



Replicating Successes of Primary Care

Data Quality Improvement in Commissioned Services

Concept

Through the Sentinel Practices Data Sourcing (SPDS) project, we have collaborated with general practices in the catchment for over a decade to enhance data quality and the effectiveness of routine primary care consultations. This work has led to statistically significant improvements in key indicators of data and service quality. Our methodology and findings have been published multiple times in high-impact, peer-reviewed journals.

Outcomes

Insights from the SPDS project informed quality improvement across our commissioned services. We developed a clear rubric and core scoring criteria to assess data quality at the provider level. This was reinforced by a contractually mandated incentive and accountability framework. A three-pronged performance monitoring system was implemented, integrating compliance audits and data quality assessments alongside the core contractual KPI-based evaluations.

Development & Implementation

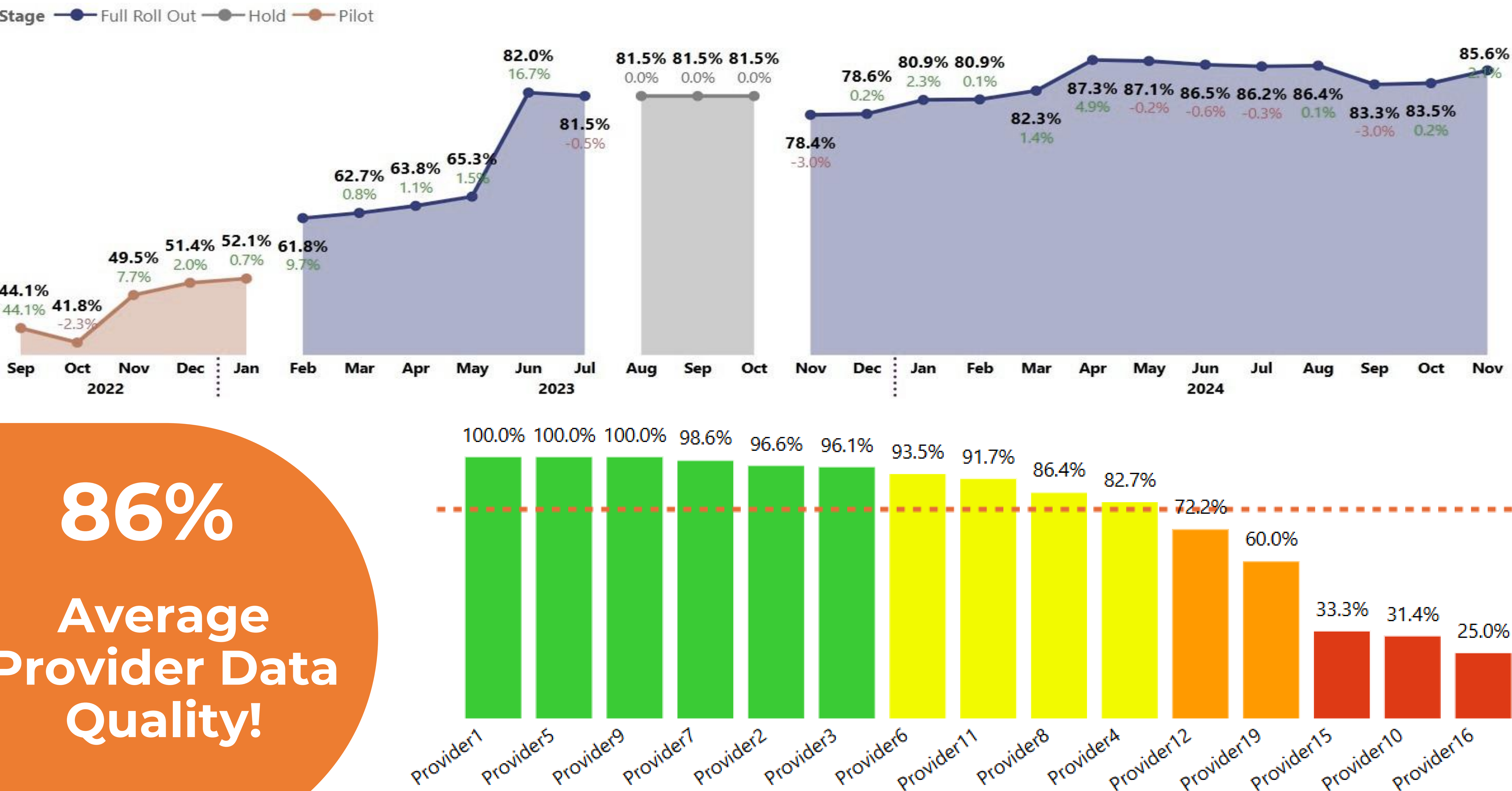
Starting from a baseline data quality score of 44% in October 2022, we achieved a significant increase to 86% by the end of the project in November 2024 through consultative coaching, targeted problem-solving, and proactive contract management. One provider recorded an outstanding individual improvement of 91%, and by project completion, over half of all mental health service providers had surpassed a data quality score of 90%.

Conclusion & Key Messages

Given the diverse market dynamics, PHNs play a critical role in building provider capability in data collection and performance. A proactive and rigorous approach to data quality improvement can significantly enhance the overall performance of commissioned services.

Dr Abhijeet Ghosh Associate Director, Planning & Insights

On Behalf of: The Planning & Insights Team, COORDINARE – South Eastern NSW PHN



86%
Average
Provider Data
Quality!