

# DHS Information Management Strategy

## Re-inventing the wheel?

Lessons from the Victorian DHS IM Strategy

**Presentation to the Vendor Information Forum  
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# Just a little data request...



# Mounting evidence...

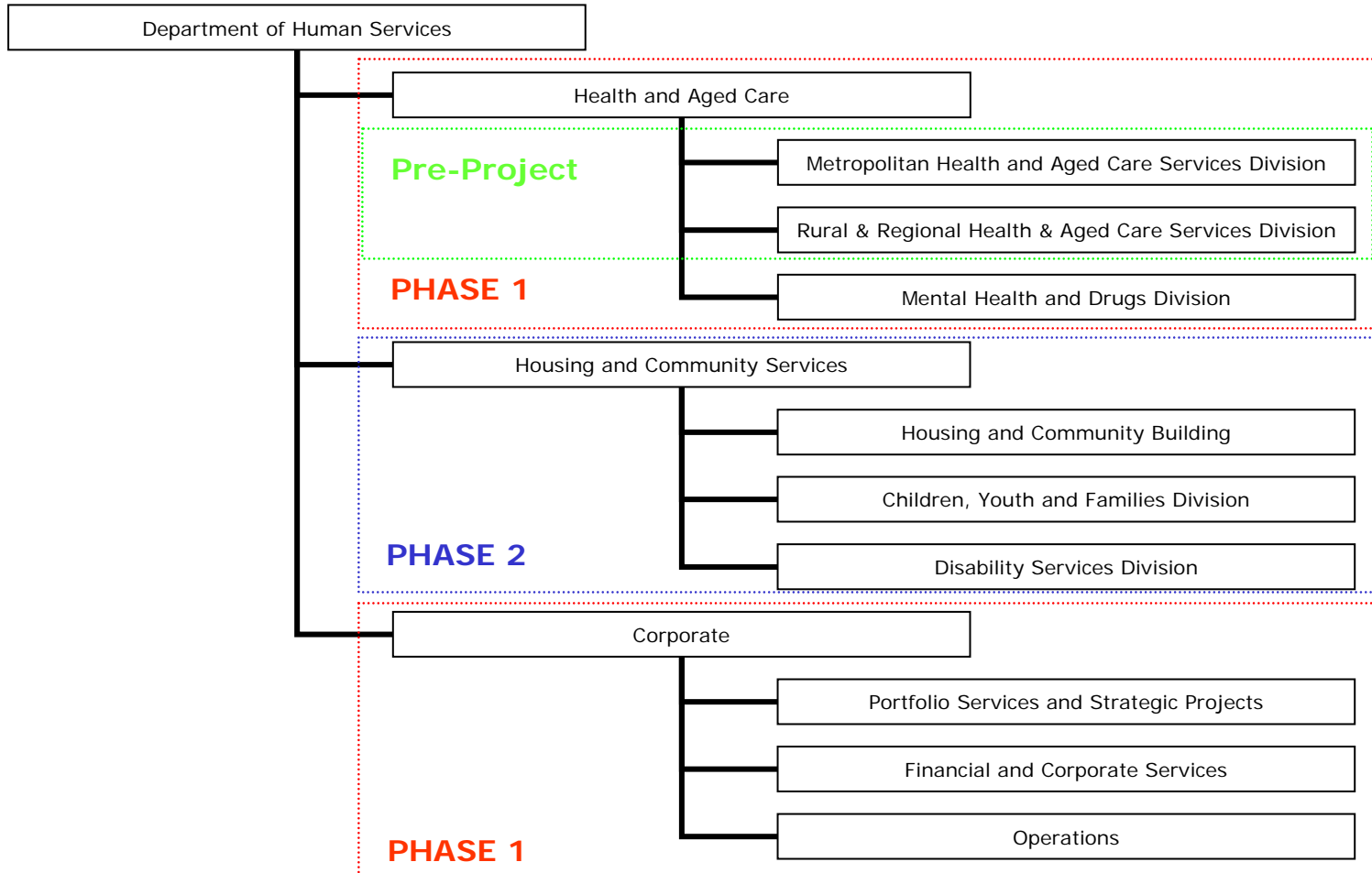


# What needs to be done...

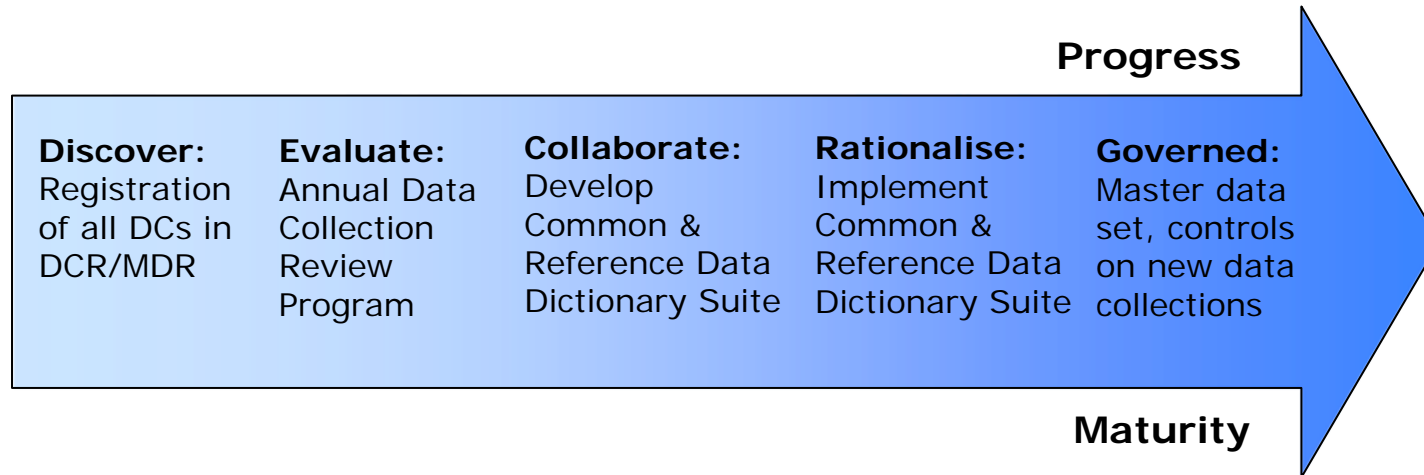
DHS IM Strategy project initiated to:

- better balance the information requirements of DHS programs with the reporting burden on funded organisations, system suppliers and DHS itself
- reduce the proliferation and duplication of DHS program data collection requirements
- improve program data integrity and quality, and the timely feedback of collected data and 'value added' information to data providers and DHS regions

# The incremental approach....



# Building on knowledge....



# What will be delivered by Dec 2009?



# What will be delivered by Dec 2009?

- Governance & Sponsorship Arrangements
  - Health & Aged Care Divisions (Domain) *completed*
  - Housing & Community Building (Division) *completed*
  - Children Youth & Family (Division) *completed*
  - Disability Services (Division) *will complete*
- Guides & Templates:
  - Data Dictionary Template *completed*
  - Metadata Guide: Concept & Element Spec Templates *completed*
  - Value Domain Representation Guide *completed*
- Standards:
  - Client v.3 Common Data Dictionary *completed*
  - Service v.1 Common Data Dictionary *completed*
  - Workforce v.1 Common Data Dictionary *completed*
  - Address v.1 Reference Data Dictionary *completed*
  - Transmission v.1 Reference Data Dictionary *completed*
  - Asset v.1 Common Data Dictionary *will complete*
  - Incident v.1 Common Data Dictionary *will complete*
  - Organisation v.1 Common Data Dictionary *will complete*
  - Quality of Practice v.1 Common Data Dictionary *commence only*
  - Finance v.1 Common Data Dictionary *commence only*
  - Party v.1 Reference Data Dictionary *commence only*

