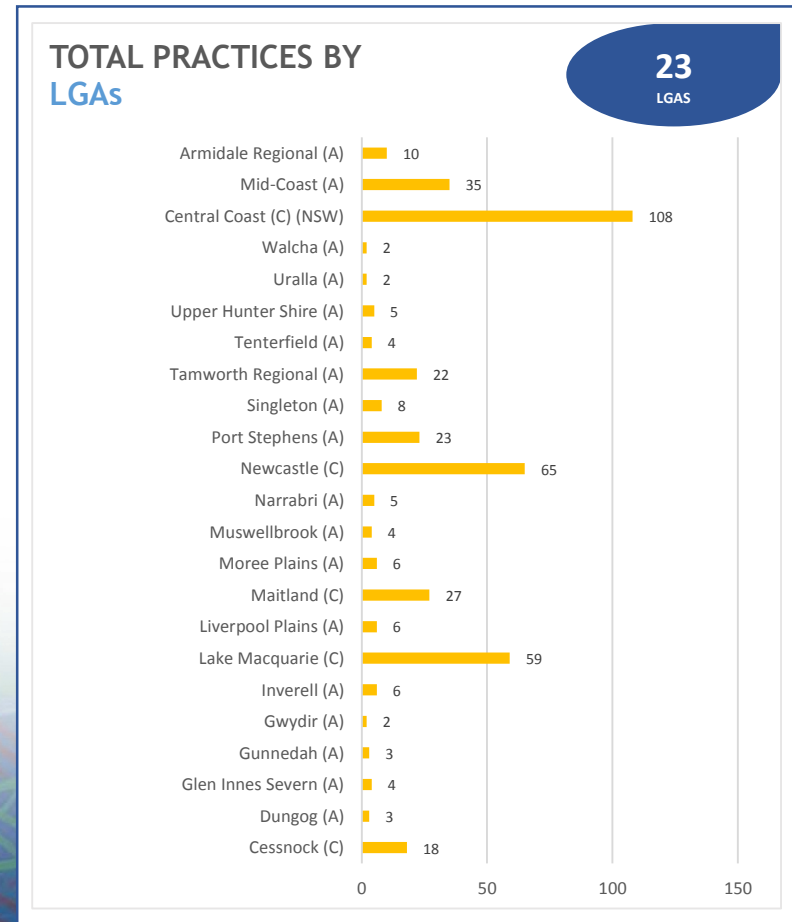
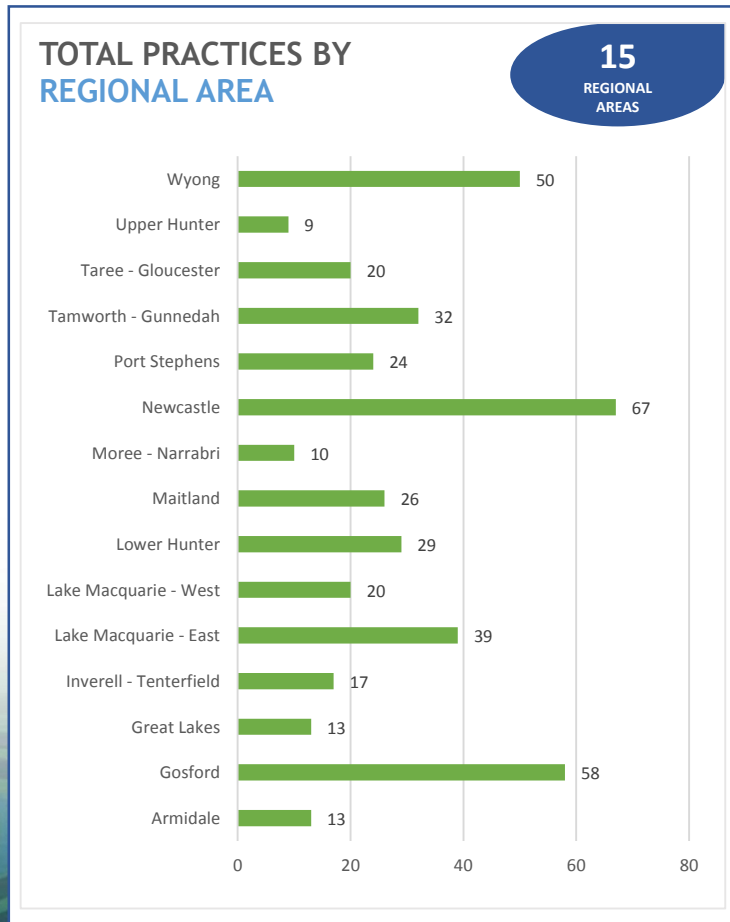


