

# PHC RIS Workshop on Reporting

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[www.phcris.org.au](http://www.phcris.org.au)  
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General Practice NSW Closing  
the Gap Forum, Sydney



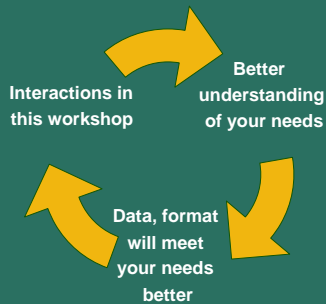
## Workshop aim

- Where we fit into the overall aims of this GP NSW State Workshop
  - GP NSW Overall workshop aim 1: "Provider training as requested in the training needs survey of Closing the Gap staff."
  - PHC RIS role: orientation and training in reporting functions of the Closing the Gap program

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## This is an interactive workshop!



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## Closing the Gap Workshop Overview

- Introduction to PHC RIS
- Divisions Online Reporting System
- Reporting data: Technical requirements
- Tips for effective report writing
- Public display of data
- Analysis
- Other PHC RIS resources
- Debrief and close

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## About PHC RIS: Who are we?

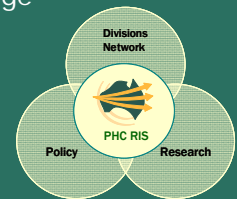
- The Primary Health Care Research and Information Service (PHC RIS) is:
  - Based at the Department of General Practice, Flinders University in South Australia since 1995
  - Funded by the Primary and Ambulatory Care Division of the Australian Government Department of Health and Ageing

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## About PHC RIS: What do we do?

- Information and knowledge about
  - Primary health care
  - Divisions Network
  - Research
- To inform and facilitate
  - Policy
  - Performance improvement



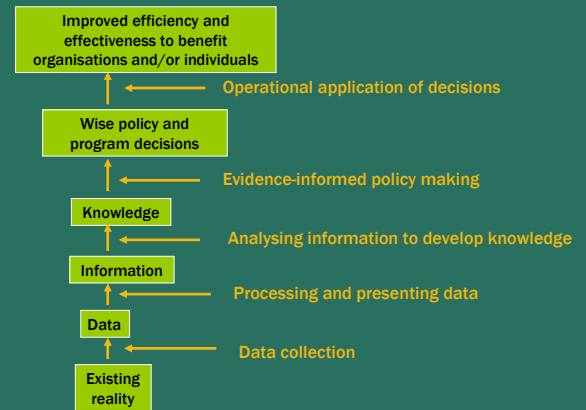
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## About PHC RIS: Broad Responsibilities

- Design of the data collection system
  - Attention to data quality and integrity
  - continuous process of improving and adapting to front and end user needs
- Management of the data
- Data analysis
- Reporting and display of the data in a variety of formats

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[Adapted from Hollander et al 2010]

## About PHC RIS: Where are we?



Flinders University,  
South Australia



Health Sciences Building

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## Discussion: What are your thoughts about online reporting?

- Who has used the online system already?
- What are your concerns about reporting?
- What experiences have had with reporting in the past?
- Is there anything in particular you want to get out of this session?
- Questions?

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## Reporting Overview

### Accountability

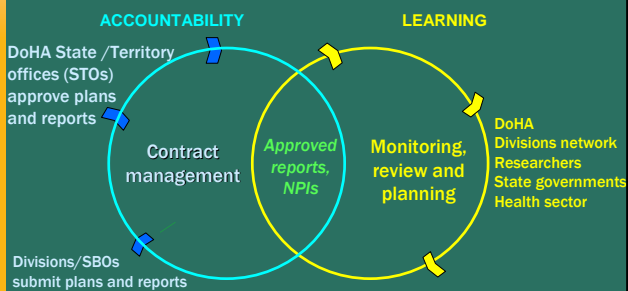
- So funders know what we did and achieved with our program funds
- So funders can answer to those above them.

