

Using the internet to extend the knowledge base of general practice organisations

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Main points of this presentation

- Routine organisation reports can contribute both to accountability and to the knowledge base
- Web-based data collection is very efficient
- The internet offers novel ways to present information
- Better presentation means better exchange and transfer of knowledge

Outline

1. Knowledge exchange and transfer (KET) for the Divisions of General Practice Network
2. Routine reporting and KET
3. Benefits of the internet
4. Lessons along the way

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KNOWLEDGE MANAGEMENT

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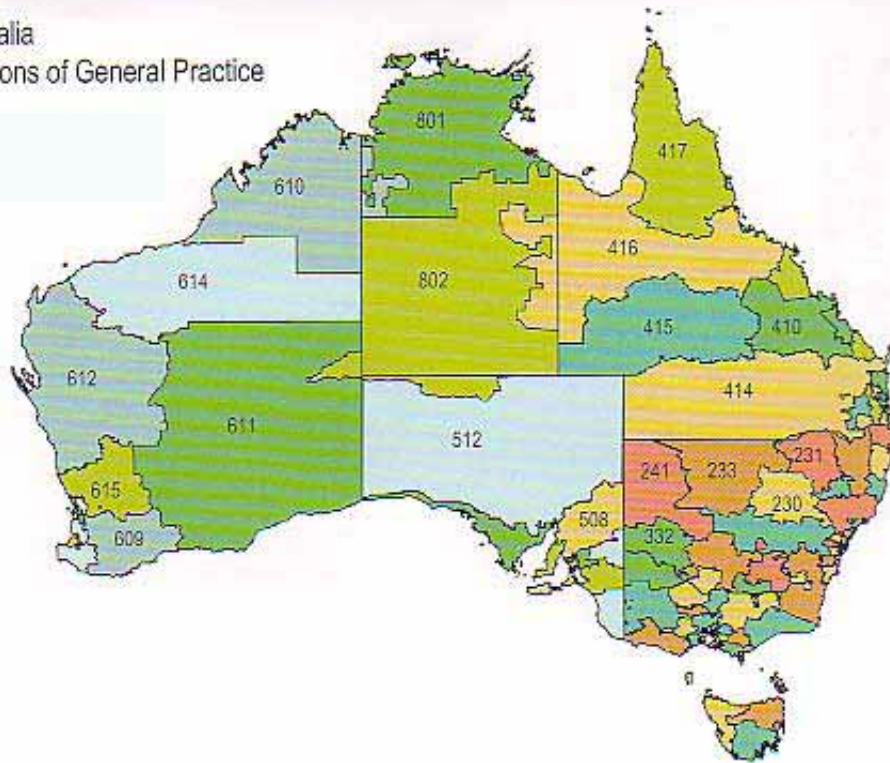
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From Haines (2001) cited in PHC RIS *JournalWatch*, May 2002 available at www.phcris.org.au

