.1 Closure Reason

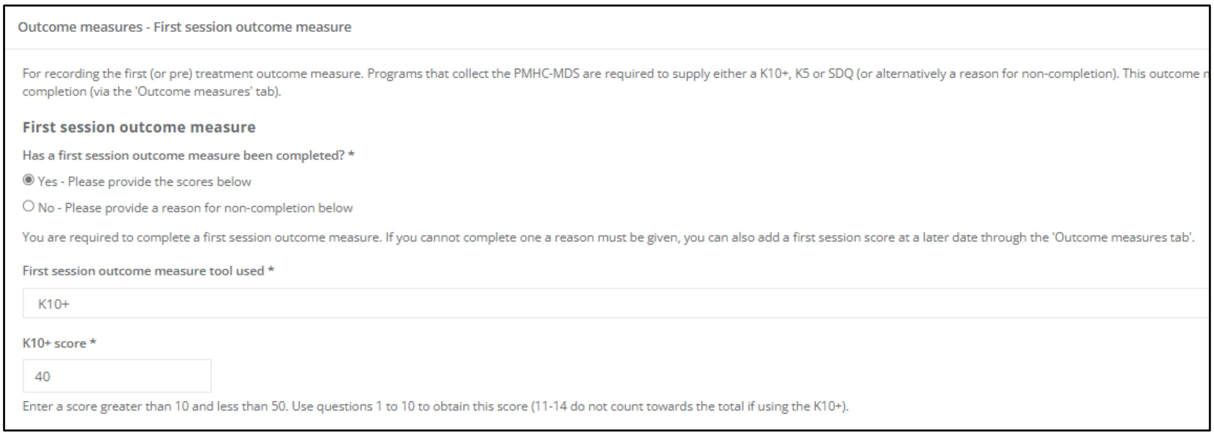
A referral (also known as episode) must be closed with one of the following reasons for closure to be reported as a matched pair. Administratively closed episodes are excluded (e.g., client moved away, other).

- Treatment concluded
- Stepped up
- Stepped down

2.3.2 Pre-treatment Outcome Measure

2.3.2.1 Method 1 – In session

Record the outcome measure during first session entry, see screenshot:



Outcome measures - First session outcome measure

For recording the first (or pre) treatment outcome measure. Programs that collect the PMHC-MDS are required to supply either a K10+, K5 or SDQ (or alternatively a reason for non-completion). This outcome r
completion (via the 'Outcome measures' tab).

First session outcome measure

Has a first session outcome measure been completed? *

(•) Yes - Please provide the scores below

( ) No - Please provide a reason for non-completion below

You are required to complete a first session outcome measure. If you cannot complete one a reason must be given, you can also add a first session score at a later date through the 'Outcome measures tab'.

First session outcome measure tool used *

K10+

K10+ score *

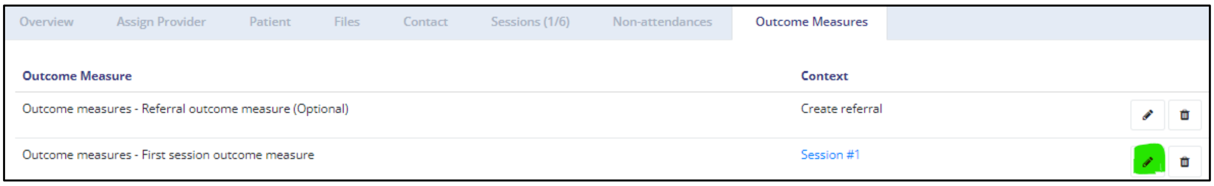
40

Enter a score greater than 10 and less than 50. Use questions 1 to 10 to obtain this score (11-14 do not count towards the total if using the K10+).

2.3.2.2 Method 2 – Edit first session outcome measure

You can amend previously recorded first session outcome measures where you may have selected ‘No’ when asked if they have been completed. If you receive the first session (pre-treatment) outcome measure at a later date, follow the below instructions to edit the already recorded form on session 1:

1. Go to “Outcome Measures” tab on the referral (referral must still be open)
2. Edit the Session #1 Outcome measure by clicking the pencil icon (see green highlighted button below)



