




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
- ✓ Changing to six-monthly reporting cycles reduced reporting burden and was less time consuming
- ✓ 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 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



WE WILL HELP TO ADDRESS THESE CHALLENGES BY...

-  Improving our communication around reporting expectations
-  Providing information and training on clinical incident management
-  Reviewing the templates and providing examples of satisfactory reporting

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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