### Learning

- So we can reflect on what we did and achieved in order to improve
- So other staff, Divisions, and funders can learn from us

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## Division NPIs are used for accountability and learning



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## NQPS = National Quality & Performance System

### Components

- National performance indicators
- A quality system leading to accreditation
- A planning and reporting framework
- Recognising and improving performance

### Purpose

- To reflect **government expectations** of Network in defined priority areas
- To **reduce variation** in performance quality
- To **provide evidence** of what Divisions are contributing to community
- Assess organisational health** of Network through national information, data, achievements and impact
- Provide evidence of value for money
- Be **accountable** to broader community, general practices and GPs
- Inform future funding and policy** decisions about the Network

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Future Directions Toolkit for Implementation, 2005

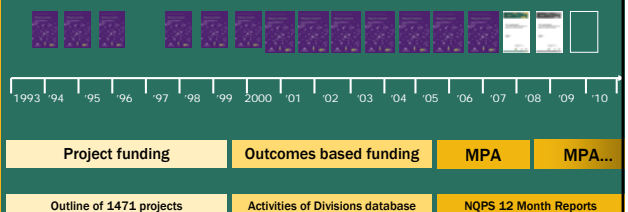
## Divisions of General Practice Program: History and Funding



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## Reporting & ASD

### Annual Survey of Divisions (ASD)



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## Reporting: ASD Overview

- PHC RIS has conducted the Annual Survey of Divisions (ASD) since 1998
- Comprehensive survey of previous financial year
- 100% response rate (contractual requirement)
- Standardised questions designed with input from DoHA, Divisions Network and others
- This information is not collected anywhere else
- Content
  - National Priority Areas
  - Programs & activities
  - Membership
  - Infrastructure
  - Network relationships

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## What happens to the results of the ASD?

- Tailored feedback to Divisions (private to each Division)
- Published report in multiple forms
- Two page summary
- Website
- Datasets / further analysis on request
- Conference & workshop presentations

### ASD Outputs on website



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[www.phcris.org.au/divisions](http://www.phcris.org.au/divisions)

## What happens to NQPS data?

- Once approved by STOs, Division & SBO 12 Month Reports are viewable on the PHC RIS website



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[www.phcris.org.au/divisions](http://www.phcris.org.au/divisions)

## Better data → Better understanding

- What can Divisions do
  - Consistency
  - Context
- What the Department can do
  - Clarity of requirements
- What can PHC RIS do
  - Analyse, interpret
  - Report back
  - Support both Divisions and DoHA

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## Reporting Guidelines

- The Closing the Gap Reporting Guidelines describe... 'Divisions are required to:*
  - Outline the activity undertaken*
  - Discuss successes and challenges; and*
  - Discuss actual and expected outcomes.*

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## Planning & Reporting Online System Demonstration Accounts

- Experiment without risking any "real" data.
- "Assume the role" of a Division, SBO or STO in a "demonstration" organisation
- A platform for new users to practice using the site
- Log in with one of the following emails (password 'phcris'):
  - [demo.division@phcris.org.au](mailto:demo.division@phcris.org.au)
  - [demo.sbo@phcris.org.au](mailto:demo.sbo@phcris.org.au)
  - [demo.sto@phcris.org.au](mailto:demo.sto@phcris.org.au)
- But remember, any data you enter under a demo user:*
  - should not be sensitive as others may view it;
  - will be periodically removed as the system will be reset for other people to use.

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## Exercise

- See instructions
- Use it as an opportunity to explore
- Discuss any comments at the end

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- **Tips for effective report writing**
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## Why report?

- Accountability
- Learning and quality improvement

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## Preliminary reporting (Project & Outreach)

- Improvement from baseline (yes/no)
- Completion of planned activities/approaches (yes/no)
- Other sources of funding (yes/no)

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## Reporting on the focus area

- Successes and challenges (text)
- Collaborations (text)
  - Stakeholder name
  - Issue description
  - Outcome description

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## Indicators (Project Officers)

1. Addressing barriers to use of mainstream PHC services
2. Improving the delivery of culturally sensitive services
3. Increasing awareness of CtG measures
4. Collaboration with Indigenous services
5. Number of services provided to patients \*
6. Impact of the strategies to recruit/support Outreach Workers

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## Indicators (Outreach Workers)

1. Identify and provide practical assistance to access care
2. Collection of the following:

Indigenous Australians assisted by the Indigenous Outreach Worker to	Number
Attend first consultation with GP and/or practice nurses	
Attend follow-up GP and/or practice nurse appointments	
Attend specialist appointments	
Attend care coordination appointments	
Attend other allied health appointments	
Collect prescriptions from the pharmacy	

