

# NSW HEALTH NGO AOD PERFORMANCE INDICATOR FACT SHEET

## Tips for creating a recent data analysis and trend report

A data analysis and trend report is a summary and interpretation of data which has been collected over time to show changes or patterns during the reporting period and which can be used to improve services and practices. Three of the AOD core performance indicators have a recent data analysis and trend report listed as part of the reporting requirements.

### Key points about data analysis and trend reports

- Trend reports present data which has been collected over a defined period of time to demonstrate changes or patterns that have occurred throughout the reporting period.
- Trend reports may contain a combination of tables, graphs and text to present and interpret data.
- Text in trend reports should explain the nature of the changes or patterns identified in the data and provide a narrative around why these changes or patterns are occurring within the service.
- Trend reports should describe how an organisation is responding to the trends or patterns it identifies, including improvements planned or made to its services and practices.

### Practice tips for creating a data analysis and trend report

- Clearly state the goal of each trend report, including what data is being collected and analysed, and why.
- Clearly define the reporting period by including the date range in which data was collected.
- Identify any changes or patterns observed in the data. Use descriptive terms to explain the nature of the trend observed. For example, a trend may be upward, downward, erratic or stable. If no changes have occurred, state this.
- Explain the key factors influencing the changes or patterns.
- Describe any actions taken as a result of the data observed and the outcomes of those actions, highlighting any service or practice improvements.

### Which AOD core performance indicators require a data analysis and trend report?

NGOs funded by NSW Health to deliver AOD treatment services are required to provide **three trend reports** for reporting against the below core performance indicators. Example reports are provided in **Attachment A**. A blank trend report template is provided in **Attachment B**.

AOD NGO PERFORMANCE INDICATOR	DATA AND EVIDENCE REPORTING REQUIREMENTS (AS INDICATED IN THE AOD NGO PERFORMANCE INDICATOR SPECIFICATIONS)
<b>AOD-Core 3: Client reported experience</b>	Recent data analysis and trend report <i>Note: to be presented with a current client reported experience measure policy and protocol/s</i>
<b>AOD-Core 4: Clinical incident management</b>	Recent clinical incident data analysis and trend report and improvement plans <i>Note: to be presented with a current clinical incident policy and protocol/s</i>
<b>AOD-Core 5: Client discharge and transfer of care</b>	A client file audit report identifying percentage of clients with a planned or known discharge/transfer of care, which had a discharge/transfer of care plan documented <i>Note: to be presented with a client discharge and transfer of care policy and protocol/s</i>

### Further information about the NGO AOD Performance Indicator Resources

- Network of Alcohol and other Drug Agencies (NADA)  
<https://www.nada.org.au/resources/non-government-aod-performance-indicator-resources/>
- NSW Health  
<https://www.health.nsw.gov.au/aod/Pages/ngo-aod-kpi-resources.aspx>

### Feedback on safety and quality for NSW Health funded AOD services

- NSW Ministry of Health Clinical Safety and Quality team  
[MOH-AODSafetyQuality@moh.health.nsw.gov.au](mailto:MOH-AODSafetyQuality@moh.health.nsw.gov.au)

## Attachment A: Example Data Analysis and Trend Reports

### TREND REPORT FOR NSW HEALTH AOD-CORE 3: CLIENT REPORTED EXPERIENCE

#### GOAL OF THE REPORT

This report aims to identify trends in the rate of client reported experiences collected and the level of client satisfaction with services; to discuss key factors influencing those trends; and to inform service improvements in response to identified trends.

#### DATA

REPORTING PERIOD	% OF CLIENT EXPERIENCES COLLECTED	AVERAGE CLIENT REPORTED LEVEL OF SATISFACTION
01/07/2018 – 31/12/2018	75%	80%
01/01/2019 – 30/06/2019	80%	81%
01/07/2019 – 31/12/2019	90%	85%
01/01/2020 – 30/06/2020		
01/07/2020 – 31/12/2020		

#### BRIEFLY DESCRIBE THE CHANGES OR TRENDS IDENTIFIED IN THE DATA SHOWN

The rate of clients completing a client reported experience measure at 4 weeks and at exit has steadily increased, while the average reported level of client satisfaction has also increased.

#### DISCUSS KEY FACTORS WHICH INFLUENCED THIS CHANGE/TREND

The steady increase in completed client feedback surveys can be attributed to the implementation of the newly developed Client Reported Feedback Guidelines for staff in July 2018. Previously, the service did not have a consolidated process for analysing and taking action on clients' feedback.

As a result, the guidelines emphasise that feedback provided by clients is collected, analysed and staff take action on the results to improve the quality of the service. Also, the guidelines recommend that staff may distribute feedback surveys for clients to complete at various points of their recovery, and thus make changes to clients' treatment plans, if necessary. This is to provide staff with information about clients' experience and their level of satisfaction with the service.

#### ACTIONS AND OUTCOMES AS A RESULT OF DATA AND TREND ANALYSIS

Since implementing this guideline, clients are highly satisfied with the service and feel their feedback is being reflected in the care they're receiving. This is shown in the increased level of client satisfaction observed in the data. Similarly, staff have expressed increased work satisfaction because they can directly observe the positive impact of requesting and acting on client feedback in the increased level of client satisfaction being reported.

