

## **014: PERFORMANCE REPORTING IN PRIMARY CARE. PROAC (PERFORMANCE REPORT ON AMBULATORY CARE): A THREE-DIMENSIONAL QUALITY FRAMEWORK TOOL ASSISTING THE TRACKING OF KEY PERFORMANCE AND CLINICAL INDICATORS WITHIN A LARGE PRIMARY HEALTH ORGANISATION (PHO) IN AUCKLAND, NEW ZEALAND**

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### **Objective:**

To identify and track, on a monthly basis, the key performance and clinical indicators for innovative programs and projects within a large PHO (patient population circa 600,000), chartering the organisation towards true CQI (continuous quality improvement) driven outcomes, improving health status and improving patient safety.

### **Methods:**

A modified HEDIS approach using an excel spread sheet approach was taken, during 1977, to develop a three-dimensional reporting tool. The dimensions include clinical quality, consumer quality and management quality. The dimensions are further subdivided into key health gain areas for tracking and reporting on a consistent basis. After a significant review in 2001, each program and project leader became involved in the development and selection of KPIs (key performance indicators). An updated version of ProAC that included full involvement and ownership was developed and aimed at project leaders taking ownership of their KPIs and tracking and monitoring their programs over time. The approach was designed to allow for flexibility and use of indicators that can be measured and seeks to track improvements in health status of the population.

### **Results:**

We have reported our progress from Jan 2002 to July 2004. Most of the programs showed significant increases in performance over the period. Examples include:

- **U22** a sexual health program for under 22 yr olds (KPI= % at risk population accessing the program),
- **Choose to be Free** - an evidenced based practice team smoking cessation programme (KPI =smoking cessation at 6 and 12 months, currently tracking at 26%).
- **"Diabetes get checked"** (KPI= % HbA1c <7)
- **Congestive heart failure** community programs (%patients on ACE inhibitors, currently tracking at 76%).
- **Primary options** –is a proactive primary care team lead approach with the mission of reducing acute admission cases by appropriate community clinical management (KPI % referrals managed without hospital admission currently tracking at 85%).
- **A new Patient satisfaction survey** was piloted in 2004 (KPIs include: appointment satisfaction ratings 84%, practice loyalty ratings 95%, consultation satisfaction ratings 81% and practice satisfaction ratings 66%). This innovative consumer satisfaction survey allows for quarterly tracking for each Doctor, each practice team, for the whole organisation is about to be launched in 200 practices.
- **Mental health initiatives**, within the community. This community base mental health program supports fully funded extended consultations with the primary care physician and a rapid referral pathway to validated psychological services. This program witnessed an outstanding 183% improvement between Jan 04 and April 04 – reflecting consumer success and provider acceptability and a tracked improved health outcomes.
- **"ProExcellence"**. We also witnessed and tracked the successful uptake of a new practice quality culture and action support program for practice teams known as **"ProExcellence"**. Gratifyingly, we noted a correlating 50% improvement in practice team self-audit quality standards and activities from Jan 2003 to April 2004 to meet quality standard requirements and compliance (annual practice self-audits for vaccination cold chain, infection control, privacy guidelines and health and safety standards).

### **Conclusions:**

Clearly the use of ProAC, a dynamic multidimensional quality framework tool, employing clinical performance indicators, tailored to the organisational activities, facilitates tracking of improved health outcomes for the population of a large primary health organisation. More importantly it provides real time performance status at any time. As the team resets the annual performance goals, there is positive CQI call for further improving performance.