**2020-21 KPI and Improvement Measure Data Supplement**

**Summary** The Supplement supports Local Health Districts and Specialty Health Networks monitor and report on the 2020-21 Service Agreements

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Corporate Administration - Governance, Information and Data

Personnel/Workforce - Workforce planning

Population Health - Communicable Diseases, Health Promotion


**Distributed to** Ministry of Health, Public Health System, NSW Ambulance Service

**Audience** Administration, Performance Units, Data Collection and Data Provision Staff

Secretary, NSW Health
2020-21 KPI AND IMPROVEMENT MEASURE DATA SUPPLEMENT

PURPOSE

The purpose of this Information Bulletin is to support monitoring and reporting on the 2020-21 Service Agreements between the Local Health Districts/Specialist Health Networks and the Ministry of Health. The Service Agreement is a key component of the Performance Framework for Health Services – providing a clear and transparent mechanism for assessment and improvement of performance.

The definitions provided in the 2020-21 KPI Data Supplement and the 2020-21 Improvement Measure Data Supplement will assist Health Services and other data users with the calculation and interpretation of the Key Performance Indicators referenced in the Service Agreements for 2020-21, as well as other Improvement Measures as monitored by various Ministry branches.

KEY INFORMATION

The Service Agreement is a key component of the Performance Framework for Health Services - providing a clear and transparent mechanism for assessment and improvement of performance. The Service Agreement document only covers KPIs.

Key Performance Indicators (KPIs), if not met, may contribute to escalation under the Performance Framework processes. Performance against these KPIs will be reported regularly to Health Services in the Health System Performance Report prepared by System Information & Analytics Branch at the Ministry of Health.

The definitions provided in these two data supplements will assist Health Services and other data users with the calculation and interpretation of the Key Performance Indicators referenced in the Service Agreements for 2020-21.

Some KPIs may be calculated differently when applied to different purposes outside the management of the Service Agreements. The KPIs contained in this document have been defined specifically with the intent to meet the reporting requirements under 2020-21 agreements, and to align to the Ministry of Health's monthly performance monitoring reports.

A range of Improvement Measures are included in this data supplement to assist the organisation to improve provision of safe and efficient patient care and to provide the contextual information against which to assess performance. These are NOT part of the agreed Service Agreements, and therefore are NOT for the purposes of performance management. They are included as an additional document.

Improvement Measures are reported regularly to Health Services by a range of stakeholders including Ministry Branches, Pillars and Shared Service providers. System Information & Analytics Branch will provide information to Health Services around where information on Improvements Measures can be accessed.

The KPIs and Improvement Measures listed above are not the only measures collected and monitored by the NSW Health System. A range of other measures are used for a variety of reasons, including monitoring the implementation of new service models,
reporting requirements to NSW Government central agencies and the Commonwealth, and participation in nationally agreed data collections.

Relevant measures specified by the National Health Performance Authority, and in the Premier’s Priorities and State Priorities, have been assigned as NSW Health KPIs or Improvement Measures, as appropriate.

The KPIs and Improvement Measures are aligned with the Strategies identified in the NSW Health Corporate Planning Framework, as well as indicators and measures that align to key strategic Programs.

The performance of Districts, Networks, other health services and support organisations is assessed in terms of whether it is meeting performance targets for individual key performance indicators for each NSW Health Strategic Priority:

- **Performing** Performance at, or better than, target
- **Underperforming** Performance within a tolerance range
- **Not performing** Performance outside the tolerance threshold

Detailed specifications for the key performance indicators are provided in this Service Agreement Data Supplement, along with Improvement Measures that will continue to be tracked by the Ministry's business owners. Performance concerns will be raised with the Organisation for focused discussion at performance review meetings, in line with the NSW Health Performance Framework.

Key deliverables under the Ministry's Business Plan will also be monitored, noting that process key performance indicators and milestones are held in the detailed Operational Plans developed by each Health Service and Support Service.

The 2020-21 data supplements are located on the [NSW Health Information Resource Directory](#). This information bulletin supersedes IB2018_048 - 2018/19 KPI and Improvement Measure Data Supplement

### REVISION HISTORY

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<tr>
<th>Version</th>
<th>Approved by</th>
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<tr>
<td>November-2020 (IB2020_040)</td>
<td>Executive Director, System Information &amp; Analytics</td>
<td>Updated to meet the reporting requirements under 2020-21 agreements, and to align to the Ministry of Health's monthly performance monitoring reports.</td>
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<td>October 2018 (IB2018_048)</td>
<td>Executive Director, System Information &amp; Analytics</td>
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<td>Executive Director, System Information &amp; Analytics</td>
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