Commissioned Services Reporting Portal

Frequently asked questions for commissioned service providers

How will commissioned service providers (providers) be able to submit data to WA Primary Health Alliance (WAPHA)?

The new Commissioned Services Reporting Portal (Reporting Portal) is currently being developed to collect provider data direct to WAPHA's secure, online portal. It is planned to be launched in July 2023 and providers will have two options for uploading their data:

1. Direct entry via web-browser
A staff member can log on to the WAPHA hosted data portal and enter the required outcomes data directly into web console via their chosen web browser (e.g. Google Chrome, Microsoft Edge). The portal includes data validation/verification which will limit input types and provide user feedback in the browser to ensure data specifications are met.

2. File upload (using .CSV template)
A staff member can log on to the WAPHA hosted data portal and download a copy of the .CSV template to upload. The staff members can then either modify a data extract from their clinical system to match the format, or copy-paste their extract detail under the assigned field headers (using Excel).

Can providers upload data from different clinical information systems?

There is no direct upload functionality from any clinical information management system. All data will need to be uploaded manually or via CSV format (as above). If your organisation uses multiple clinical information systems or other data collection methods (Excel spreadsheets etc) you will be able to upload multiple CSV files as per the CSV process above. Training will be provided in June.

How often will providers be required to upload data to the Reporting Portal?

Data for the previous quarter will be required to be finalised in the Reporting Portal within 10 days of the start of the new quarter – i.e. 10 January, 10 April, 10 July, 10 October. Providers can choose to upload data as frequently as they wish during the reporting quarter.

Will providers receive training to use the Reporting Portal?

All providers will be provided with training in June 2023 on how to upload data to the Reporting Portal. After your initial training you will have access to guidance documentation, a recording of your training session, a portal demo site and explanatory notes within the Portal. Following this, your organisation will be required to onboard new staff to the system where there is staff turnover.

Will providers be required to submit data for all data fields?

Following consultation with providers, some requested data fields have been made non mandatory. WAPHA will work with Providers over the next 12 months to work towards collecting the full data specifications.

When will providers get the full data specifications?

The data model, indicators, targets and full data specifications for both the Primary Health Alcohol and other Drugs (PHAOD) data set and the Primary Health Chronic Conditions (PHCC) data set are on the PMF web site.

Will WAPHA provide any assistance in meeting the new reporting requirements?

At this time, all providers who are being onboarded to the PMF/Portal have told us they can provide the minimum required data fields to inform the PMF indicators. WAPHA will continue to engage with providers over the next 6-12 months to determine what support could be provided to build provider capacity to meet the full data sets. Providers are encouraged to review the data specifications and ensure they are fully aware of their reporting responsibilities.

Providers should contact their contract manager where they have concerns in being able to meet these reporting requirements and obligations in accordance with the service agreement.

Has WAPHA communicated these changes to any of the clinical software providers?

No. Service providers are encouraged to review the data specifications and discuss options with their own clinical software provider in the first instance.

Is there any expectation that existing clients will be entered into the CSRP, or do we commence from 1 July 2023 as new clients commence?

Episodes that begin prior to 1st July 2023, but are still open (i.e. not complete at 1st July 2023) will be expected to be entered into the CSRP. The portal will not accept episodes with a closed date prior to 1st July. These will need to be submitted in the final outcomes maps for the reporting period Jan-Jul 2023.

How is group work reflected in episodes of care?

Group work would most likely be considered a service contact, as part of an episode of care, with each group work session warranting a service contact entry within the relevant episode.

Will data be shared by WAPHA from the Reporting Portal across other organisations?

Your data will not be shared with any other providers as part of this reporting activity. WAPHA does share de-identified information on occasion with government agencies for reporting and other purposes, as is currently the case.

Will the data model, indicators or targets be reviewed?

The data model and indicators are set for the foreseeable future. Most targets have been set, however some targets may be reviewed as new data is reported. Over the first 12 months it is envisaged that the focus will be on supporting providers to provide the required data and work with their contract officer to use the performance reports.

Who to contact

If you have further questions, please contact your contract manager who will liaise with the project team.