NADA NSW Health and NGO Alcohol and Other Drug Partnerships Communique #4: Reporting against the new core Performance Indicators – the first 6 months



The first round of six-monthly reporting against the 5 new core Performance Indicators (PIs) for NGOs providing AOD treatment was completed in January 2019. This Communique summarises the experience of NGO contract stakeholders and outlines further support for improvement.

THE REPORTED EXPERIENCE WAS MOSTLY POSITIVE

- ✓ Implementing the core PIs reduced the administrative burden on NGO contract stakeholders
- $\checkmark\,$ Changing to six-monthly reporting cycles reduced reporting burden and was less time consuming

WE ACKNOWLEDGE THE REPORTED CHALLENGES

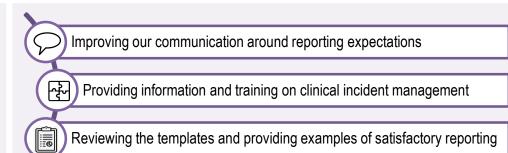
Some stakeholders were unclear on the expectations for trend analyses

Some were unclear on how to manage and report clinical incidents

Some had minor issues with using reporting templates

- ✓ Implementation of new PIs provided NGO contract stakeholders with opportunity for conversations about clinical quality & safety and review of existing PIs
- ✓ The Performance indicator support templates were useful

WE WILL HELP TO ADDRESS THESE CHALLENGES BY...



RESOURCES ARE AVAILABLE

We encourage all NGO contract stakeholders to continue to refer to the following resources to clarify the performance indicator implementation and reporting requirements. Let us know if additional resources are needed.

- Performance Indicator Frequently Asked Questions
- Performance Indicator Specifications

- Performance Indicator Fact Sheets
- Performance Indicator Support Templates

The NGO State-wide AOD Working Group with representatives from contracted NGOs, LHDs, primary health networks, NADA and the Ministry continues to provide a forum to work through contracting improvements.

Contact us for more information about the Group or about improving contractual arrangement activities.

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