

Neighbourhood Healthcare Home

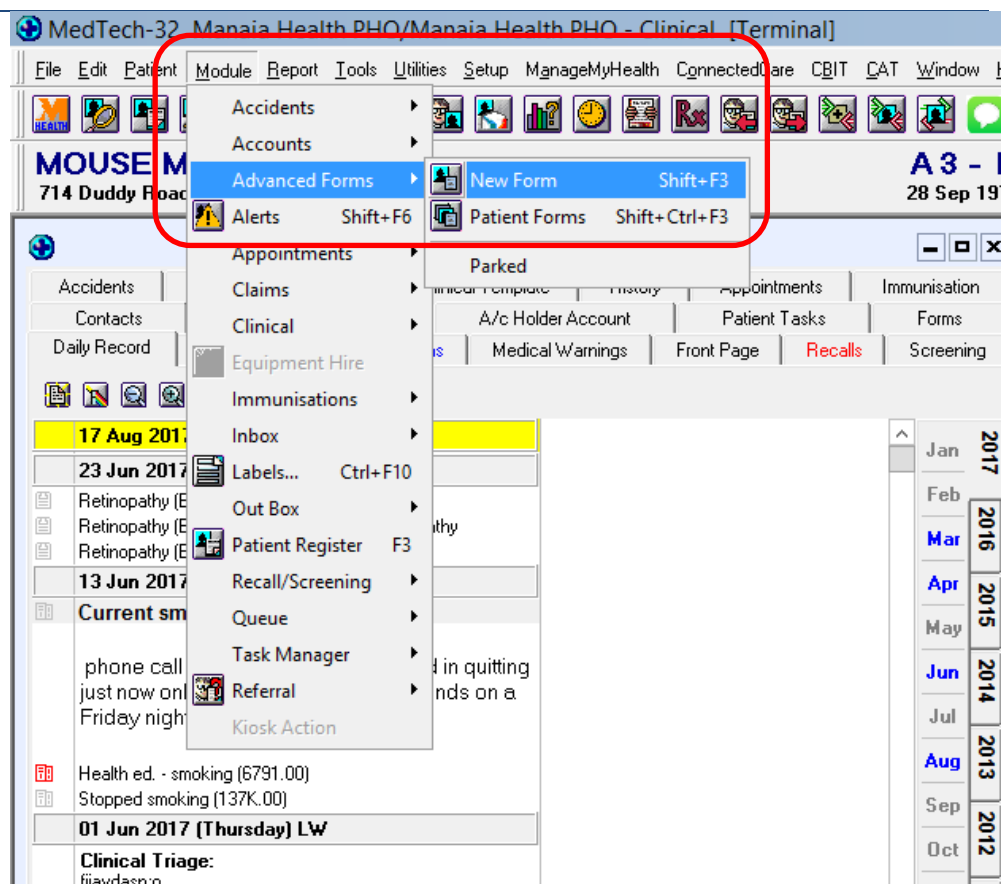
One Point Lesson



Clinical Triage KPI Reporting Form

Responsible	Chris Peck	Date	11/09/17	Version No.	V1.0
--------------------	-------------------	-------------	-----------------	--------------------	-------------

1. Open Advanced Forms



2. Select Clinical Triage KPI reporting

New Patient Form

Select the form type to create for this patient :-

- Common Forms
 - ASS Screening Test
 - Alcohol Consumption V3
 - Alcohol Consumption V4
 - Appointment Scanner
 - BMI, Exercise, Diet Form
 - Breast Examination
 - CVD Diabetes Predict (DFRA Upd
 - Cervical Screening [P]
 - Cervical Screening [S]
 - Clinic Consultations v2.0
 - Clinical Guidelines
 - Clinical Triage KPI Reporting**
 - Diabetes Foot Risk Assessment
 - Diabetes Foot Risk Referral
 - Early Pregnancy Assessment

OK Cancel

3. Select filters

Select reporting period (from/to)

Filter by role
Anyone, Dr,
Nurse?

Or

Specify clinician

Or

Specify clinician
patients are
registered to

Click: Run Report

New Clinical Triage KPI Reporting (Procon Limited)

Main Clinical Triage Reporting More Audit

Clinical Triage Reporting

KPI Reporting KPI Report Output

From Date: 01/08/2017

To Date: 30/08/2017

Include triage submitted by:

- ☒ Anyone
- ☐ Any Doctor
- ☐ Any Nurse
- ☐ A specific person

Only patients registered with: Anyone

Run Report

Download Raw Data

© Procon Limited 2016 Version 1.2.2 August 2017 Northland Procon

Note: The form assumes the role is a doctor if a medical council number is entered against a provider (refer to staff setup in MedTech).

4. Reading the report

KPI Data from 01/08/2017 to

Outcomes

Outcome	Calls	Percent		
		Total	Maori	Non-Maori
Same day face to face	4	50%	67%	40%
Future face to face	1	13%	33%	0%
Other	1	13%	0%	20%
Resolved in triage	2	25%	0%	40%
Contact not made	0	0%	0%	0%
Total triage calls	8	100%	100%	100%

Triage calls made during the reporting period

Outcome of triage calls as a percentage

Same breakdown by outcome but for Maori or non-Maori

Who Did the Triage

Role	Calls	Percent
Dr	0	0%
Nurse	0	0%
Unknown	8	100%
Total	8	100%

Total calls by role
Note: prior to 28 August Unknown = Nurse

Continuity of Care

Triaged By	Calls	Percent
Patient's own GP	0	0%
Someone else	8	100%
Total triage calls	8	100%

% of patients triaged by their own GP.

