



MDS Newsletter

Progress report on the MDS improvement strategy.

The MDS training DVD is available!

A copy of the DVD is being sent to the Chief Executive Officer of each Service Provider as identified on the Service Provider Portal. The DVD can be copied and made available to all essential staff within your organisation.

If your organisational structure makes it difficult for you to obtain a copy, you can order additional copies by; Going to the ADHC website – go to *MDS* → either *Disability Services* or *HACC / where to get help*, completing an order form and faxing it to your Regional Office.

The DVD is divided into four 'chapters': These are: 'What is the MDS?', 'Reporting Disability services', 'Reporting HACC services' and 'For HADS users'. This will be a useful tool for all MDS reporters.

The DVD will play on any DVD player or in your computer if you have a media player already downloaded.

MDS Support Workers

Significant improvements have been made to MDS reporting and we have seen an increase in successful MDS returns for three subsequent quarters.

One of our key project strategies was to fund an MDS Support Worker in each ADHC Region to directly assist Service Providers with MDS related issues.

The MDS Support Workers can provide information sessions, training, telephone support and on-site support when it is requested by an organisation. You can request their assistance by contacting your Regional Project Officer who will make a referral on your behalf to the MDS Support Worker.

Issues and problems

Export File portions

During the MDS Support Workers Forum, questions were raised around reporting 'export file portions' for HACC services.

HACC services, depending on service structure, can report different types of services provided from different locations using the same MDS ID by submitting in 'file portions'.

While reporting in portions may be beneficial, incorrectly using 'export file portions', could result in lost or superseded data.





When assigning a 'export file portion' number, the Service Provider coordinator should allocate an Export File Portion number to each site and that number should remain consistent once it is established. Each site may then submit an MDS report using both the duplicated MDS ID and the unique 'export file portion' number.

Errors occur when data is submitted or resubmitted without allocating the unique 'export file portion' number and your organisation's previous MDS data is essentially overwritten by the new report submitted on the same 'export file portion' number resulting in lost data.

If you are using the HADS software, the 'export file portion' number defaults to "1". It requires the number to be manually entered before sending your report **each quarter** or if you need to resubmit for the same quarter.

If you have any questions regarding using 'export file portion' consult the FAQ's for HACC services on the ADHC website. If additional information is required then ring the MDS Helpdesk.

Service type Early Intervention

Early Intervention services have sought clarity regarding what service activities can be reported as MDS outputs.

The following client related activities can be reported as MDS outputs include:

- All face to face interactions with the child and or their family including advice, training, behaviour modelling and consultation.
- Case management, complex case review, IFSP meetings and specialised information delivery

(including via telephone) to support the child and their family. Report writing, progress notes, transition and inclusion planning, and the development of resources required to support the child and their family.

- All types of client assessment, diagnostics and re-assessment.

Items that **cannot** be counted as MDS outputs include:

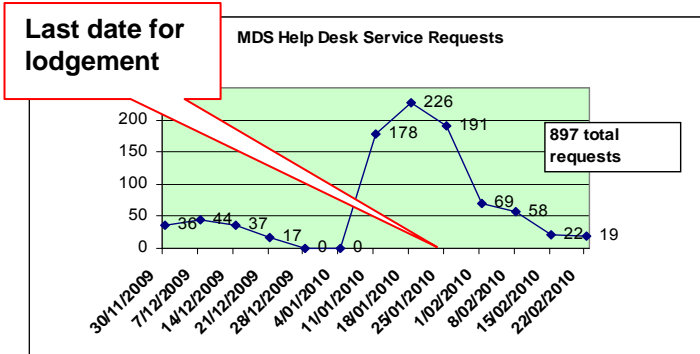
- Staff transport time to and from events and or appointments
- Administration activities such as regular team meetings and time sheets
- Professional development for staff.

Help Us Help You!

Our goal on the MDS Helpdesk team is to provide assistance for successful transmission of MDS data to ADHC.