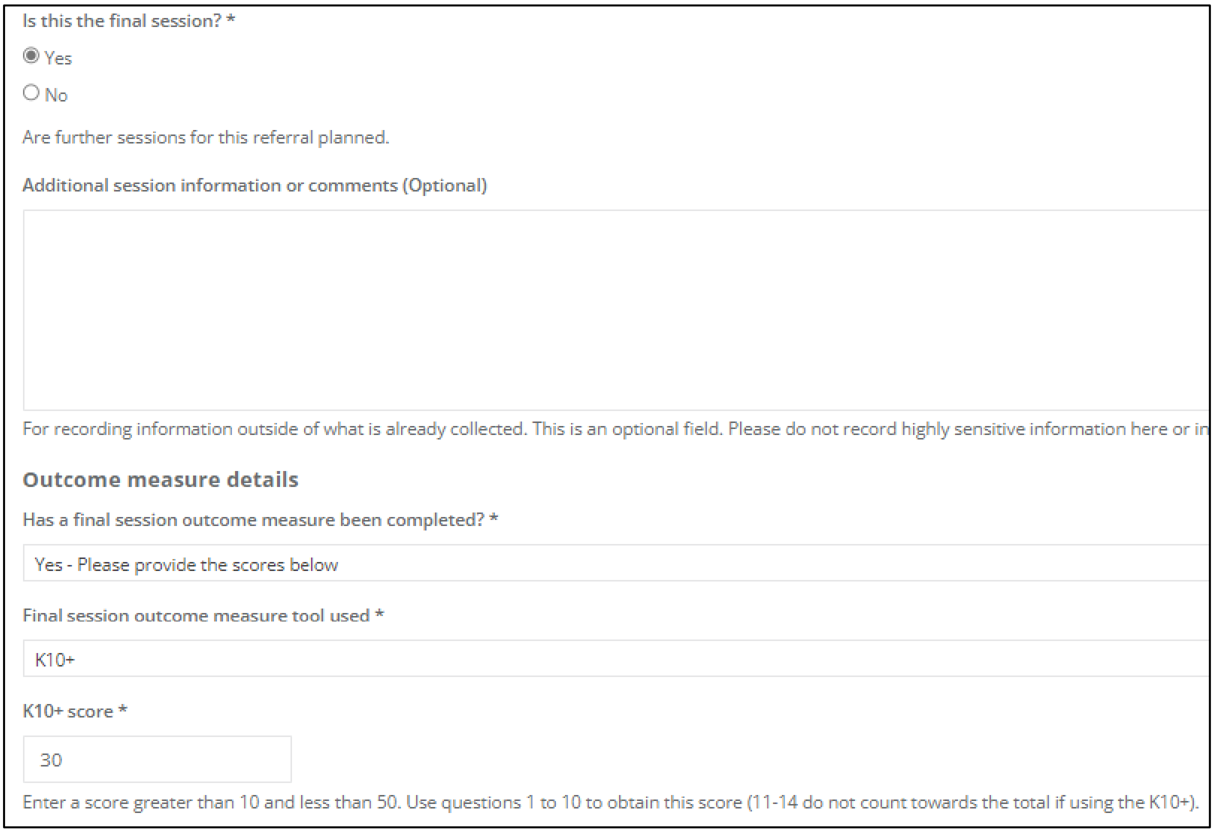
3. Select “Yes” and enter the outcome measure tool used and score, then Save Changes

2.3.3 Post-treatment Outcome Measure

Users have 3 opportunities to record a final/post outcome measure. Please see the below instructions on how to do so (note that you are only required to record the post outcome measure once, you do not have to use all 3 methods on one referral). If a measure has previously been added, at closure select 'Already supplied or completed'.

2.3.3.1 Method 1 – In session

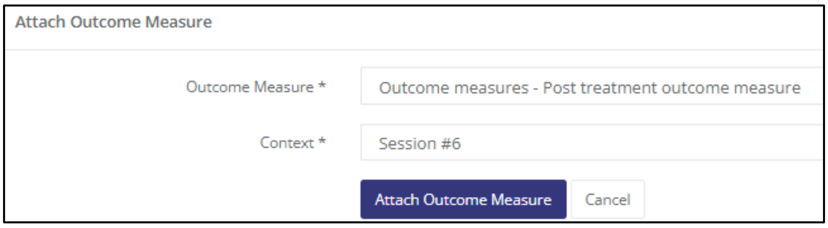
Record the outcome measure during final session entry, see screenshot:



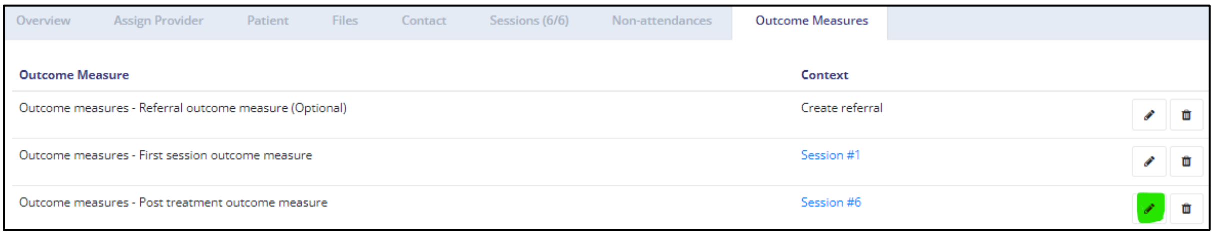
2.3.3.2 Method 2 – Attaching the measure to an existing session

Users can attach a post treatment outcome measure to any session (with the exception of session 1) - this method is ideal for when the final session has been entered but 'No further services' was not selected (e.g., where a client declines further services, but an outcome measure was completed). Following the method below you can attach it to the last session:

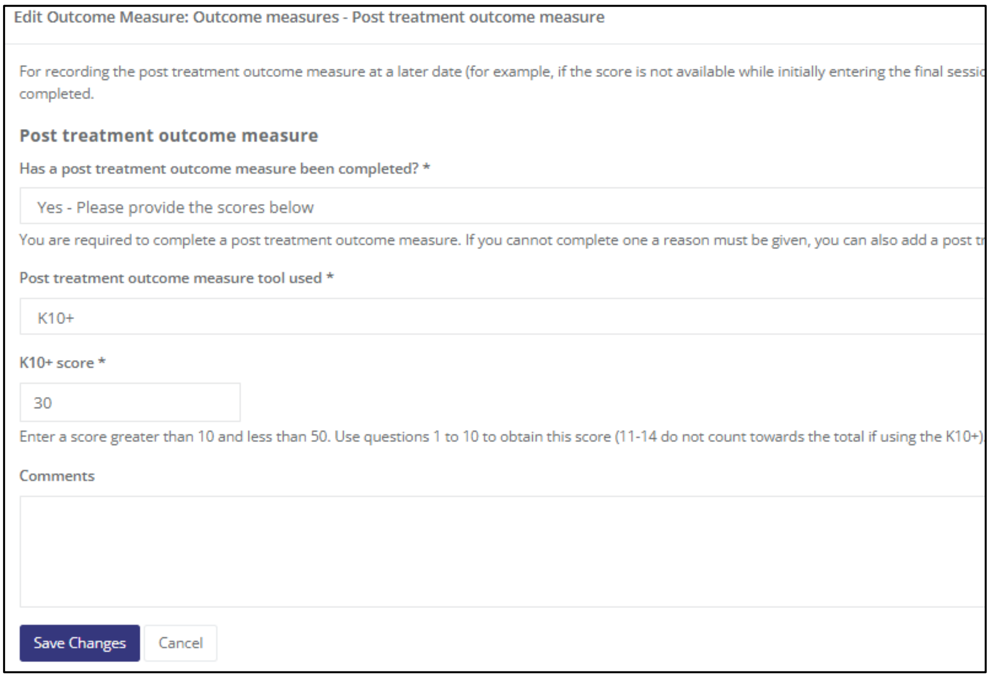
1. Go to "Outcome Measures" tab on the referral (referral must still be open)
2. Select "Attach Outcome Measure"
3. Select from Outcome Measure dropdown list: Outcome measures – Post treatment outcome measure.
4. Select from Context dropdown list: final session.
5. Click "Attach Outcome Measure"



