



# Home and Community Care Minimum Data Set (MDS)

Bulletin No. 6—November 2007

---

## **Next transmission: due 15 January 2008**

As usual, agencies in Victoria should transmit their HACC MDS data to the email address [haccmds.data@dhs.vic.gov.au](mailto:haccmds.data@dhs.vic.gov.au). Please use the same address for both version 1 and version 2 files. Due date is 15 January 2008.

## **Over 170,000 v2 records already received!**

We were pleased to find that more than 170,000 of the client records received in October 2007 were MDS Version 2. That's about 85 percent of all 205,000 HACC records received. The records were submitted by 322 agencies or their outlets.

In other words, over 50 percent of all HACC providers have now successfully converted to MDS Version 2.

These records were submitted by a range of agencies, particularly local councils, community health centres and non-metropolitan district nursing agencies. Our congratulations to them.

## **2006-07 MDS Highlights**

- 85 percent of HACC records are now in MDS Version 2.
- The compliance rate reached a high of 94% in the June-July-Aug 2007 period. Agencies in the Hume region achieved 100% compliance (that is, all HACC outlets sent in their data). A great effort.
- 45 agencies took advantage of the August resubmission period. Most of them took the opportunity to send in files for quarters they had missed during the year.

## Choice of software

HACC MDS Version 2 files are being collected by a variety of software systems. So far, and in rank order of the number of valid records received, the systems generating them were as follows:—

SWITCH	Carelink Plus	Carelink	ComSacc AT&S
Sharikat Khoo	PJB Data Manager	Agedcare 6.0.6	DataManager+
BDNH-CCP	City Manager	HACCPAC	MSL
Agedcare 6.1.1	DAISY	Jade	SAMIS

For a more comprehensive list, please refer to our website.

## Software User Groups

User Groups are a good way for people using a particular brand of software to get together on a regular basis to share techniques, issues or anything of interest regarding functionality, HACC MDS reporting, etc. Contacting a user group may also be a good reference point for an agency wanting to know more about a particular type of software.

We have recently started contacting software vendors to find out about User Groups among their clients. To date, we have received the following information from vendors:

- **Care Manager**
  - DCA conducts about 2 to 3 user group meetings annually
  - For more information, contact Peter Young at DCA on 9320 9052 or email [pyoung@data.com.au](mailto:pyoung@data.com.au)
- **CareLink+**
  - A user group meets annually around September/October and is chaired by the software vendor
  - For more information contact Allison Becker, Icon Global Solutions on 5229 3141
- **PJB**
  - User group meetings are conducted as needed, averaging about 3 meetings annually
  - For more information contact Peter Begbie, PJB, on 5334 8101
- **Xpedite**
  - A user group for the Xpedite City Manager Program (mainly for Meals on Wheels) is convened by John Minchinton of Banyule City Council.
  - For more information, contact [john.minchinton@banyule.vic.gov.au](mailto:john.minchinton@banyule.vic.gov.au)
  - Another group is currently being set up for Xpedite's HACC providers. It will be convened by Kate Frawley of Campaspe Shire Council. Contact [k.frawley@campaspe.vic.gov.au](mailto:k.frawley@campaspe.vic.gov.au)

## Improving data on Indigenous clients

We recently completed an analysis of quality in the 2005-06 HACC minimum data set. It has revealed a significant amount of poor data on the critical item of Indigenous status, among the 250,000 records submitted across the State. In particular, it appears that some of the records being submitted by generic agencies have miscoded the client as Aboriginal. (On this item, the data submitted by Aboriginal organisations was better.) Doubtful records show such patterns as:

- Clients born overseas but recorded as Aboriginal,
- Individuals whose Aboriginal status changes from one quarter to the next, or between one agency and another,
- A high count of Aboriginal clients aged 75 years or more, which appears implausible compared to ABS Census data, and
- A small but significant number of records with missing data on Aboriginal status.

In August 2007, we requested a number of HACC agencies to check the accuracy of Aboriginal status on client records. **The quality of 2006-07 data already looks better:**

- Fifteen percent reduction in the number of records with a discrepancy between Aboriginal status and country of birth.
- A fall in the number of clients recorded as Aboriginal and aged 75 years or more. The proportion now looks more consistent with the 2006 Census data.
- A fall in the proportion of records with missing data on Aboriginal status. Only 7.6 percent of records are now missing this item.

Many thanks to agencies who reviewed the Aboriginal status item in their HACC client records.