The service is pleased with the positive incremental changes to the client reported feedback process and hopes to reach 100% reported experience by all clients by the next 2019/2020 financial year while continuing to maintain a high level of reported client satisfaction.

# TREND REPORT FOR NSW HEALTH AOD-CORE 4: CLINICAL INCIDENT MANAGEMENT

## GOAL OF THE REPORT

This report aims to identify trends in the rate and types of clinical incidents occurring during service delivery; to discuss key factors influencing those trends; and to inform service improvements in response to identified trends.

## DATA

REPORTING PERIOD	NUMBER OF CLINICAL INCIDENTS	RATE OF CLINICAL INCIDENTS AS PROPORTION OF SERVICE EPISODES	INCIDENT CATEGORIES
01/07/2018 – 31/12/2018	1	1.1%	Fall (1)
01/01/2019 – 30/06/2019	3	3.2%	Medication omission (1), Client aggression (2)
01/07/2019 – 31/12/2019	2	3.3%	Client aggression (2)
01/01/2020 – 30/06/2020			
01/07/2020 – 31/12/2020			

## BRIEFLY DESCRIBE THE CHANGES OR TRENDS IDENTIFIED IN THE DATA SHOWN

Two incidents were recorded during the most recent reporting period. This follows three incidents recorded in the previous reporting period and one in the initial reporting period. While the number of incidents recorded per reporting period is low, we note that the rate of incidents as a proportion of service episodes has increased over the last two reporting periods. We also note that client aggression has been the most common incident type reported over the previous two reporting periods.

## DISCUSS KEY FACTORS WHICH INFLUENCED THIS CHANGE/TREND

Since the beginning of this year we have observed an increase in clients with stimulants as their principle drug of concern utilising the service. This may account for both the increase in the rate of incidents and the emergence of client aggression as the dominant clinical incident type.

## ACTIONS, OUTCOMES AND IMPROVEMENT PLANS AS A RESULT OF DATA AND TREND ANALYSIS

Several strategies have been implemented aiming to decrease the number of behaviour incidents, including comprehensive education courses to assist staff in the management of behavioural issues; introduction of patient safety plans; the establishment of sensory modulation ("quiet/chill out") rooms; and the establishment of zero tolerance programs and enhanced communication programs. We hope to observe a reduction in the number of clinical incidents, specifically incidents relating to client aggression as a result of these strategies, and will continue to monitor this trend in the coming reporting periods.

# TREND REPORT FOR NSW HEALTH AOD-CORE 5: CLIENT DISCHARGE AND TRANSFER OF CARE

## GOAL OF THE REPORT

This report aims to document the percentage of clients with a discharge/transfer of care plan documented, and to provide a review of changes to the service's client discharge and transfer of care process during the reporting period.

## DATA

REPORTING PERIOD	PERCENTAGE OF CLIENTS WITH A PLANNED OR KNOWN DISCHARGE/TRANSFER OF CARE, WHICH HAD A DISCHARGE/TRANSFER OF CARE PLAN DOCUMENTED
01/07/2018 – 31/12/2018	75%
01/01/2019 – 30/06/2019	90%
01/07/2019 – 31/12/2019	100%
01/01/2020 – 30/06/2020	
01/07/2020 – 31/12/2020	

## BRIEFLY DESCRIBE CHANGES TO THE SERVICE'S TRANSFER OF CARE/DISCHARGE PROCESS

Since the last reporting period, the service has been able to increase the number of documented transfer of care/discharge plans to 100% completed.

## DISCUSS THE KEY FACTORS WHICH INFLUENCE THIS CHANGE

Ensuring that transfer of care/discharge plans were completed for all clients was prompted by the implementation of the Client Reported Feedback Guidelines which saw clients' goals change during the course of their treatment. Therefore, these changes needed to be reflected in the discharge plans.

At exit, the majority of clients followed through with their goals and intentions documented in the discharge plans.

As a result of these changes, staff have adopted a flexible approach to developing transfer of care/discharge plans, in an effort to move towards applying a client-empowered care approach.

## DISCUSS ACTIONS TAKEN AS A RESULT OF IDENTIFYING THIS TREND

Staff are keen to continue the momentum of having 100% completed discharge plans. This result is very reassuring to the service as it demonstrates that the guideline is working and staff and clients are equally satisfied with the changes as well as the move towards client-empowered care.

## Attachment B: Blank Data Analysis and Trend Reporting Template

**TREND REPORT FOR:**

**GOAL OF THE REPORT:**

**DATA**

REPORTING PERIOD	DATA ITEM 1	DATA ITEM 2	DATA ITEM 3
01/07/2018 – 31/12/2018			
01/01/2019 – 30/06/2019			
01/07/2019 – 31/12/2019			
01/01/2020 – 30/06/2020			
01/07/2020 – 31/12/2020			

**BRIEFLY DESCRIBE THE CHANGES OR TRENDS IDENTIFIED IN THE DATA SHOWN**

**DISCUSS KEY FACTORS WHICH INFLUENCED THIS CHANGE/TREND**

**ACTIONS, OUTCOMES AND IMPROVEMENT PLANS AS A RESULT OF DATA AND TREND ANALYSIS**