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## Responding to the indicators

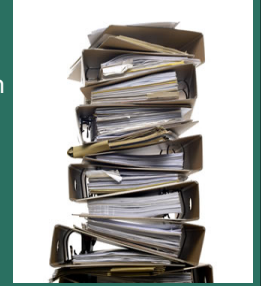
- Planning phase:
  - Planned activities and approaches
- Reporting
  - Discuss results
    - What happened (against the plan)
  - Explanatory text
    - Why it happened this way

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## Capturing key information

- Plan how to capture information at the start of the project
  - Routine data collection
- Include data collection in your project plan
- Set up a system you can use easily



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## Remember this is a public document

Be wary of:

- Acronyms
- Personal names
- Assumed knowledge
  - Things only the STO would understand

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## Tips for better reporting

- Remember your audience
- Go for clarity and readability by using simple sentences
- Be concise
  - Dot points or numbering
- Keep a story or structure to your reporting
- Use spell check
- Edit for mistakes or ask someone to read

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## An example...

**IIAMPC-IHPO 1:** Impact of activities and approaches used to address barriers to the use of mainstream primary care services by Indigenous Australians.

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## Example continued...

### Planning

- Work with [the Aboriginal Cooperative] to develop local information for cultural awareness training for the Division staff.

### Results

- The [Aboriginal Cooperative] CEO delivered Cultural Awareness training to the [Division] staff on May 25, 2010

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## Explanation of Results

Attendance of [Division] program staff at Cultural Awareness training by the CEO at the ACCHO ensured that all program staff - had the opportunity to:

- Visit ACCHO/meet ACCHO CEO
- Gain an understanding of the programs and services provided by the ACCHO
- Begin to develop insights into developing cultural competence

One challenge incurred during this training was the desire for staff to treat Indigenous consumers with a 'one size fits all' approach.

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## Successes and challenges

### Successes

- Partnerships: Value of pre-existing relationships, and this Division's emphasis on growing partnerships enabled agreement between [local stakeholders] to participate in two major projects
- Practice survey: Useful local data obtained, including on practices registering for Indigenous PIP, numbers of patients, key health conditions, and perceived barriers and enablers
- Value of local information networks
- Value of integration of Closing the Gap activities into Division programs

### Challenges

- Low numbers & percentage of Aboriginal people accessing mainstream general practice in this Division mean that Aboriginal health may not be perceived as 'core business' or a key priority vis a vis other priorities
- The 'we treat everyone the same' attitude of many mainstream service providers, while meant to be an appropriate equity principle, does not assist in Closing the Gap.
- Practices report that payments relating to Indigenous PIP incentives has been slow.

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- What do I do if we haven't collected data that the NQPS asks us for?
  - Use the explanatory text box, or talk to your STO
- What if I don't understand what the data means for our division?
  - Talk to your STO or to your SBO
- What can I do if I think the data is wrong for our division?
  - Talk to your STO or to your SBO

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## What happens to NQPS data?

- Once approved by STOs, Division & SBO 12 Month Reports are viewable on the PHC RIS website
- What's new?
  - Charting
  - Searching
  - ...visit the website/ see the flyer for more.

### Report Display



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[www.phcris.org.au/divisions](http://www.phcris.org.au/divisions)

## Closing the Gap: Availability of data

- Note for all Closing the Gap Divisions...
  - Focus Area 1: 'Project Officers'
    - Indicator IIAMPC-IHPO 6 only included for Divisions who do Focus Area 2.
  - Focus Area 2: 'Outreach Workers'
    - Not applicable for all Closing the Gap Divisions
- 2009-10 12 Month Report
  - **TAS (Division & SBO) CtG data not 'visible'**
    - as agreement only reached in May 2010. Progress report is available.
  - Focus Area 1
    - Indicator IIAMPC-IHPO 5 not required to be reported against in 2009-10
  - Focus Area 2
    - **NO Reporting against NPIs in 2009-10**
    - Progress report supplied (attached online in MS Word format)
- 2010-11 6 Month Report
  - Focus Area 1
    - Normal reporting
  - Focus Area 2
    - **NO Reporting against NPIs**
    - Progress report supplied (attached online in MS Word format)

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## A brief look at the Divisions' *Closing the Gap* activities to date...