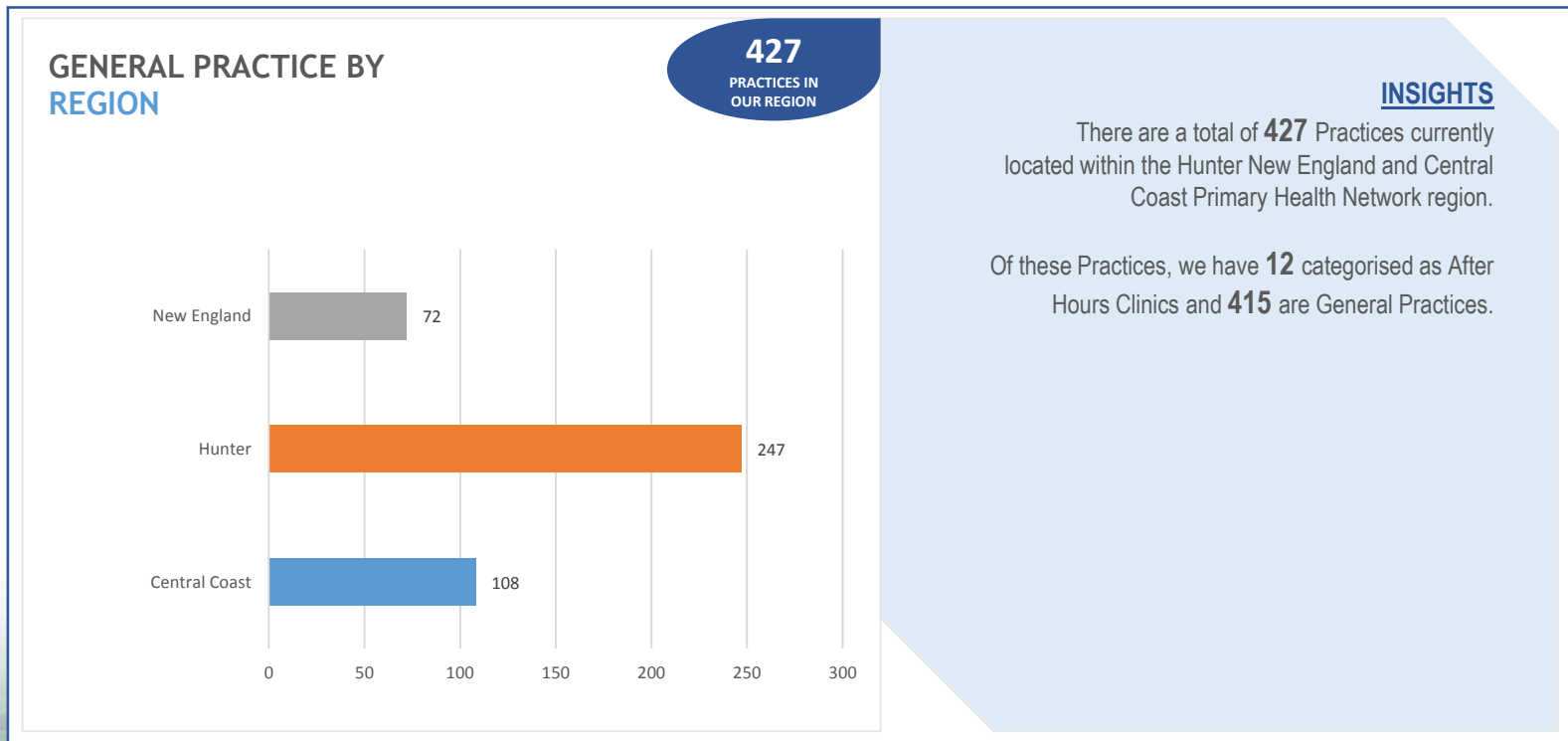
Practice & System Support DASHBOARD REPORT