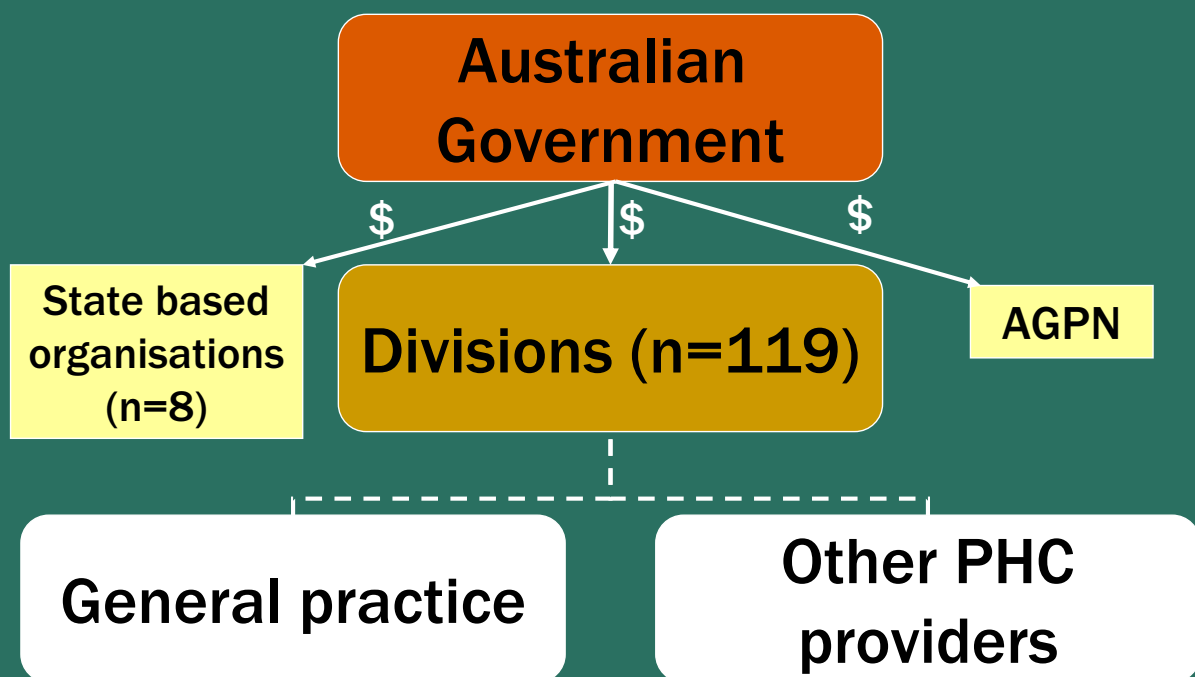
Australia
Divisions of General Practice



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1 The Divisions of General Practice Network



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Many sorts of knowledge are shared within the Divisions Network

- Who's doing what?
- What works and doesn't
 - Supporting and engaging GPs and practices
 - Implementing government programs
 - Change management
 - Integration
 -
- Facts and figures to support submissions for funding

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Divisions use formal and informal methods of exchange which rely on:-

Chance communications through personal networks

Supporting infrastructure

- State and national organisations
- Structured meeting opportunities
- Diverse networks within networks
- Accessible web-based information systems

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2 Knowledge exchange and transfer, and routine reporting

Multiple use of information from routine organisation reporting

- Contract management and accountability to the funding source
- Opportunity to capture information for learning and sharing

**The COUNT principle:
Collect Once Use Numerous Times**

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Division reports to Government:

1. Planning and Reporting through National Quality and Performance System (2005-2008)
 - National and local performance indicators in 9 priority areas
2. Annual Survey of Divisions
 - only ready source of standardised information about Divisions' activities
 - long complicated branched survey

*Both of these now use web based systems designed by PHC RIS

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3 The internet allows more efficient data collection and better display of the results

- Easy administration
 - Modifications
- Improved data quality
 - Timeliness
 - Completeness
 - Accuracy
- Innovative display
 - Different levels of access to suit many purposes



What we did... ASD 2005-06: from Word to Web

Word based survey (to 2004-05)

On-line web based survey (2005-06 onwards)

This Survey covers the period 1 July 2004 to 30 June 2005.

Please keep a record of how long it takes to complete the Survey, and record the total time spent at the end of the Survey. Please answer each question.

A. Division Identification Details

1. Division Name:

2. Division ID Number:

B. Infrastructure

3. How many staff were employed by your Division on 30 June 2005?
Please indicate how many Full-Time Equivalent (FTE) GP and non-GP staff were employed as well as the number of actual GP and non-GP staff employed. Do not include allied health staff providing direct patient services at this practice.

Calculating FTE:
One FTE is 37.5 hours per week. This equals 1950 hours per year. Part-time staff should be included by dividing the proportion of time they work at 0.5 times of FTE. Please calculate the FTE of your staff based on the following examples:
• The FTE of a staff member contracted to work for 3 hours/week for a 6 week period equals 3 hours x 6 weeks x 0.5 = 9 hours. This equals 0.24 FTE.
• The FTE of a staff member contracted over 6 months (within 10 hours per week for 2 months, 12 weeks) and then to cover the area for the next 3 months (12 weeks). Calculation: (2 weeks x 12 weeks x 10 hours) + (10 hours x 12 weeks) = 480 hours. This equals 1.28 FTE.