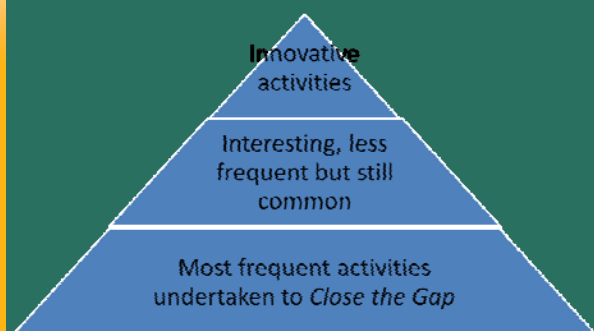
Focused on the first Indigenous Health Project Officer indicator:

*Impact of activities to address barriers to the use of mainstream PHC*

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## Today's presentation



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## Addressing barriers to the use of mainstream PHC

- Frequently:
  - Identification of the key stakeholders
  - Promotion of the Closing the Gap program
  - Advocating for culturally appropriate services
  - Encouraging self identification
  - IM/IT training to record Indigenous status

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## Addressing barriers to the use of mainstream PHC

- Less frequently:
  - Coordination of transportation options
  - Building referral pathways
  - Community education about preventative medicine
  - Developing formalised agreements for service delivery with stakeholders
  - Encouraging bulk billing for Indigenous clients
  - Disseminating information about bulk billing practices to the community
  - Outreach PHC services

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## Addressing barriers to the use of mainstream PHC

- Interesting case studies:
  - 'Whole of Division' approaches to *Closing the Gap*
  - Development of an Indigenous Health Service Directory
  - Community consultation to develop the position descriptions for *Closing the Gap* employees
  - Health promotion regarding how to appropriately access services
  - Employing local people to develop the artwork for the campaigns
  - Employing *Closing the Gap* champions.

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## Barriers to the access of mainstream PHC

- Appointment scheduling systems
- Cost
- Transport
- Lack of understanding by providers and practice staff
- Lack of services (mental health, GPs)
- Funding gaps to deliver comprehensive PHC
- Lack of 'compliance' by patients
- Low literacy levels

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Questions?

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## Online Resources

### PHC RIS Fast Facts



### Division Profiles



### Division Mapping Tool



### Division Benchmarking Tool



### Activities of Divisions



### ROAR



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[www.phcris.org.au/resources](http://www.phcris.org.au/resources)

## Tour...

<http://www.phcris.org.au/>

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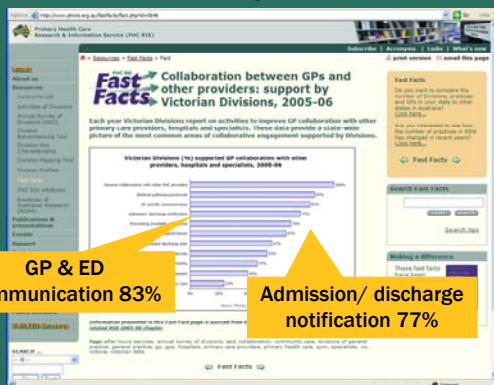
## [www.phcris.org.au/divisions/profiles](http://www.phcris.org.au/divisions/profiles)



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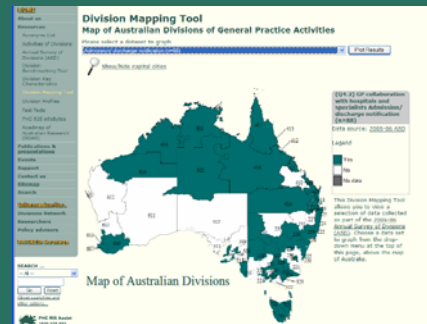
## [www.phcris.org.au/fastfacts](http://www.phcris.org.au/fastfacts)



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## [www.phcris.org.au/products/asd/mapping](http://www.phcris.org.au/products/asd/mapping)



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## PHC RIS Assist

- PHC RIS Assist can answer your questions about:
  - Divisions data and performance reporting e.g
    - Number of practice nurses in a Division
    - Number of GPs working in rural and remote health
  - General research enquiries
    - Publication searches
    - Submission criteria for PHC RIS publications
    - Finding researchers and projects
- Email: [phcris.assist@flinders.edu.au](mailto:phcris.assist@flinders.edu.au)
- Phone: 1800 025 882



## Exercise: Data entry for Closing the Gap

### Instructions:

- This is not a test. Use the following suggested tasks as suggestions for exploring the system.
- You can do the tasks in any order. If it doesn't make sense, skip the task.
- Use the 'Tick if completed' column if you want to keep track of your progress.
- Use the 'Comments' column to make notes about how you went completing the task, eg. relating to:
  - Was is easy, hard? Was the online system intuitive? Was the task description not clear?