Reporting Period: As at 30th April 2017

OUR REGIONAL SUMMARY



OUR REGIONAL SUMMARY

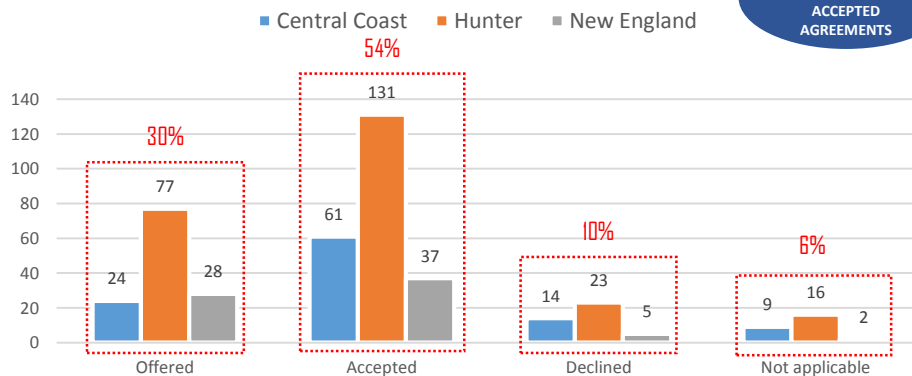


DATA AGREEMENTS & SUPPORT PLANS

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST

An Australian Government Initiative

PEN AGREEMENTS



INSIGHTS

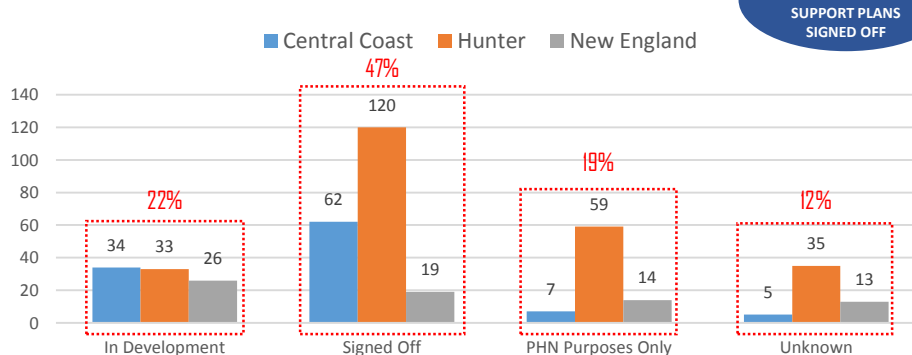
The PSDOs have **54%** of our Practices with **signed** PEN Cat Agreements.

This leaves **10%** of Practices **declining** the PEN Cat agreement. This is primarily due to some having limited IT infrastructure or not wanting to share de-identified data with PHN.

30% of Practices are remaining as **offered**, this is due to the Practice not signing an Agreement within the required timeframe.

Those **6%** showing as **not applicable** are either new practices or practices that have a blank field in ChilliDB.

PRACTICE SUPPORT PLANS



INSIGHTS

We have **47%** of Practice Support Plans **signed off**.

With a remaining **22%** of Support Plans are **in development**.

19% of Practices have **PHN Purposes ONLY**. This shows there is a Support Plan in place, that the Practice does not want to sign off and commit to.