FTE	Number of people
<input type="text"/>	<input type="text"/>

4. How many practices were in your Division's catchment area on 30 June 2005?
(If practices have more than one location, please count each location. The total number of practices should equal the sum of the following three categories.)

If value not known please type 'unknown'

Total number of practices:

Number of those which were solo practices:
Practices with 1-2 GPs:

Practices with 3-5 GPs:

5. How many practising GPs do you estimate were in your Division's catchment area on 30 June 2005?
Please note that this includes only GPs who were practising in your Division's catchment area, and does not include those who are retired or who live but do not practice in the catchment area. The area of the Division is defined by the postcodes that are used to enable targeting.

If value not known please type 'unknown'

Estimated number of practising GPs:

How many were females?

How many were overseas trained doctors?

How many practices in an ACCOH setting?

* ACCOH = Aboriginal Community Controlled Health Services, this includes Aboriginal Medical Services (AMS).

Annual Survey of Doctors 2004-2005

Divisions Information Online System -

http://www.gprs.org.au/dms/ass0607.php

2006-07 Annual Survey (Text Division of General Practice for PHC RHD) progress 52%

Introduction

Context

- 1 Governance
- 2 Prevention
- 3 Access
- 4 Integration
- 5 CDM
- 5.1 Chronic Disease
 - Cancer
 - 5.2 Comprehensiv...
 - 5.3 Special Groups
 - 5.4 Mental Health
- 6 GP Support
- 7 Quality Support
- 8 Consumer Focus
- 9 Workforce
- 10 Relationships
- General / Print Review / Print Submit

5.1 Chronic Disease

What programs or activities with a specific focus on managing chronic disease did your Division conduct in 2006-07?
Details of each will be required in sub-questions.

Cancer

Diabetes

Mental health

CVD

Asthma

Arthritis

Other (please specify up to 5):

We had no programs or activities with a specific focus on managing chronic disease

2005-06 5.1 Chronic Disease

Last updated by Simon Paterson, PHC RHD
Date: Tue, September 11, 2007

View/Print This Section Previous Save Next

The 2006-07 Reporting contains items relating to youth health, mental health, diabetes and asthma. If you would like to complete these now, please follow the links below:

- [Objective: Youth Health](#)
- [Objective: Diabetes](#)
- [Objective: Mental health](#)
- [Objective: Asthma](#)



Why we did it...

Word	ASD 2005-06		Web	
Multiple documents lead to version control issues	←	Multiple users	→	Multiple user access available
Required time consuming clarification of invalid or incomplete questions	←	Data validation	→	Invalid responses identified with immediate feedback to Users
Scrolling through pages	←	Navigation	→	Interactive links to Questions
Complex and spanning many pages	←	Questions	→	Simplified by interactive Display
Manual review	←	Determining completion of survey	→	Dynamic indicators to show survey status
Static in survey document	←	Help	→	Interactive links to trouble-shooting advice and support tools

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Immediate efficiencies

- Quicker responses
- Cleaner data
- Less time spent following up incomplete or invalid data
- Automated transfer to SPSS saved errors
- More rapid feedback of results to Divisions and Network
- Greater user satisfaction

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Outputs from Annual Survey 1: Tailored feedback to data providers