#	TASK DESCRIPTION	TICK IF COMPLETED	COMMENTS
	Remember: this is not a test, do tasks in any order, use the tick completed and comments columns		See instructions above & if you need more space feel free to turn the page over.
1.	Add the following text to the <b>results</b> of Indicator IIAMPC-OW 1 of Focus Area 2 " this is some test text and: <ul style="list-style-type: none"> <li>• A test bullet point 1</li> <li>• You can make the text more interesting than this</li> <li>• Last <i>one</i> with <b>some formatting</b></li> </ul> " <i>Optional:</i> spell check what you entered.		
2.	Add <b>explanatory text</b> to IIAMPC-OW 1 of "the cat sat on the mat"		
3.	Within Focus Area 1, add a new <b>Collaboration</b> entry that contains. Stakeholder name: Health Service XYZ Issue Description: [insert hypothetical issue] Outcome Description: [insert hypothetical outcome]  <i>Optional for the advanced:</i> add another Collaboration, and make sure it appears on the top of the list (tip: look for the order field).		
4.	Use the <b>Successes &amp; Challenges</b> field in Focus Area 1 to read something like... "Our successes were mainly: <ul style="list-style-type: none"> <li>• Test 1</li> <li>• Test success 2</li> <li>• And another</li> </ul> Our challenges were mainly: <ul style="list-style-type: none"> <li>• A challenge here</li> <li>• And another one."</li></ul>		
5.	Add this sentence to the end of the <b>Executive Summary</b> Overview "[insert your name] is doing a wonderful job with the executive summary overview."		
6.	Add this sentence to the end of the ' <b>Closing the Gap</b> Executive Summary "[insert your name] does the best work with Closing the Gap."		
7.	<ul style="list-style-type: none"> <li>• Add your name to the <b>Board Membership</b> list, you are the Chair and have been doing it for 1 year</li> <li>• Edit your Board Membership entry to be 2 years.</li> </ul>		
8.	Try the <b>Print Preview</b> option. Try viewing a print version of just the Closing the Gap section. <i>Tip:</i> Explore the Print Options, there are many of them. Please don't actually print.		
9.	<i>Advanced task:</i> Use any software you like to create an <b>Organisational chart</b> file and upload it to the online system.		

# Divisions' Matters

## Making Divisions' data work for you



The Primary Health Care Research and Information Service (PHC RIS) is involved in the collection and collation of Divisions Network Reporting on behalf of the Australian Government Department of Health and Ageing (DoHA). Every 12 months Divisions and State Based Organisations are required to provide reports through an on-line tool developed by PHC RIS. Following DoHA approval these reports become publicly available on the PHC RIS website.

You can use the on-line tool to interrogate data within these reports and create charts and conduct searches. You can also filter data by State and Division characteristics.

### What data is collected?

Divisions provide information about a number of programs including immunisation, *Closing the Gap*, allied health and rural health.

### Who is this information for?

Anyone working in Divisions, policy or research would benefit from this information.

### Who has access to the data?

Anyone! You don't have to be logged in to access the reports. You can explore and use all the tool's features (see feature list overleaf) without an account.

### What's new?

Many features have been added over the last year but the most recent are the charting feature – which will generate a chart based on the filter options you select – and the search function, which now runs searches across the entire on-line system based on the key words you input.