Daily Phone Triage

Date	Calls	Avg Duration (mm:ss)
Wed 16/08/2017	8	3:34
Total	8	3:34

List of the number of calls made each day and the average time per call

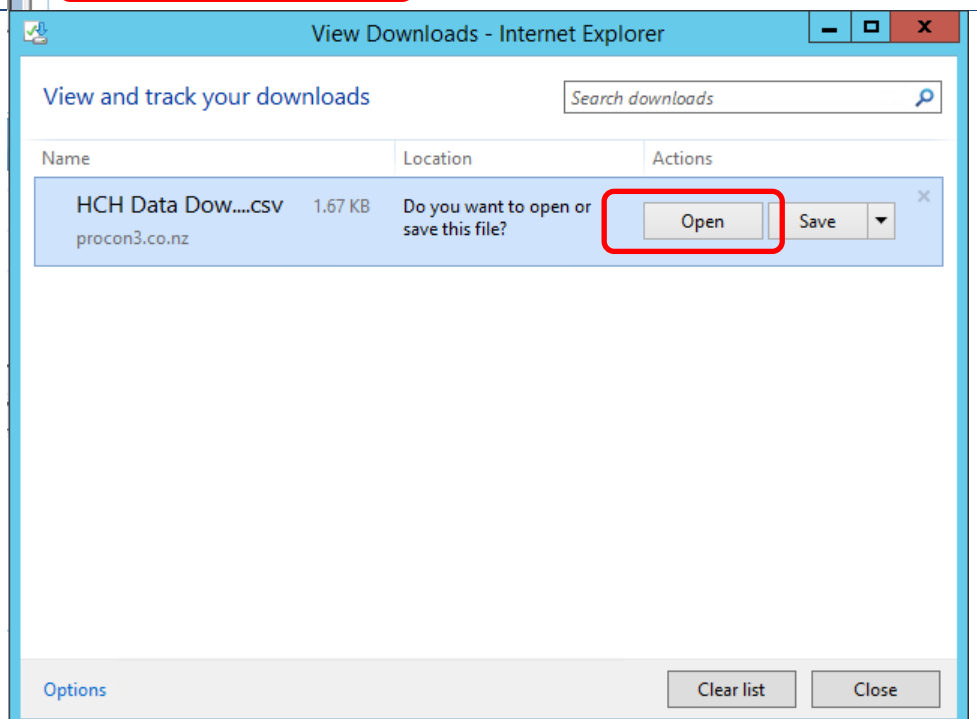
5. Downloading the raw data into Excel (optional)

Select desired filters as in step 3.

Click: **Download Raw data**

The screenshot shows the 'KPI Reporting' interface with the 'KPI Report Output' tab selected. It includes filters for 'From Date' (01/08/2017), 'To Date' (30/08/2017), 'Include triage submitted by' (radio buttons for Anyone, Any Doctor, Any Nurse, and a selected 'A specific person' dropdown), and 'Only patients registered with' (Anyone dropdown). At the bottom, there are two buttons: 'Run Report' and 'Download Raw Data', with the latter highlighted by a red rectangular box.

6. Open the spreadsheet



7. Reading the Raw data extract in excel

Raw Data columns A – H

A		B	Day and time of triage C		D	Patient details E F G H			
1	Practice	Form ID	Date	YYYY-MM	Patient ID	Date of Birth	Age	Gender	
2	Millstone Family Practice	21723	16/08/2017 10:06	2017-08	M001448	1/10/1993	23	F	
3	Millstone Family Practice	21721	16/08/2017 10:04	2017-08	M001448	1/10/1993	23	F	
4	Millstone Family Practice	21720	16/08/2017 10:03	2017-08	M001448	1/10/1993	23	F	
5	Millstone Family Practice	21719	16/08/2017 10:00	2017-08	M001587	10/02/1986	31	F	
6	Millstone Family Practice	21717	16/08/2017 9:45	2017-08	M001587	10/02/1986	31	F	
7	Millstone Family Practice	21716	16/08/2017 9:44	2017-08	M001587	10/02/1986	31	F	
8	Millstone Family Practice	21715	16/08/2017 9:40	2017-08	M001587	10/02/1986	31	F	
9	Millstone Family Practice	21707	16/08/2017 9:22	2017-08	M001587	10/02/1986	31	F	

Raw data ctd...columns I - Q

Patient details I J K L				Patient's GP M	Person who did triage and role e.g GP/Nurse N O		Patient contact made? P Q	
Principal	Quintile	Latitude	Longitude	GP Name	Submitted By	Submitter Role	Patient	Message
21	1	-43.576217	172.707261	L Wickham	Peck	Unknown Role	Yes	
21	1	-43.576217	172.707261	L Wickham	Peck	Unknown Role	Yes	
21	1	-43.576217	172.707261	L Wickham	Peck	Unknown Role	Yes	
44	0			Manaia PHO	Peck	Unknown Role	Yes	
44	0			Manaia PHO	Peck	Unknown Role	Yes	
44	0			Manaia PHO	Peck	Unknown Role	Yes	
44	0			Manaia PHO	Peck	Unknown Role	Yes	
44	0			Manaia PHO	Peck	Unknown Role	Yes	checked

Raw data ctd...columns R – AB

Options ticked on form...Resolved in triage? Next step? What? When? R S T U V W						Triage time (secs) X	\$ amount of invoices raised during triage: Total, Prescription, Med cert and all others Y Z AA			
Resolved	Next	Other	Why	What	When	Duration	Total	Prescription	Med Cert	Oth
No	GP			F2F	Future	74	0			
No	Nurse			F2F	Today	53	0			
No	Nurse			F2F	Today	59	0			
Yes						198	15	15	0	
No	Nurse			Corresp	Today	90	0			
No	GP	Physio		F2F	Today	141	0			
Yes						1050	30	30	0	
No	Nurse			F2F	Today	43	0			