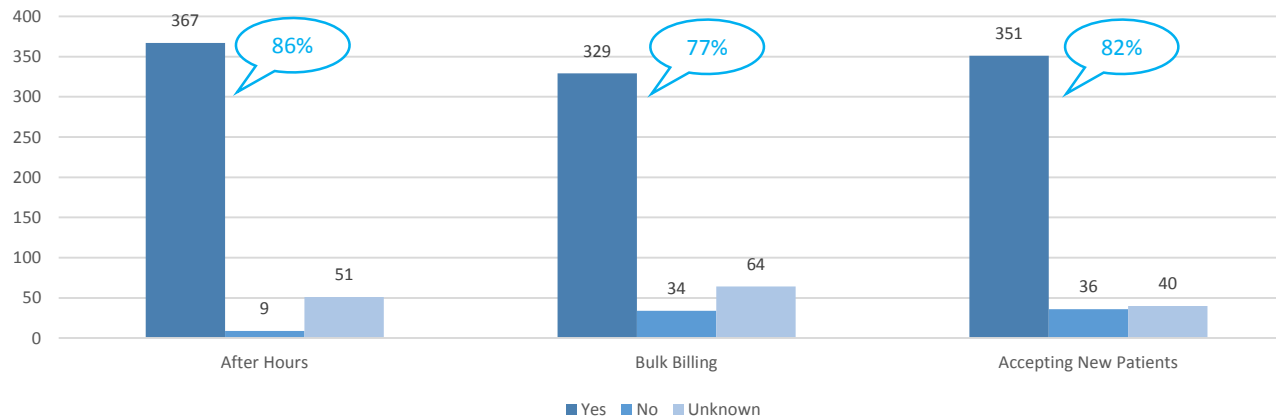
Leaving **12%** of Practices with no support plan status in ChilliDB.

hneccphn.com.au

Healthy People, Healthy Communities

PRACTICE SERVICES

GENERAL PRACTICE STATUS OF SERVICES



INSIGHTS

When reviewing Practice information within ChilliDB, there are a number of gaps in the data within After Hours, Bulk Billing and Accepting New Patients. A list of these Practices have been provided to the PSDOs, for review and to update back in ChilliDB.

367 (86%) of Practices offer **After Hours Arrangements**. Leaving **51** Practices showing as **Unknown**.

329 (77%) of Practices offer **Bulk Billing**. Leaving **64** Practices showing as **Unknown**.

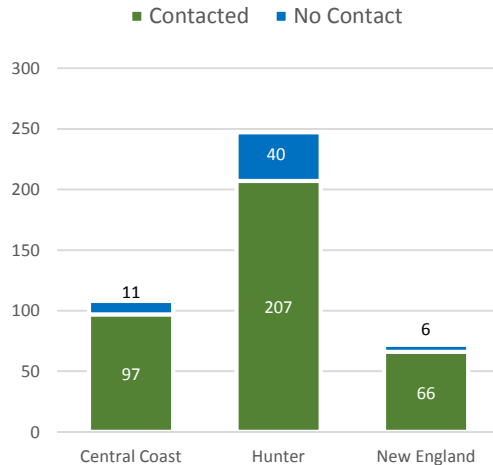
351 (82%) of Practices are **Accepting New Patients**. Leaving **40** Practices showing as **Unknown**.

PRACTICE INTERACTIONS

PRACTICE OVERALL CONTACT

(Email, Phone & Visit)

87%
PRACTICES CONTACTED



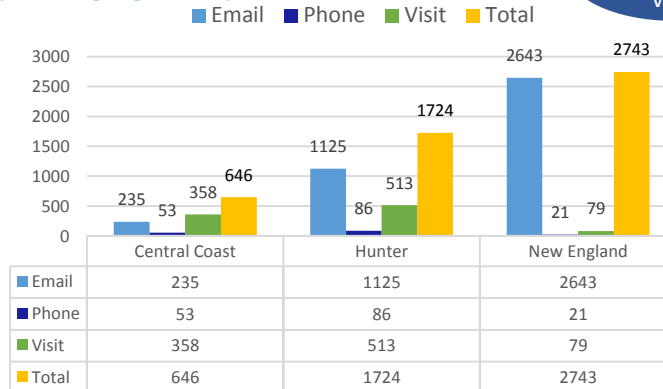
INSIGHTS

PSDOs have made contact via a combination of email, phone, and visits to **87%** of our **427** Practices within the HNECC region during this reporting period:

1st February 2017 to 30th April .