### What can I search?

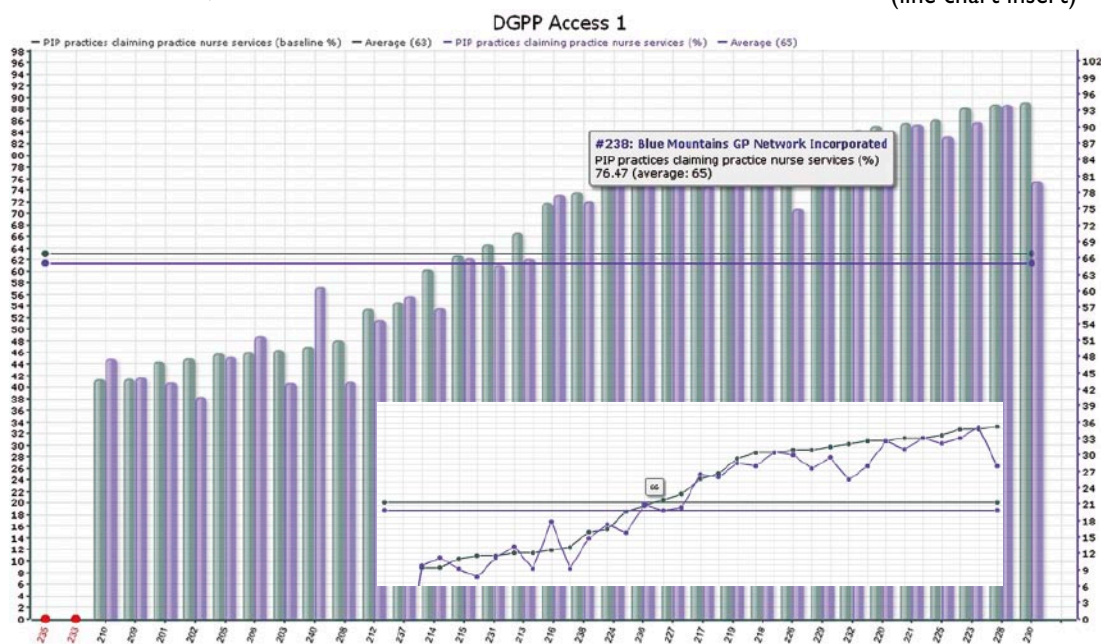
With over 100 Divisions' the search feature will extract text from reports most relevant to your query. By using keywords you can search across entire reports or limit it to individual sections.

### How does the charting feature work?

You can filter selected data and have it generated into a line, 2D or 3D graph (Figure 1). For example, by checking Divisions in NSW, NT, SA and TAS and selecting 'PIP practices claiming practice nurse services' for the 2008-2009 reporting period you can display this data in chart form.

Hovering over a plotted area will display a pop-up box which displays the name of the Division and its related data. By clicking on the data point you can read the Division's *explanation of results* and a link to the full report.

Figure 1: Generate graphs of NPI data (line chart insert)



## Features list

In addition to the functions mentioned overleaf other data display features enable you to view and search:

- A list of Divisions and SBOs
- Full reports
- National Performance Indicator (NPI) data, individually or aggregated (by state, RRMA, etc)
- Successes and challenges (Figure 2)
- Collaborations (Figure 3)
- Executive summaries

Other features include ability to:

- Text Search across NPI planning and reporting information
- Population statistics
- Explore the Mapping tool\*
- Export data to CSV (log-in required)
- Search with organisation or content filter (Figure 4)
- View Characteristics by Division and State boundaries, such as:
  - General Practice Numbers: eg. size (solo/2-5 GPs/6 or more), type (corporate), with a practice nurse
  - Health workforce: eg. Number of GPs (including female, over 55), Number of practice nurses, Number of general practices

\*Relating to the Annual Survey of Divisions

## How do I get access?

From the Divisions Network Reporting section of the PHC RIS website: [www.phcris.org.au/divisions/](http://www.phcris.org.au/divisions/)

## Where do I go for more help?

For a tutorial on how to use this on-line tool refer to the Divisions Network Reporting homepage on the PHC RIS website.