# What will be delivered by Dec 2009?

- Tools
  - Data Collection Register developed, enhanced & implemented *completed*
  - Metadata Repository developed, enhanced & implemented *completed*
  - Metadata Application Business Requirements Spec., Proof of Concept, States & Territories Assessment Request For Tender *completed*  
*commence only*
- Support
  - IM support to program managers and custodians *completed*
  - DHS-wide IM community of practice *completed*
- Communication Strategy
  - Development, enhancement and implementation *completed*
- Evaluation of DHS IM Strategy
  - Evaluation of Stage One *completed*
  - Response to Evaluation Recommendations *completed*

# What are the lessons?

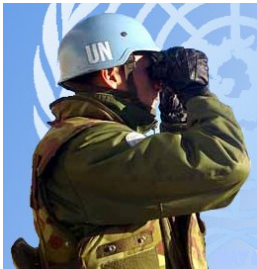


## Lesson 1: The Cook's Dog

Think of implications of your data request on people/orgs that have to provide it.

## Lesson 2: The Tower of Babel

Make sure everyone is speaking the same data language.



## Lesson 3: Crawl, walk, then run....

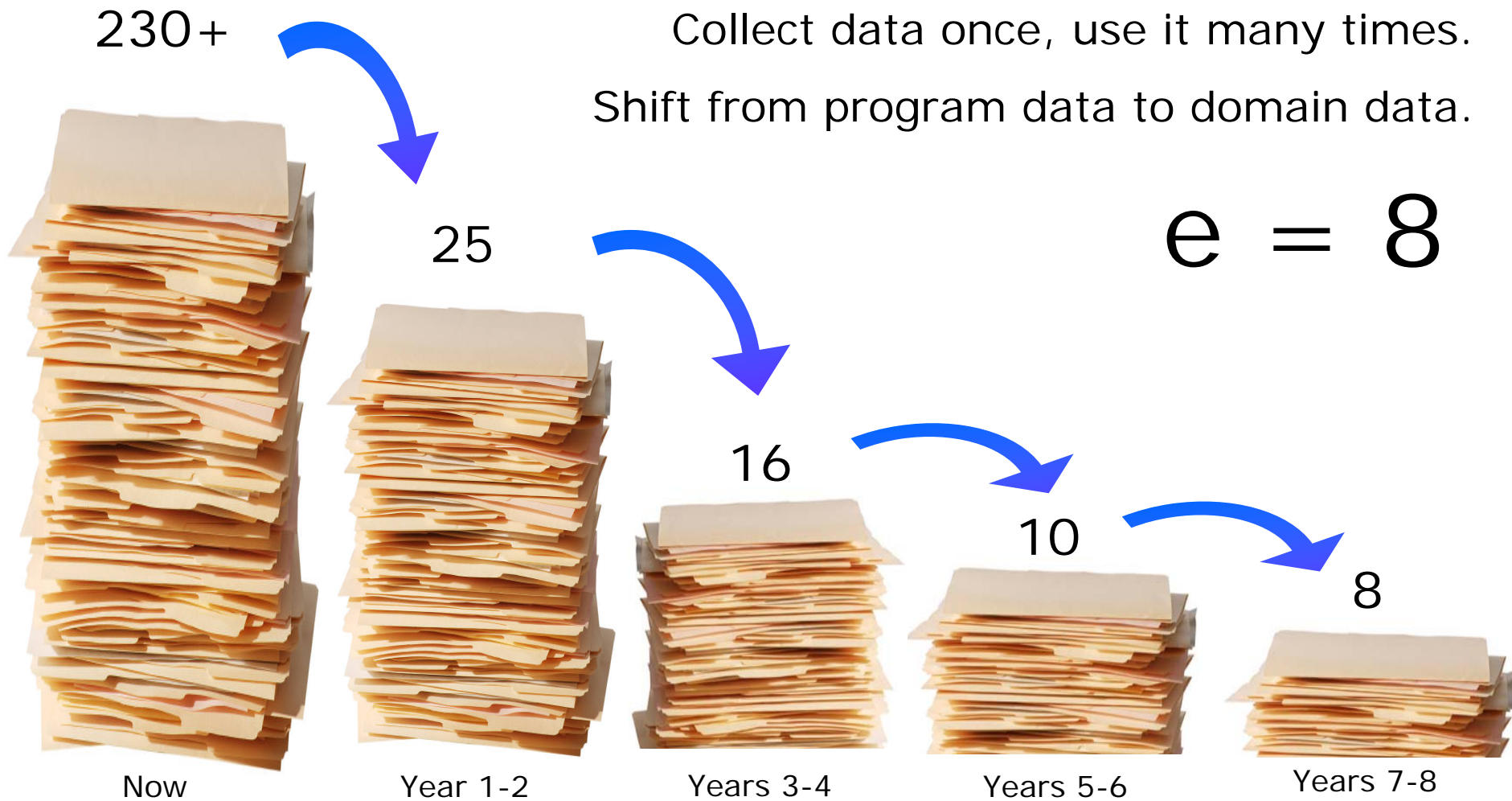
Effective data reform is enterprise wide.