ASD 2005-2006 Feedback
XXXXX Division of General Practice

Table 1: Descriptive data and practice & staffing information

Variable	XXXXX	XXXXX State	XXXXX Other category	XXXXX Another category	XXXXX Further category	XXXXX Additional category	All Divisions (n=124)
Population	XXXXX	175,347	227,990	229,000	291,265	290,761	211,217
Proportion of population aged under 15 yrs	0.0	9.3	8.2	8.2	8.2	8.0	8.5
Proportion of population aged 65+	0.0	16.8	12.9	12.9	14.2	12.5	12.9
Proportion of population with Indigenous status	0.0	2.2	1.0	1.0	1.0	1.0	1.0
Area GP staff (FTE)	XXXXX	2	3	3	4	4	4
GP11 non GP staff (FTE)	XXXXX	9.3	11.1	11.1	12.9	12.4	12.9
GP12 Practice (n)	XXXXX	33	81	81	74	81	83
GP13 (n)	XXXXX	46.4	37.3	37.3	20.9	33.6	37.6
GP14 (n)	XXXXX	29.8	40.1	40.1	42.7	44.9	42.9
GP15 (n)	XXXXX	16.8	18.9	18.9	22.6	20.2	18.3
GP16 to GP18 (n)	XXXXX	11.0	7.6	7.6	2.8	2.8	2.9
GP19 (n)	XXXXX	28.4	27.2	27.2	30.9	30.2	32.1
GP20 (n)	XXXXX	2.7	1.6	1.6	1.0	1.0	1.0
GP21 (n)	XXXXX	22.7	1.8	1.8	11.7	1.0	1.4
GP22 to GP24 (n)	XXXXX	1.0	0	0	0	0	1.4
GP25 (estimated total number of practice members)	XXXXX	116	286	281	224	261	266
GP26 (non GP staff practice FTE)	XXXXX	85.4	62.9	62.9	51.2	71.7	75.0

Note: Population = Estimated Resident Population (census) for 30 June 2006 was calculated from data provided by the Australian Bureau of Statistics. GP (FTE) was calculated using HealthRIS 2.0.0 (data is for the 2004-05 financial year). All calculations exclude data recorded as 'Other'.

Confidential specific feedback against comparators

WA General Practice Network
Results from the 2006-07 Annual Survey of Divisions (ASD)

Summary

This report summarises data relating to WA Divisional age and gender of WA General Practice Network. Data was provided from the last three years (2004-05 to 2006-07) to allow for the identification of trends and other potential areas of change. Responses from Divisions in other states are also included in order to provide a broader perspective and better comparison. The data shows that Divisions across Australia tend to have their GP11 practice members, despite the homogeneity of regional active Divisions and active reporting practice, it is evident that individual Divisions progress differently over time. The average, different Divisions have varied use of GP11 service provision both over time. This demonstrates that Divisions are responding to their responses and that it is likely that staff turnover of a GP11 and Division level reports have increased in response to pressure in the ASD.

In Western Australia...

Divisional changes of WA General Practice Network services improved (improved to 2006-07). For example, **telemedicine, representation and advisory and telephone, family and referral information, level of the Divisions, regional, some Divisions were provided to some extent, and had to a great extent, some-time period of Divisions considered help with building, research capacity was provided, to a great extent, up with compared with 2004-05. This figure was also the highest rating for the region of all the states in 2006-07.**

Use of WA General Practice Network for Divisional Services, GP11 and staff also increased in 2006-07. The most change occurred for staff ratings with 94% reporting a great deal of change, compared to 20% in 2005-06. WA was the only state where no Divisions reported only one 2006-07 year only, with the majority reporting using WA General Practice Network a great deal. In the other three states, similar responses were given for Divisional Services, GP11 and staff reporting levels, similar to WA feedback with WA General Practice Network.

Feedback from Divisions reflects these improved ratings with several Divisions commenting on the value of support provided by GP11 and staff and that the General Practice Network has been 'most useful'. Some Divisions also pointed to the WA General Practice Network's knowledge to an improvement opportunities as a further step for the future. Suggestions about how WA General Practice Network could improve included: provide help to their clients, a longer time on staff and provide ready regional centers for information sharing and program support, and increasing the staff numbers.

Overview

This report contains data drawn from the Annual Survey of Divisions (ASD) as submitted to Divisions and is not subject to the State Data Organisation (SDO) during the 2006-07 financial year. The focus of this report is on WA Divisions responses about the WA General Practice Network. However, where appropriate comparisons have been made with other state level responses. In addition, comments made by Divisions in their annual reports have been incorporated.