An analysis of the Helpdesk's activities over the last two reporting periods has been conducted in an effort to improve our efforts in providing the best possible customer service for ADHC's funded service providers.

The graph below is for the quarter 2009 (4) October – December collection period and shows that the peak of service requests for Helpdesk assistance is the last few days of the reporting period.



In 2009 (4) the MDS Helpdesk had a 92% success rate between a logged service request and a successful MDS transmission but for many Service Providers, their success was registered after the compliance reporting deadline.

Service providers that submit **early** in the reporting period and encounter submission problems increase their chances of addressing the problem before the reporting period closes.

By reporting **early**, callers will experience a shorter turnaround time for Helpdesk staff to contact you giving you more time to fix any submission errors without impacting a provider's level of compliance.

Submission dates for this year.

| Reporting Periods | Last date for lodgement |
|-------------------------|-------------------------|
| 1 January – 31 March | 25 April |
| 1 April – 30 June | 25 July |
| 1 July – 30 September | 25 October |
| 1 October – 31 December | 25 January |

Did you receive one-off funding this quarter?

It is imperative that ALL funded services report each quarter. This includes any non-recurrent or one-off funding. If you received additional funding this year and there is some issue with the start up of service delivery which will prevent you reporting, please get in touch with your local Regional Project Officer as soon as possible. For an up to date listing of all MDS IDs requiring a submission by your organisation, please consult the Service Provider Portal.

Data quality update - does your data contain a lot of “not known” or “not stated” responses?

“Not known” or “not stated” responses should only be used temporarily when entering in new clients (for example, when service user data may not be available yet). It is important that you always ask and do not assume the answer.

If you do have “not known” or “not stated” responses included in your data set, we recommend that all Service Providers review all client data annually (at a minimum) to ensure “not known” and “not stated” responses are updated. The Helpdesk will be contacting Service Providers for data quality issues in the near future.

Contractual Issues

Progress has been made on a number of issues including fixing some of ADHC internal contractual issues. New strategies are now in place and seem to be working well.



However, if you still have an issue with reporting due to contractual issues please contact your Regional Project Officer.

National Disability Agreement

Late in 2007 the Council of Australian Government (COAG) endorsed a new approach to the Commonwealth / State financial arrangements.

From January 2009, the Intergovernmental Agreement on Federal Financial Relations (IGA) came into effect. The National Disability Agreement is scheduled to the IGA. The NDA replaces the third Commonwealth / State / Territory Disability Agreement which expired on 31 December 2008.

The NDA provides the national framework for the provision of government support for services to people with a disability. More information on the NDA can be found at

http://www.coag.gov.au/intergov_agreements/federal_financial_relations/docs/IGA_FFR_ScheduleF_National_Disability_Agreement.rtf

Accessing previous data collections for Disability services

National information from previous CSTDA MDS collections is available from the AIHW website which includes Interactive data sets.

<http://www.aihw.gov.au/disability/datacubes/index.cfm>

What is METeOR?

METeOR is Australia's repository for national data elements for Health, Housing and Community Services statistics and information.

<http://meteor.aihw.gov.au/content/index.php/html/itemId/181414>

This site is useful for terminology and data definitions.

Are your service provider contact details up to date?

A reminder to all providers to update your contact details on the Service Provider Portal; In the event of moving premises, changing staff or staff roles, changing phone numbers and/or email addresses. This will also ensure that the Regional Project Officers are able to respond to your concerns quickly and efficiently and you also will be able to receive all up-to date information such as news on the MDS training DVD and future support materials. To update your details or request a login go to:

<http://www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/Service+ProviderPortal.htm>

How does my organisation know what service type it provides?

There are several sources where funded Service Providers can access this information. Service types are listed on your funding agreement – Schedule 1 or *Service Description Schedule (SDS)*. This information can be found on the Service Provider Portal. If you have any contractual questions, please contact your Regional Project Officer. Note, reporting service types that you are not funded to provide will result in your data being rejected.

More questions please

If you have any questions you would like published, please email the helpdesk and we will place them in the following newsletters or in the FAQs.