PRACTICE INTERACTION WITH PSDO TEAM

19%
PRACTICE VISITS



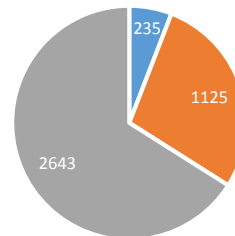
INSIGHTS

A total of **950 visits** made by PSDOs during this reporting period:.

19% of Practices were visited across the HNECC region by PSDOs.

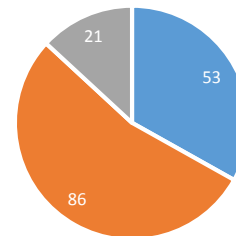
1st February 2017
to 30th April 2017

EMAILS



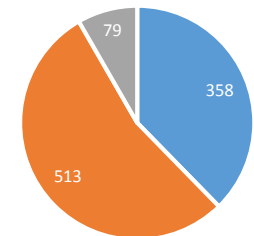
■ Central Coast ■ Hunter ■ New England

PHONE



■ Central Coast ■ Hunter ■ New England

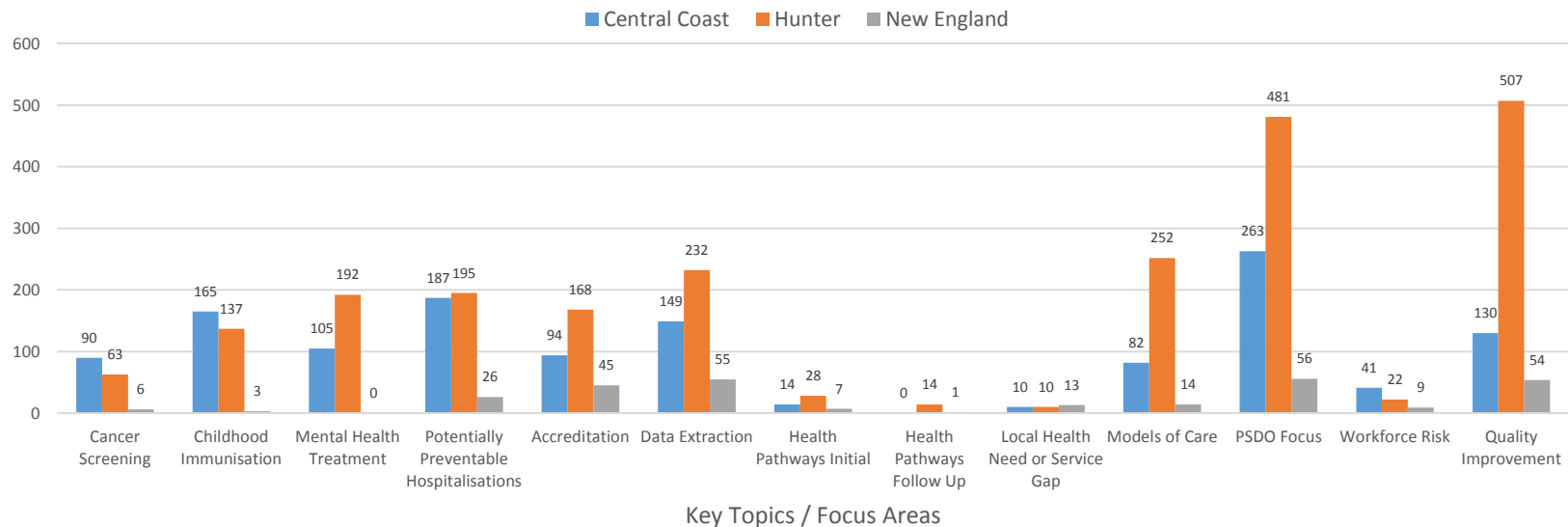
VISITS



■ Central Coast ■ Hunter ■ New England

INTERACTION BY KPIS / PRIORITIES

PRACTICE INTERACTIONS BY KEY TOPIC / PRIORITIES



INSIGHTS

The PSDOs have interacted with the Practices via a combination of email, phone, and visits and discussed these Key Topics / Priorities during those interactions. **Top 3 Key Topics / Priorities** are **1. PSDO Focus, 2. Quality Improvement, 3. Data Extraction.**

EDUCATION SUMMARY

TARGET AUDIENCE

A diverse range of courses have been delivered across the PHN including RACGP Category 1 & 2 accredited events.

The General Practice team including GP's, Nurses and Administration staff have been the focus of HNECC PHN events. With upcoming localised priorities such as Health Care Homes and Healthy Weight Initiative emphasis will include a focus on the broader Primary Health Care team including Allied Health.