Confidential feedback to state organisation



Outputs from Annual Survey 2: Aggregated reporting at national & state level

Primary Health Care Research and Information Service

Making a difference

Report of the 2005-2006 Annual Survey of Divisions of General Practice

Ann-Louise Horsdack
Sara Howard
Cecilia Moretti
Elizabeth Kalisky

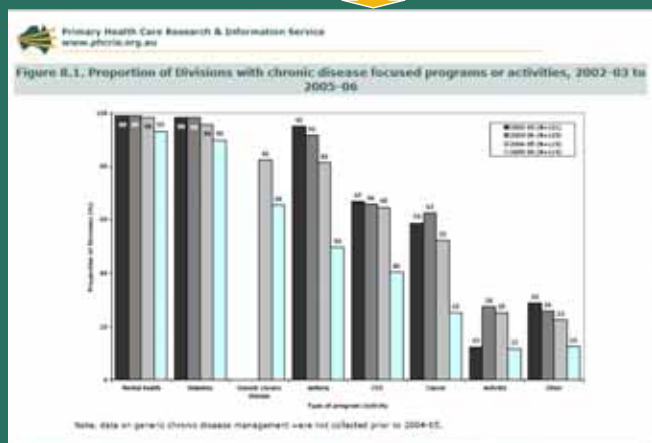
Australian Government
Department of Health and Ageing

Flinders University

Primary Health Care Research & Information Service

National and state trends by priority area

Tables and figures on-line



Sources: Horsdack, AL.; Howard, S.; Moretti, C.; Kalisky, E. (2007) Making a difference. Report of the 2005-2006 Annual Survey of Divisions of General Practice. Adelaide: Primary Health Care Research & Information Service, Department of General Practice, Flinders University, and Australian Government Department of Health and Ageing.



Outputs from Annual Survey 3: accessible web resources



Fast Facts



Division Mapping Tool

Benchmarking tool

Division Benchmarking Tool

Table 1: Divisional Data

Division Name	State	GP/PHU	Population of Division	Proportion of population identified as members of	Number of GPs and PHUs
ACT Division of General Practice	ACT	GP only	~400,000	~10%	~100
NSW Division of General Practice	NSW	GP & PHU	~6,000,000	~10%	~1,000
NT Division of General Practice	NT	GP only	~400,000	~10%	~100
QLD Division of General Practice	QLD	GP & PHU	~3,000,000	~10%	~500
SA Division of General Practice	SA	GP & PHU	~1,500,000	~10%	~200
TAS Division of General Practice	TAS	GP only	~400,000	~10%	~100
VIC Division of General Practice	VIC	GP & PHU	~4,000,000	~10%	~600
WA Division of General Practice	WA	GP & PHU	~2,500,000	~10%	~300



When Divisions used word documents for reporting, on-line display was limited to individual files in pdf format

HOME

- About us
- Resources
 - Acronyms List
 - Activities of Divisions
 - Annual Survey of Divisions (ASD)
 - Division Benchmarking Tool
 - Division Key Characteristics
 - Division Mapping Tool
 - Division Profiles
 - Fast Facts
 - PHC RIS infoBytes
 - Roadmap of Australian Research (ROAR)
- Publications & presentations
- Events
- Support
- Contact us
- Sitemap
- Search
- Information for...
 - Divisions Network
 - Researchers
 - Policy advisors
 - ROAR Strategy

Activities of Divisions

2005-06 12 Month Reports
 PHC RIS is in the process of receiving the Division and SBO 2005-06 12 Month Reports. Due to privacy reasons, some personal information has been removed from the Reports before making them publicly available. PHC RIS has worked with the Department of Health & Ageing and members of the Divisions Network to help facilitate this process.

