If you can’t **measure** it, you can’t **manage** it!
The ACHS Clinical Indicator Program (CIP) was established in 1989 to facilitate consistent measurement of clinical care for ACHS members. The goal is to assist healthcare organisations to identify areas for improvement.

Clinical Indicators do not provide definitive answers; rather they are designed to indicate potential problems that might need addressing, by identifying variations within data results. They are used to assess, compare and determine the potential to improve care. Clinical Indicators are, therefore, tools to assist in assessing whether or not a standard in patient care is being met and can provide evidence for accreditation.

The CIP examines data sourced from a broad range of clinical specialty areas. It includes Clinical Indicators (CIs) relevant to inpatient, outpatient and community health facilities developed by specialist clinicians. Deciding which CIs are relevant and useful rests with the healthcare organisation.

The Performance and Outcomes Service offers the world’s only dedicated Clinical Indicator data collection and reporting service. With over 700 participating healthcare organisations, this is a premium resource developed by Australian and New Zealand clinicians.

**Strengths of the Clinical Indicator Program**

- Internationally renowned
- Well established with ongoing reviews
- Selection of Clinical Indicators is determined by healthcare organisations
- Endorsed by over 40 Australasian healthcare colleges, societies and associations
- Working parties involving wide representation from relevant healthcare colleges, societies and associations, assisted by consumers and statisticians to ensure relevancy
- External validation of data by University of Newcastle statisticians
- ICD coding provided where applicable to aid data collection
- Current literature review on all new speciality areas available, providing background to the rationale for inclusion
- Developed by clinicians for clinicians to ensure relevancy and currency
<table>
<thead>
<tr>
<th><strong>Without data it is just an opinion</strong></th>
<th>Collecting and submitting data allows organisations to receive general comparison and peer comparison reports as part of a strategic benchmarking program. This provides a baseline for quality improvement and the opportunity to evaluate progress.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer support</strong></td>
<td>The Performance and Outcomes Service at ACHS provides email and telephone support to its members, including user access, Clinical Indicator collection assistance, clarification on the User Manuals and generation of customised reports.</td>
</tr>
<tr>
<td><strong>Developed by clinicians, for clinicians</strong></td>
<td>Over 40 Australasian healthcare colleges and professional societies contribute to the development and revision of 20 sets of specialty Clinical Indicators. Working parties include relevant medical, nursing and allied health clinicians from the public, private and community sectors, and consumers.</td>
</tr>
<tr>
<td><strong>Membership</strong></td>
<td>Members accredited by ACHS receive access to the Clinical Indicator Program completely <strong>FREE</strong> of charge. Other healthcare organisations can participate for a small fee. Over the last 20 years, the Clinical Indicator Program has evolved. More than 700 healthcare organisations can’t be wrong!</td>
</tr>
<tr>
<td><strong>PIRT</strong></td>
<td>The online Performance Indicator Reporting Tool (PIRT) assists organisations to collect Clinical Indicator data in a timely and efficient manner. The same portal is also used to distribute individual reports when University statisticians have analysed the data.</td>
</tr>
</tbody>
</table>
Collaborating colleges, associations and societies

Australasian College for Emergency Medicine
Australasian Rehabilitation Outcomes Centre, Australasian Faculty of Rehabilitation Medicine
Australian and New Zealand College of Anaesthetists
Australian and New Zealand Intensive Care Society
Australian Association of Private Radiation Oncology Practices
Australian College for Infection Prevention and Control
Australian College of Children and Young People’s Nurses
Australian College of Critical Care Nurses
Australian College of Midwives
Australian College of Nursing
Australian College of Physical Scientists and Engineers in Medicine
Australian Day Hospital Association
Australian Day Surgery Council
Australian Day Surgery Nurses Association
Australian Dental Association
Australian Institute of Radiography
Australian Ophthalmic Nurses’ Association
Australian Private Hospitals Association
Australian Society of Anaesthetists
Australian Society of Post Anaesthesia and Anaesthesia Nurses
College of Emergency Nursing Australasia
College of Intensive Care Medicine
Faculty of Radiation Oncology, Royal Australian and New Zealand College of Radiologists
Gastroenterological Nurses College of Australia
Gastroenterological Society of Australia
Healthcare Infection Control Special Interest Group of the Australian Society for Infectious Diseases
Hospital in the Home Australia
Hospital in the Home Society Australasia
Internal Medicine Society of Australia and New Zealand, Royal Australasian College of Physicians
Mental Health Information Strategy Subcommittee, Mental Health Standing Committee
NSW Therapeutic Advisory Group
Paediatrics and Child Health Division, Royal Australasian College of Physicians
Private Health Insurance Dental Centres
Royal Australasian College of Dental Surgeons
Royal Australasian College of Medical Administrators
Royal Australasian College of Surgeons
Royal Australian and New Zealand College of Obstetricians and Gynaecologists
Royal Australian and New Zealand College of Ophthalmologists
Royal Australian and New Zealand College of Psychiatrists
Royal Australian and New Zealand College of Radiologists
Medical Imaging Nurses Association
Royal College of Pathologists of Australasia
State Dental Services
Therapeutic Goods Administration
**Benefits** to your organisation

- Collect and submit from a choice of indicators important to your healthcare organisation
- Assist quality committees to identify risks and areas for improvement
- Promote a work environment aligned with safety and quality
- Provide evidence of excellence in quality improvement for your accreditation process
- Easy to access web-based platform to view and upload data
- Dedicated customer support service to meet your needs

**Membership with the Clinical Indicator Program includes:**

- **ACHS online resources:**
  - User manuals
  - Resource booklets
  - Summary guides
- **Reports:**
  - 6 monthly general and peer comparison reports
  - 2 yearly individual healthcare organisation trend report, and
  - the annual Australasian Clinical Indicator Report (ACIR)
- Ability to commission ACHS to provide customised benchmarking reports for large groups of healthcare organisations
- Access to the Performance Indicator Reporting Tool (PIRT) which enables data to be efficiently collected from your organisation for interpretation and analysis
- Ongoing customer support from the Performance and Outcomes Service team
Becoming a member:

Already accredited by ACHS?
You receive complementary membership to the Clinical Indicator Program with over $12,000 worth of services for FREE!

Accredited by another body?
You can still join the Clinical Indicator Program and take advantage of all the benefits, for a small fee. Contact the Performance and Outcomes Service team for more information.

Contacting the Performance and Outcomes Service team:

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