

Using data to strengthen partnerships and progress ICDM Projects – a framework

<i>Phase and Goal</i>	<i>Data objectives</i>	<i>Data sources & analysis tools</i>	<i>Specific examples available to PCPs</i>
Project definition phase Use data to define the problem, project or opportunity	<ul style="list-style-type: none"> Assess current performance and identify performance gaps Understand the needs and opinions of stakeholders Prioritise problems and improvement projects Establish overall aims and targets for improvement Establish a clear case for the need for improvement 	Benchmarking Clinical indicators Service utilisation Financial reports	SC & ICDM survey General Practice profiles (appendix to SC & ICDM survey results) Victorian population health survey National health survey Data from other partners
Diagnostic phase Use data to evaluate existing processes and identify opportunities for improvement	<ul style="list-style-type: none"> Define the processes and people involved in the processes Identify problem steps in the process Identify and prioritise opportunities for improvement Establish clear objectives for improvement of process steps Identify barriers and enablers to change 	Process mapping Clinical and administrative audits Brainstorming Surveys, interviews, focus groups	Committee meetings, eg. committee reviews best practice disease pathways against available local services Consumer consultation reports SC & ICDM survey General Practice MBS data GP telephone interviews or visits Organisational assessments of chronic illness care systems and processes
Intervention phase Use data to formulate and prioritise improvement strategies	<ul style="list-style-type: none"> Determine the most appropriate strategies to address your particular problem and to suit your situation Prioritise improvement strategies Compare the benefits of alternative improvement strategies 	As above <i>Plan-Do-Study-Act cycles and their associated data collections are often conducted at this phase of the improvement model</i>	As above, plus: Improvements gained by other PCPs or similar from implementing the strategies that are being considered Costing and other resources required of various strategies
Impact phase Use data to measure impact and determine effectiveness of improvement strategies	<ul style="list-style-type: none"> Assess the impacts of improvement strategies Identify barriers and enablers to success Demonstrate the success of the improvement project to stakeholders 	As above Clinical and administrative data collection Analytical tools	Highly dependent on the improvement being targeted, but may include: Consumer and health professional testimonials SC & ICDM survey results MBS data – GP profiles Service utilisation numbers
Sustaining improvement phase Use data to guide sustained improvement	<ul style="list-style-type: none"> Provide feedback to reinforce change and demonstrate benefits for clinicians and clients/patients Identify slippage in practice and the need for repeated intervention or change of intervention approach 	Ongoing / periodic measurement Secondary data sources (those that don't require direct collection by you solely for this purpose) preferred to manage resource requirements of ongoing monitoring increase likelihood of it being maintained	Highly dependent on the improvement being targeted, but may include: MBS data – GP profiles Victorian population health survey SC & ICDM survey results