Contact PHC RIS Assist on 1800 025 882

## Feedback and suggestions

We encourage you to explore the system for yourself and provide feedback or any ideas for future developments, along with examples of how you used the data, by emailing us at [phcris@flinders.edu.au](mailto:phcris@flinders.edu.au)



Figure 2: View by successes and challenges

Org.	Program/Focus Area	Successes & Challenges
201	Divisions of General Practice Program - Access	<p>Successes: An increase in the number of nurses working in practice, and an increase in the number of enquiries from in working in general practice within the CSGPN area. Int practice nurse activities into general practice.</p> <p>Challenges: Promotion of practice nursing in general prac media campaign would be of great value. Incentives introc RRMA</p> <p>CSGPN will encourage health assessments of young childn health checks and immunisation through an increase of EP encouraging specific general practices in areas with larger Aboriginal and Torres Strait Islander patients. Similarly we will encourage the uptake of health checks for Torres Strait Islander people over 55 years by encouragin target all eligible patients.</p> <p>Increasing partnerships with the Aboriginal Medical Servic indigenous community organisations may also encourage i participation in health checks. The overall goal is to encour because Aboriginal and Torres Strait Islander health check comorehensive and useful for the patients. To achieve this</p>

Figure 3: View by collaborations

Org.	Program/Focus Area	Stakeholder Name	Issue Description	Outcome Desc
225	Workforce Support for Rural General Practitioners	NCAHS	Workforce meetings	PO attended m workforce mee to attract more workforce to th Northern River
225	Workforce Support for Rural General Practitioners	NRUDRH	Education events	Organise event both suitable fr medical studen clash of dates.
226	Workforce Support for Rural General Practitioners	Northern Rivers University Department of Rural Health	Joint conference and advanced life support training	Conference sct october 2009, scheduled for / 2009
226	Workforce Support for Rural General Practitioners	North Coast GP Training	joint conference/Registrar support	Conference sct October 2009, support identif

Figure 4: Filter your results by indicator/program

Indicator: DGPP Access 1 - Click to Change Content Filter...

Select data:

- Indicator DGPP Access 1: The number and proportion of PIP practices within the Division claiming pra
- Indicator DGPP Access 1: The number and proportion of PIP practices within the Division claiming pra
- Indicator DGPP Access 2: The number of health checks and health assessments provided to patients i
- Focus Area: Prevention
- Indicator DGPP Prevention 1: The number of 45-49 year old health checks provided to at-risk patients b
- Indicator DGPP Prevention 2: The average childhood immunisation coverage rates for the 60 to < 63 mc
- Indicator DGPP Prevention 3: The number and proportion of electronic transfers of childhood immunisat
- Indicator DGPP Prevention 4: The number and proportion of female patients aged 20-69 whose patient r
- Focus Area: Chronic Disease Management
- Indicator DGPP Chronic Disease Management 1: The number and proportion of general practices within
- Indicator DGPP Chronic Disease Management 2: The number and proportion of patients within the Divis
- Indicator DGPP Chronic Disease Management 3 (Option 1): The number and proportion of patients with
- Indicator DGPP Chronic Disease Management 3 (Option 2): The number and proportion of patients with
- Indicator DGPP Chronic Disease Management 3 (Option 3): The number and proportion of patients with
- Focus Area: Uptake of National Initiatives
- Indicator DGPP Uptake of National Initiatives 1: The number and proportion of general practitioners with
- Indicator DGPP Uptake of National Initiatives 2: The number and proportion of PIP practices within the f

### To contact PHC RIS:

Web: [www.phcris.org.au](http://www.phcris.org.au)  
 PHC RIS Assist: 1800 025 882  
 Email: [phcris@flinders.edu.au](mailto:phcris@flinders.edu.au)

Publication date: October 2010



## Exercise: Data Display for Closing the Gap

Instructions:

- This is not a test. Use the following suggested tasks as suggestions for exploring the system.
- You can do the tasks in any order. If it doesn't make sense, skip the task.
- Use the 'Tick if completed' column if you want to keep track of your progress.
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#	TASK DESCRIPTION	TICK IF COMPLETED	COMMENTS
	Remember: this is not a test, do tasks in any order, use the tick completed and comments columns		See instructions above & if you need more space feel free to turn the page over.
1.	View the <b>Closing the Gap Executive Summaries</b> for Divisions in <b>NSW</b> .  Hint: Use the Organisation and Content Filters to help filter the results. 'Closing the Gap' is near the bottom of the list.  Optional extra: Also have a quick look at other states.		
2.	Use the <b>Indicator Viewer</b> to see the <b>Results</b> and <b>Explanatory of results</b> for Indicator <b>IIAMPC-IHPO 1</b>		
3.	Use the <b>Successes &amp; Challenges Viewer</b> to find: <ul style="list-style-type: none"> <li>• A 'Success' that you can summarise in a few words</li> <li>• A 'Challenge' that you can summarise in a few words.</li> </ul> For example; 'The Project Officer has been widely accepted by the [local] community.' .... 'No national promotional material [to distribute to GPs]'		
4.	Use the <b>Collaborations Viewer</b> to find 2 examples of 'Stakeholder Names' ... maybe 2 stakeholders that stood out to you.		
5.	Try using the <b>search box</b> at the top of the screen to search for "NAIDOC".  Advanced option. Try changing the 'Content filter' to the Divisions of General Practice and repeat the search.		
6.	Use the <b>Indicator Viewer</b> to make a <b>chart</b> of the Divisions of General Practice Program <b>Indicator DGPP Access 2</b>		
7.	Explore the other options of: <ul style="list-style-type: none"> <li>• Characteristics Viewer</li> <li>• Staff &amp; Board Membership Viewer</li> </ul>		