COLLABORATION

HNECC PHN has formal sponsorship arrangements with Hunter Post Graduate Medical Institute (HPMI) in the Hunter region and Panacea in the New England region.

HNECC PHN are actively involved in the planning and promotion of HPMI and Panacea events. This ensures reduced duplication and consideration of HNECC PHN priorities.

HNECC PHN continue to collaborate with external stakeholders including National organisations, Registered Training Organisations and RACGP and ACRRM.

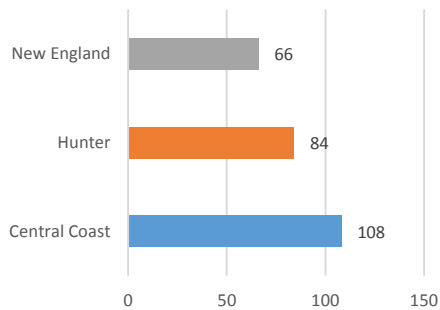
PRIORITY AREAS

Courses have been run across HNECC PHN region covering all National Headline Indicators and National Priority areas.

The majority of HNECC PHN Localised Priority areas have already been delivered.

EDUCATION EVENTS (1st July 2016 to 31st March 2017)

EDUCATION COURSES BY REGION

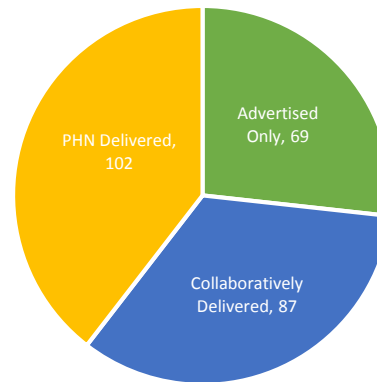


INSIGHTS

Since 1st July 2016 to 30th April 2017 (2016/17 Financial Year), there were **258** courses delivered within the HNECC region.

This shows an average of **6.00** courses per week being delivered.

EDUCATION COURSES BY DELIVERY

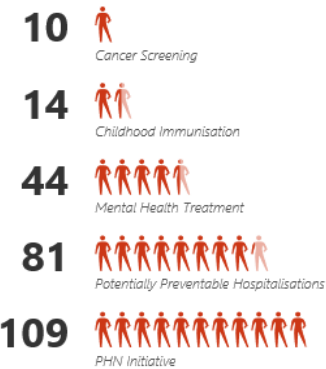


INSIGHTS

73% of the courses delivered within our HNECC region were **PHN Delivered** and **Collaboratively Delivered**.

The remaining **27%** of courses were **Advertised Only**.