## **MDS v2 User Guide—on the Web**

All documentation about the v2 data set can be downloaded from Victoria's HACC Web site: [http://www.health.vic.gov.au/hacc/data\\_collection/index.htm](http://www.health.vic.gov.au/hacc/data_collection/index.htm)

## **FAQs on HACC and SCTT 2006**

We have recently updated the Frequently Asked Questions document on Victoria's HACC Web site. The update includes issues on data quality. See the pdf document HACC MDS FAQ Nov 2007 here:

[http://www.health.vic.gov.au/hacc/data\\_collection/index.htm](http://www.health.vic.gov.au/hacc/data_collection/index.htm)

## **View your data on the DHS Funded Agency Channel**

Most agencies are now aware that their HACC MDS files can be viewed on the DHS Funded Agency Channel, a Website, soon after it has been received. Allow two working days from the date of transmission to DHS.

For free registration, call the FAC Helpdesk on 9096 2742. If the HACC data looks wrong, please contact the HACC MDS Help Desk on 9096 7255. The FAC Web site is: <https://fac.dhs.vic.gov.au/>

A revised suite of reports will be appearing soon.

## **E-Form—still usable**

People currently using the HACC E-Form should continue using it until they have an alternative system for collecting MDS v2. DHS will continue to support the E-Form for some time yet.

## Access Points Mapping Project

DHS has recently completed an overview of client pathways in Victoria's community care system. The project is part of the National Community Care Access Points initiative, whose aim is to simplify entry to the community care system. A report should be available soon.

The HACC MDS was a key source of data. Preliminary findings:

- There are multiple entry points for clients and carers getting HACC and other community care services.
- Most service providers are involved in inter-agency referrals, though some more than others.
- Service providers are making significant progress towards electronic referrals. There is a growing capacity for consumer information to be collected by one agency and transmitted electronically to another.
- Victoria's 'Better Access to Services' policy and operational framework ensures that every service site is an entry point to the full suite of services, including assistance to navigate the system.

### HACC clients: source of referral in 2005-06

Self referred / direct contact with service providers	28%
Informal social network – family/friends/carers	14%
General practitioners	13%
Hospitals	18%
Aged Care Assessment Services	6%
Extended care or rehabilitation services	3%
Other pathways including inter-agency referrals	18%

### Upgrading your HACC software? Checklist of useful features

If you are comparing products, the following points may be helpful:

- Customer service to solve day to day problems and manage upgrades.
- Ease of creating and modifying HACC client records.
- Ease of updating the hours of service to any client, with links between staff rosters, client care plans, and billing systems.
- Ease of extracting and transmitting the HACC MDS.
- Inbuilt error-checking and ability to generate useful reports.
- Ease of making and updating a client care plan, given your agency's team structure and the staff who have access to the client record.
- Ease of handling different service types and client categories, especially if your clients are funded from more than one government program.
- Ability to generate the Service Coordination Tool Templates 2006, populated with client information already held in your agency's data base; ability to save, print or email selected material for the purpose of referral.
- Ability to send and receive e-referrals, integrated into the system to avoid duplicated data entry.
- Ease of generating multiple referrals for one client.
- Ability to plug into Web-based service directories when making client referrals.
- Ability to link computers in a network. Ability for staff to do data entry in the field.
- Software that supports data sharing between mobile computers and a head-office server.
- Compliance with HL-7 messaging standards.
- Ability to migrate existing HACC v1 client records to an upgraded v2 system.

## Have you changed your email address?

The HACC data repository in DHS now holds a list of registered email addresses so that we can generate automatic feedback. Please let us know if you change your email address. Your agency or outlet can nominate more than one email address.

## About the HACC Program

The HACC Program is jointly funded by the Commonwealth Government and the Victorian Government. It is a major provider of essential community care services to frail aged people and younger people with disabilities and their carers. Services include domestic assistance (home care), personal care, home nursing, delivered meals, property maintenance, planned activity groups, assessment and care management, and allied health services. The budget for 2006–07 in Victoria was \$440.1 million, of which \$384.3 million was cost-shared in a 60:40 ratio by the Commonwealth and Victorian governments, and \$55.7 million was an additional Victorian Government contribution. Local government authorities in Victoria are also significant contributors to expenditure (as well as being major providers). Fees collected from consumers of HACC services are re-invested in extra service provision.

**HACC Data Help Desk in Victoria  
Now at 50 Lonsdale Street**  
(on the 12<sup>th</sup> floor)

Phone (03) 9096 7255

Email [haccmds@dhs.vic.gov.au](mailto:haccmds@dhs.vic.gov.au)

Fax (03) 9096 9162

Email your data to: [haccmds.data@dhs.vic.gov.au](mailto:haccmds.data@dhs.vic.gov.au)

Post diskettes to:  
HACC Data Collection  
Coordinated & Home Care  
Department of Human Services  
GPO 4057  
Melbourne Vic 3001