## Lesson 4: The Mantra

Collect Data Once – Use it Many Times.



# What is the end game?



# A Paradigm Shift

## Attachment 3 – DoH & DHS reform of data collection and reporting requirements of external organisations

| Current Arrangement<br>A myriad of data silos   | First Stage*<br>Rationalise the data silos<br>230+ reduced to 25 | Second Stage<br>Reduce data silos by<br>data type<br>25 reduced to 16 | Third Stage<br>Replace data silos<br>with data domains<br>16 reduced to 10 | Fourth Stage<br>A myriad of data silos<br>replaced by eight data<br>domains<br>10 reduced to 8 |
|---|--|---|--|--|
| 230+ active data collection requirements: <ul style="list-style-type: none"> <li>of external organisations</li> <li>across all Divisions</li> </ul> | emergency health   | emergency health  | health & aged care   | client   |
|   | admitted health  | acute/sub-acute   |  |  |
|   | non-admitted health  |   |  |  |
|   | mental health  | mental health   |  |  |
|   | public health - NGO  | public health - NGO   |  |  |
|   | alcohol and other drugs  | A&D/primary health  |  |  |
|   | primary health   |   |  |  |
|   | aged care - residential  | aged care   |  | service  |
|   | aged care - non-residential                                      |   |  |  |
|   | child & family   | child, family & youth   | community services   |  |
|   | youth justice  |   |  |  |
|   | disability services - funded                                     | disability  |  |  |
|   | disability services - ISP  |   |  |  |
|   | housing - funded   | housing   | housing  |  |
|   | housing - registered   |   |  |  |
|   | financial accountability - health service/hospital               | financial   | financial  | financial  |
|   | financial accountability - all else                              |   |  |  |
|   | accreditation  | accreditation   | accreditation  | quality/accreditation  |
|   | service quality  | service quality   | service quality  |  |
|   | incident & complaint   | incident & complaint  | incident & complaint   | incident/complaint   |
| master organisation   | master organisation  | master organisation   | organisation   |  |
| asset - housing   | asset  | asset   | asset  |  |
| asset - all else  |  |   |  |  |
| workforce - health  | workforce  | workforce   | workforce  |  |
| workforce - all else  |  |   |  |  |

\* **Note** - commence development and implementation of Stage 1 from January 2010.

Data collection based on program/output = Data Silo

Data collection based on category of data collected = Data Domain

# Data Collection & Reporting Process

Agencies specify data & report requirements

DHS specify data & report requirements of funded agencies

DHS reviews & amends performance measures and formal / regular data & report requirements