COURSES BY KPI



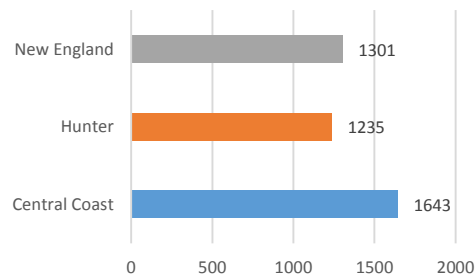
INSIGHTS

Overall **58%** of all courses held within our region, directly relate to HNECC's **National KPIs**.

The remaining **42%** were **PHN Initiatives** that include accreditation requirements for General Practice. For example Triage, CPR, Practice Staff Accreditation, software training and nurse education.

EDUCATION EVENTS (1st July 2016 to 31st March 2017)

EDUCATION ATTENDANCE BY REGION

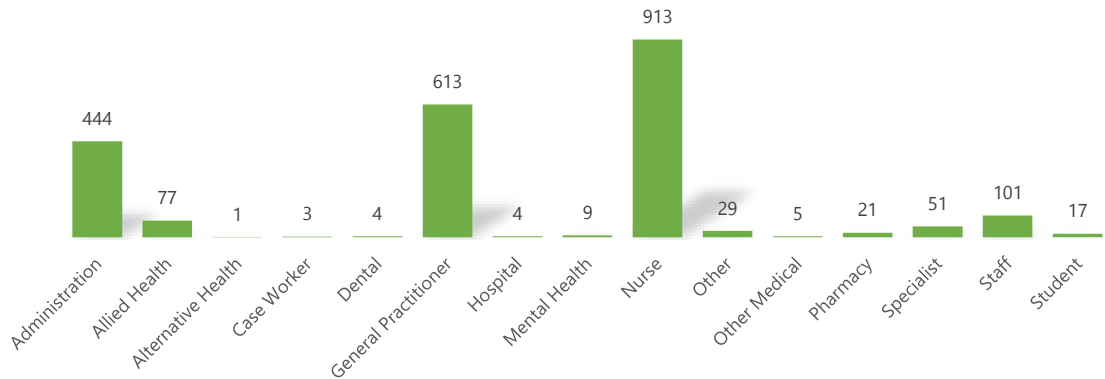


INSIGHTS

4179 people have attended a HNECC PHN Course within the last **10 months**.

This is an average of **22.11 people** attending each course over this duration.

EDUCATION ATTENDANCE BY TYPE CATEGORY



INSIGHTS

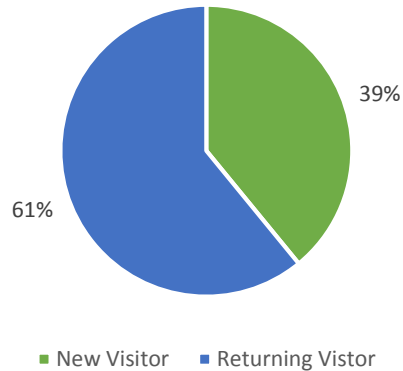
The **Top 5 Attendees** who have attended HNECC PHN courses, are **1. Nurse, 2. General Practitioner, 3. Administration, 4. Allied Health, 5. Specialist**.

Staff count represents HNECC employees who have attended events for facilitation.

* Not ALL Attendees are added to events in our CRM System ChilliDB. This breakdown by Type Category is based on ONLY attendance marked in ChilliDB.

WEBSITE EDUCATION PAGE (1st July 2016 to 30th April 2017)

EDUCATION PAGE WEBSITE VISITORS



INSIGHTS

Since the relaunch of the website in July 2016, the **Education page** is accounting for **21.48%** of **ALL** traffic to the HNECC PHN website.

It has attracted **3,332 Users** having accessed the site. The page has also been **viewed 17,700 times**.

The Education page was viewed primarily on **Desktops 81.8%**, when compared with **Mobile 12%** and **Tablets 6.2%**.

*All Statistics taken from Google Analytics for www.hneccpn.com.au