# Division Network Reporting: TIPS , FAQs & LINKS

## TIPS

When writing text for reports, please remember:

- To only report **de-identified** data for reporting staffing, consultancy, board, practice, practitioner or similar data (ie. no names). Hospital and organisation names can be reported when considered critical to the understanding of an indicator outcome, providing **individuals cannot** be identified. This is an important privacy issue as content of reports will become publicly available when published on the PHCRIS website.
- To be aware of the difference between **'actions'** and **'outcomes'** when reporting significant achievements against relevant NPIs.
- To be aware whether an indicator is collecting data (directly or indirectly) about a **General Practice** (premises) OR a **General Practitioner** (person) OR a **RACF** (premises).
- **Attachment of other documents is not an option**, except for certain sections such as financial reporting. To complete all result tables to record quantitative results; and text boxes to record qualitative results.
- To use the **explanatory text boxes** to provide contextual supporting information or to explain why you are unable to meet the full technical requirements of a NPI.
- For **quantitative** indicators: If the result is a true '0', then type **'0'**. If the data is 'not available' or 'not applicable', then type **'not available'**, **'not applicable'** or **'unknown'** and provide appropriate explanatory text.

## LINKS

### Divisions Network Reporting

Central place for all Division Network Reporting information, such as, more information about the reporting framework; the publicly available information (both reported through PHC RIS and other information). <http://www.phcris.org.au/divisions/>

### Divisions Network Reporting: Support Pages

Support pages for Reporting containing the latest Indicator technical details and other Program and Financial Guidelines. <http://www.phcris.org.au/divisions/reporting/>

### Divisions Network Reporting: Online Reporting System

A direct shortcut to the online system. Otherwise follow the Login button from the pages above. <http://www.phcris.org.au/dios>

## ANY QUERIES

If you have any queries, please contact either your State/Territory Liaison Officer (STO) or PHC RIS on 1800 025 882 or email [phcris.assist@flinders.edu.au](mailto:phcris.assist@flinders.edu.au)

## Top FAQs

A few of the top Frequently Asked Questions (FAQs) are shown below. To view them all visit <http://www.phcris.org.au/dios> and click 'Help' near the top right of the screen.

### Q1 How do I login?

For existing users: Enter your email address and the password you selected when you set up the account. Start at [www.phcris.org.au/dios](http://www.phcris.org.au/dios). If you don't have an account read the answer to *FAQ#3!*

### Q2 I've forgotten my login

If you have used the system and forgotten your password, you can simply 'Reset your password' on the start page at [www.phcris.org.au/dios](http://www.phcris.org.au/dios)

### Q3 I am a new user, how do I get an account?

You can 'Request an account' for a new user on the start page at [www.phcris.org.au/dios](http://www.phcris.org.au/dios). After you have completed the request the Administrator assigned for your organisation will authorise your access. Once this is done, you will receive an email with details on how to login.

### Q4 Do I have to finish it all in one go?

You can enter and leave the system as often as you like. Each time you save, your responses are stored to the system database. You can login again anytime to continue entering responses in any order you choose.

### Q5 What if some of the sections aren't relevant to me?

Multiple users from the same organisation can enter data into the system at different times or simultaneously. Simply complete the sections that apply to you and others will complete the sections relevant to them.

### MORE FAQs available via

<http://www.phcris.org.au/dios> and click 'Help' near the top right of the screen.