6. Edit the Session Outcome measure by clicking the pencil icon (see green highlighted button below)



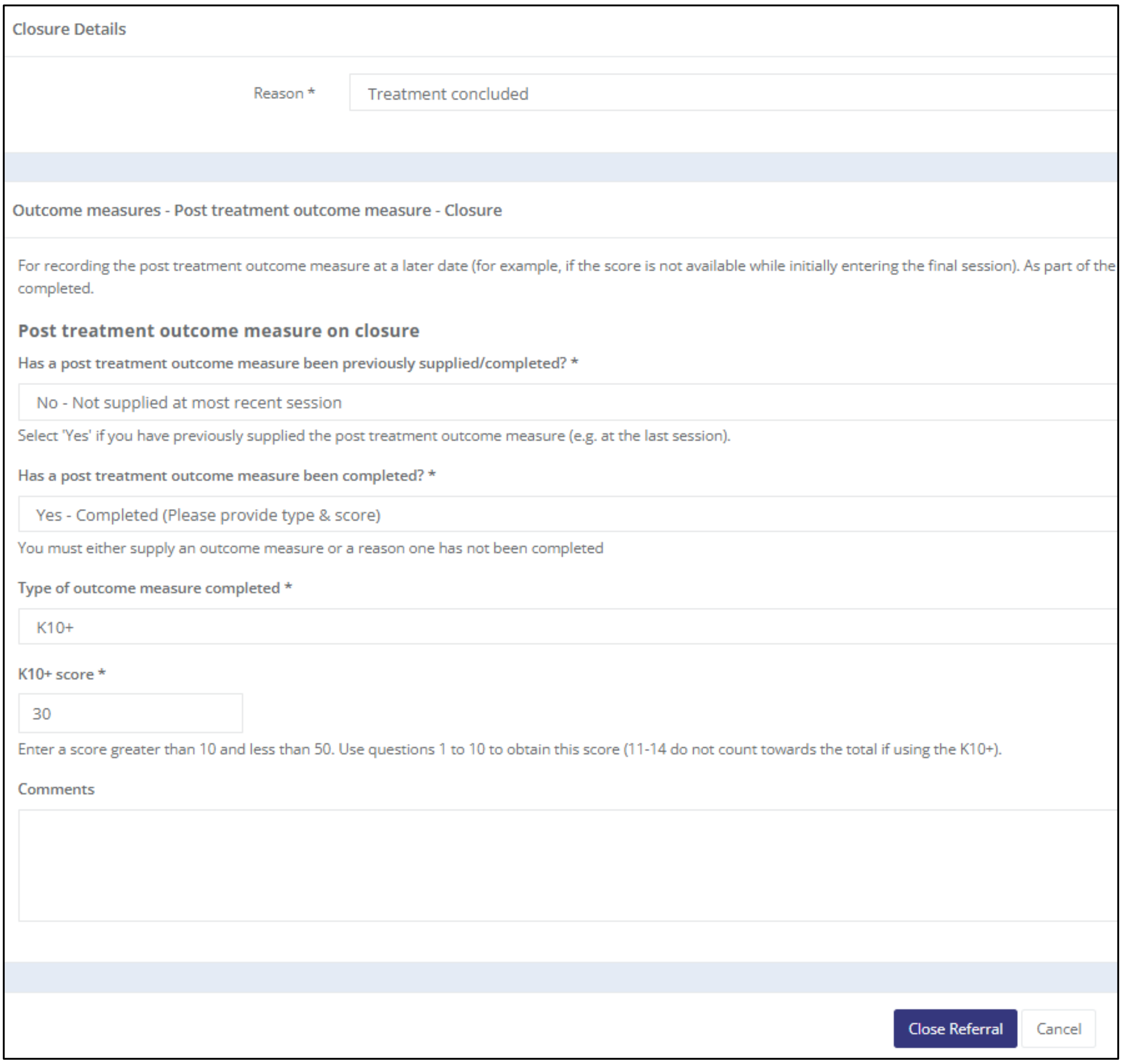
7. Select "Yes" on the first dropdown.
8. Select the tool and score, then click Save Changes, see below.



2.3.3.3 Method 3 – Completing the post treatment outcome measure at closure

This method can be used when an outcome measure has not been supplied at the last session or attached previously. If you have already supplied an outcome measure, select the option for 'Already supplied':

1. Select to "Close referral"
2. Select reason for closure (see notes above regarding closure reasons and matched pairs)
3. Select "No – Not supplied at most recent session" (unless it has already been entered on final session)
4. Select "Yes – Completed"
5. Enter outcome measure tool and score and select to "Close Referral".



Closure Details

Reason * Treatment concluded

Outcome measures - Post treatment outcome measure - Closure

For recording the post treatment outcome measure at a later date (for example, if the score is not available while initially entering the final session). As part of the completed.

Post treatment outcome measure on closure

Has a post treatment outcome measure been previously supplied/completed? *

No - Not supplied at most recent session

Select 'Yes' if you have previously supplied the post treatment outcome measure (e.g. at the last session).

Has a post treatment outcome measure been completed? *

Yes - Completed (Please provide type & score)

You must either supply an outcome measure or a reason one has not been completed

Type of outcome measure completed *

K10+

K10+ score *

30

Enter a score greater than 10 and less than 50. Use questions 1 to 10 to obtain this score (11-14 do not count towards the total if using the K10+).

Comments

Close Referral Cancel

If you have any questions or concerns, please contact helpdesk@rhealth.com.au.

Thank you,

refeRHEALTH Team