DHS feedback to agencies & regions and programs

DHS secondary & tertiary query & report compilation

DHS ad hoc data collection & reporting requests

DHS data & report storage

Agency reporting compliance

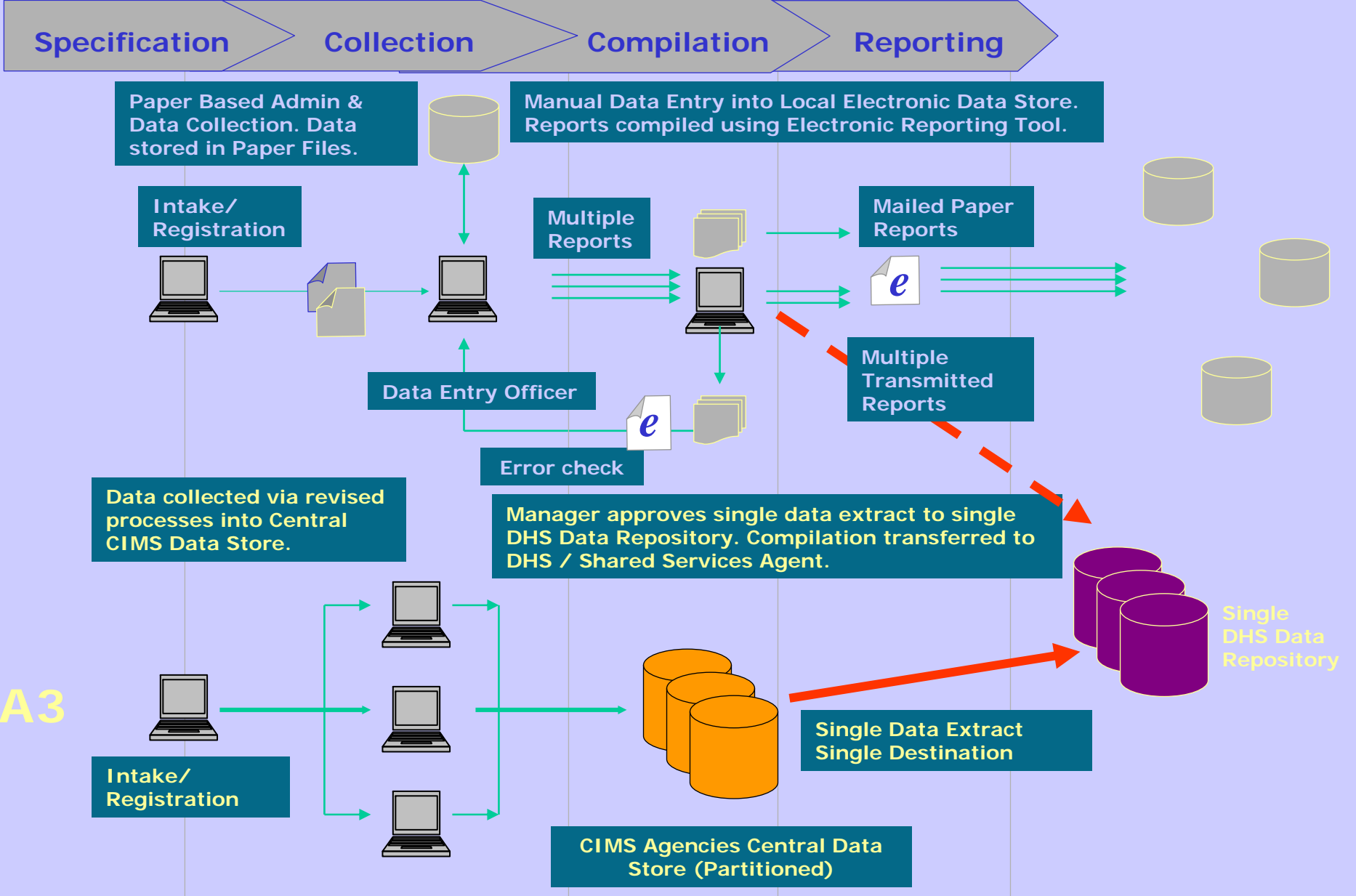
Agency reports delivery

Agency query & report compilation

Agency data storage

Agency data collection

# Vision For 3-5 Years Time



# Implications for vendors?

## More predictable change / development requests

- 18 month cycle for 2011/2012 data collections: review start '10, advise vendors early '11, implement July '11
- data dictionaries linked to stable national/accepted standards
- Increasing use of common meta descriptions

## More 'joined up' change

- dictionaries encouraging standardised metadata (client, service, incident) and data alignment, where appropriate
- strategic alignment of data collections which describe similar clients or service types, or those utilising a particular technical initiative, e.g. report to RRHACS Data Repository)
- harmonised implementation, e.g. **SCTT 2009, HACCV2.X, CCDSv3**
- reduced volatility of data requirements, duplication, burden

# Contact and Further Information



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