

Revolutionising Mental Health Service Monitoring: Harnessing Automated Compliance Reporting and R Markdown for Data-Driven Insights

Primary Health Tasmania

Dr. Fateme Zabetiantarghi, Clinical Epidemiologist

Dr. Morshad Rahman, Biostatistician

Aims

To enhance performance monitoring in mental health services, Primary Health Tasmania developed automated R Markdown reports for quarterly compliance tracking at the contracted service level.

These reports streamline the evaluation of data completeness, quality, and key performance indicators, ensuring providers meet established benchmarks.

The system flags non-compliance, identifying missing data and highlighting critical key performance indicators such as culturally appropriate services, suicide risk follow-up, and clinical outcomes completion rates, enabling timely interventions and continuous service improvement.

Methods

Automated R Markdown reports reviewed by the Contractor Relationship Team

Comparison of results with benchmarks to detect non-compliance

Collaboration with providers to improve data quality and key performance indicators adherence

Shiny app interface for accessible, user-friendly report generation

Fully automated updates and amendments reducing manual errors

Results

Improved key performance indicators compliance through enhanced data validation

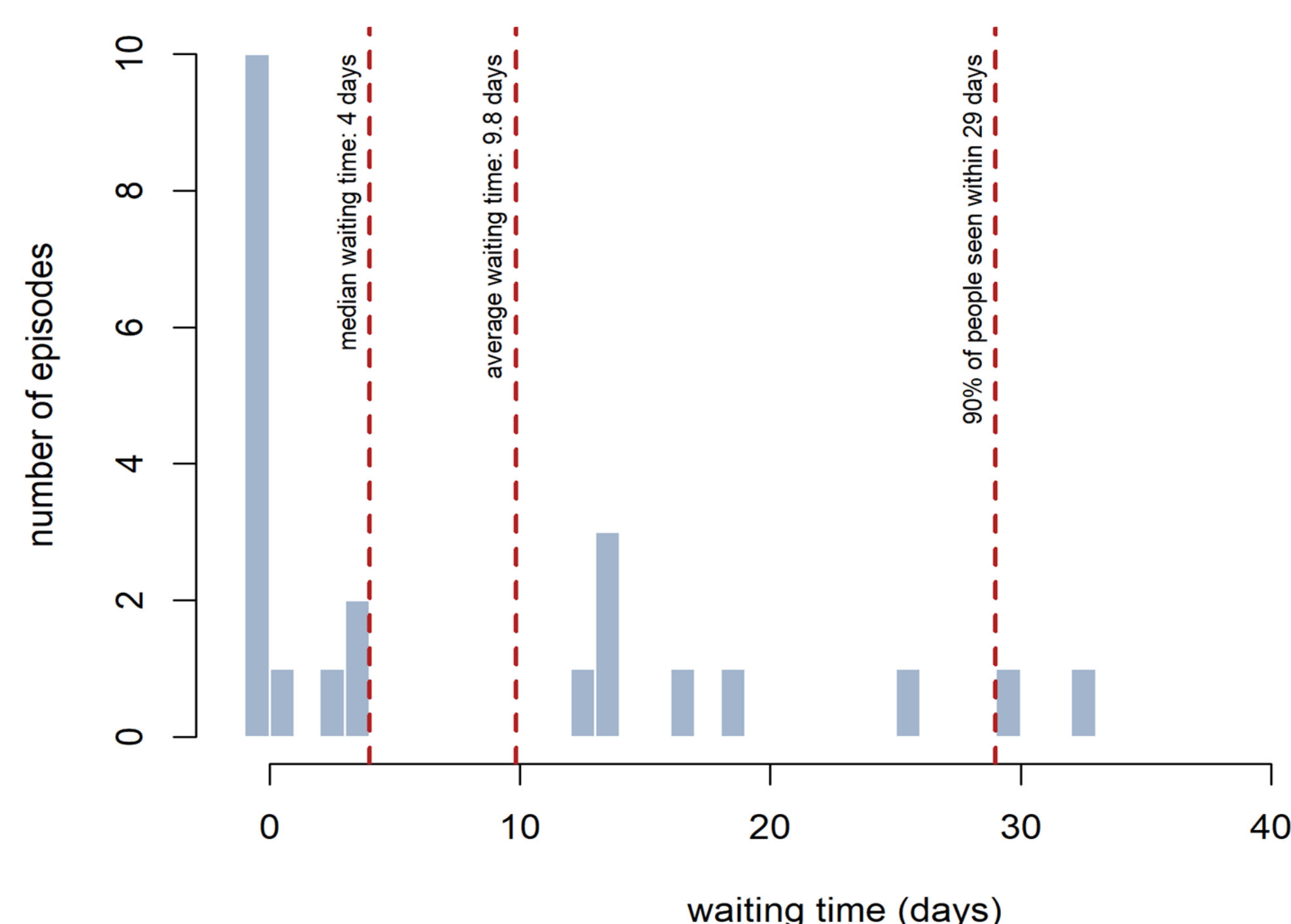
Reduced manual workload with efficient automated reporting

Strengthened provider engagement through discussions on data quality

Primary Health Tasmania has consistently met annual performance targets with increasing compliance rates

Key performance Indicator App-3: Suicide Risk Followup

Number of episodes with a referral date within the reporting period	24
Number of episodes with suicide risk flag within the reporting period	0
Percentage of episodes with suicide risk flag	0%
First contact within 7 days	0
First contact after 7 days	0
No contact occurred	0
KPI: % of episodes with suicide risk flag where first contact is within 7 days	-



Conclusion

Automated reporting tools improve efficiency, strengthen accountability, and provide valuable insights into service performance.

This initiative showcases the power of data-driven compliance monitoring in primary health care, promoting evidence-based decision-making and continuous mental health service improvement.

QA Report <

Performance Report <

Monthly Activity Report <

>> Generate Monthly Activity Report

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