Organisation #	Organisation Name	2005-06 12 Month Reports
201	Central Sydney General Practice Network	200506_report_d_201.pdf [466 KB]
202	Eastern Sydney Division of General Practice	This report is currently not available. To be notified when this report is available on-line please enter your name and email address here
203	South Eastern Sydney Division of General Practice	200506_report_p_203.pdf [524 KB]
204	From 1 January 2008 Canterbury Division amalgamated with Central Sydney to form the Central Sydney GP Network Ltd (CSGPN).	200506_report_p_204.pdf [476 KB]
205	Bankstown General Practice Division	This report is currently not available. To be notified when this report is available on-line please enter your name and email address here
206	WentWest Limited	200506_report_d_206.pdf [405 KB]
208	Northern Sydney General Practice Network Ltd	200506_report_d_208.pdf [374 KB]

View ...

- Divisions Profiles**
Contact details for all Australian Divisions of General Practice
- Division Activities**
Perform keyword searches of Divisions Plans and Reports
- Division Projects**
Project summaries from the 'Divisions and Project Grants Program'
- Further information..**
 - Annual Survey of Divisions (ASD)**
A comprehensive survey completed by all Divisions of General Practice in Australia to collect information on their membership, activities and infrastructure.
 - General Practice in Australia: 2004**
A well-respected data reference publication produced by the General Practice Communication and Business Improvement Unit.

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Internet

On-line reporting enables more flexible aggregated display and collation of sections of reports

PHC RIS
Divisions Information Online System

Guest Help! | Definitions & Acronyms | Login to DIOS

2006-07 Report Display

Display of Division & SBO 2006-07 12 Month Reports

The following options allow you to view 2006-07 12 Month Reports for [Divisions](#) and [State Based Organisations \(SBOs\)](#). These reports can be viewed individually or you can choose groups to view together, using the organisation filter. For an overview of Reporting requirements and the information available see the [Activities of Divisions](#) page.

- Report list...**
View a Report for an organisation
View an entire report for any Division or SBO.
- Executive Summary Viewer...**
Executive Summaries
Each report has an executive summary, easily move from one to the next using the
- Contextual & Background Information Viewer...**
Contextual & Background Information
Contains details about Division or SBO catchment area, population, local issues, etc
- Matrix of Indicators by State & calculated totals for an indicator**
See the number of Divisions or SBOs reporting against a particular indicator and aggregated totals where possible.
- Indicator Calculator**
- What they did... the raw results**
Indicator results can be seen individually for selected Divisions or SBOs.
- Indicator Results Viewer**
- How they planned to work towards an objective**
Strategic approaches and key activities describe how Divisions and SBOs work toward each objective. These can be seen across a number of
- Strategic Approaches & Key Activities Viewer...**

NOT SURE WHERE TO START?
See [examples of such & ideas for use...](#)

Internet

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User can filter display by content, organisation, location, demography

PHC RIS
Divisions Information Online System

Guest Help! | Definitions & Acronyms | Login to DIOS

2006-07 Report Display

Indicator Results Viewer

Organisation Filter 119 Divisions selected, 107 Online Reports Available, Showing Divisions in all states - Click to Change Organisation Filter...

You can view information about some or all of the Divisions or SBOs. Please make your selections below.

Type Division SBO

Location ACT NSW NT QLD SA TAS VIC WA

Division Demographic Filters
RRMA: No filter set | Population: No filter set | Population per GP (FWE): No filter set | % of population identified as indigenous: No filter set

Show/hide Organisations selected and available Reports

Content Filter Indicator: N_IMM 2.1 - Click to Change Content Filter...

Results: Viewing items 101-107 of 107. [Previous](#) | 1 ... 4 5 6 7 8 9 10 **11** | [Next](#)

Org. Code	Results for the reporting period	More Information
514 N_IMM 2.1	N_IMM 2.1 Registered Not registered Total number of practices in the Division	View in Report...

Internet

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4 From word to web: what we've learned

Improving data quality

- Online survey needed very careful design and testing
- Divisions mostly receptive to new technology
 - IM skills and survey response processes varied
- Substantial reduction in incomplete and/or invalid data
- 100% survey response achieved earlier than with word document

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From word to web: what we've learned (continued)

Improving information sharing

- Work with users to tailor information to diverse needs
- Brief is best – bite sized pieces
- Don't take the website hosting for granted
- Explain and promote what is possible – it does not speak for itself

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Further information

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