

GoShare pilot data dashboard

JULY 2019-JUNE 2020 REPORT

BUNDLES SENT OVER TIME

Total active organisations

42



Total number of bundles sent

7,227

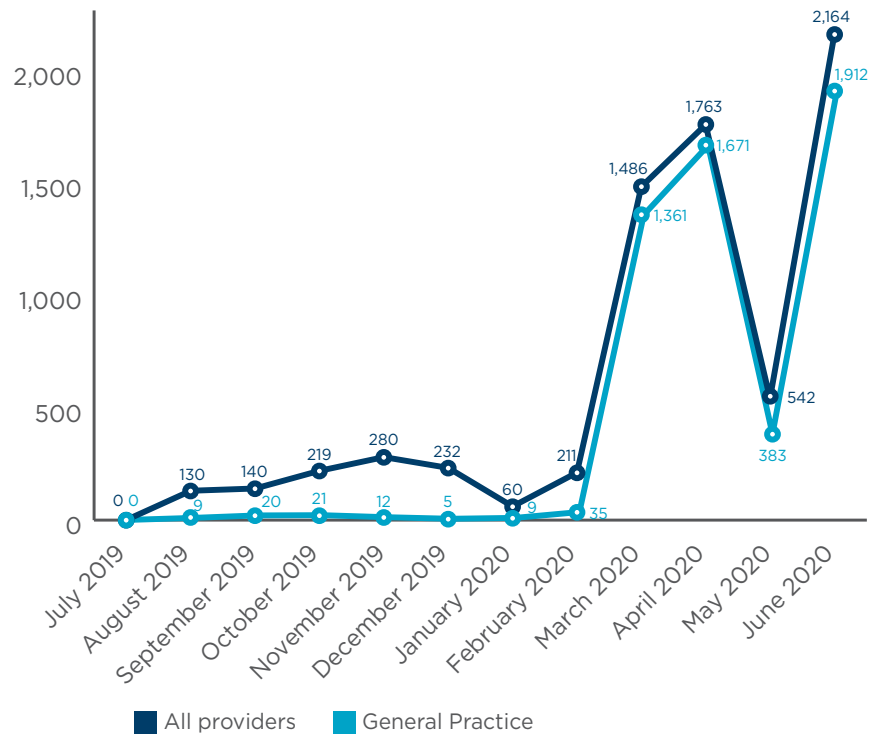


Number of items viewed

2,076

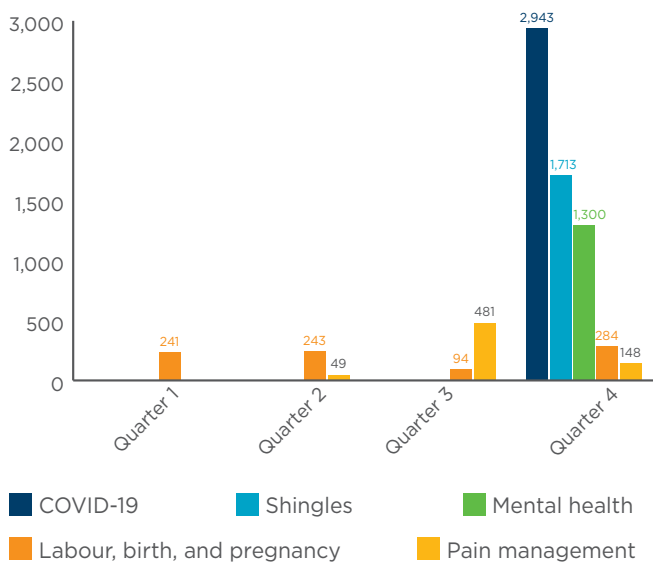


TREND OF TOTAL ITEMS SENT BY ALL PROVIDERS



ENGAGEMENT BY REGION PER PROVIDER: SENT ITEMS

GROWTH TREND OF TOP FIVE BUNDLES



Most popular sent bundles



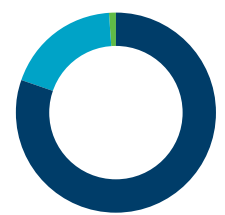
- COVID-19 (1,495)
- Shingles (367)
- Mental health (445)
- Labour, birth, and pregnancy (75)
- Pain management (18)

Other popular sent bundles



- Aboriginal health (132)
- Drugs and alcohol (102)
- Healthy weight (69)
- Anxiety and depression (54)
- Cardiac health (45)
- Digestive health (43)
- Medications (18)
- Cancer (18)

Type of sent item



- Fact sheet (4,074)
- Story (933)
- Animation (56)



Northern Queensland Primary Health Network acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.

ENGAGEMENT BY REGION PER PROVIDER: SENT ITEMS



TOP SIX NEW BUNDLES ADDED IN 2020

On the advice of Northern Queensland Primary Health Network (NQPHN), Healthily added a variety of new bundles to suit regional needs.

- 1 Shingles
 - 2 See your GP reminder
 - 3 Pain management
 - 4 Aboriginal health
 - 5 My health for life
 - 6 Veteran health
- + Plus many more bundles

ITEMS SENT PER REGION



CAIRNS

↑ 1,801

8.4%

of patients received shingles vaccinations in Cairns

TOWNSVILLE

↑ 2,862

MACKAY

↑ 2,564

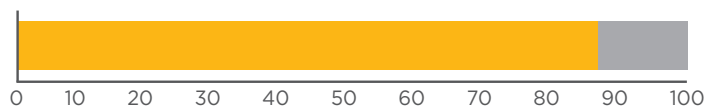
of patient bundle engagement across the region

↑ 6%

MODE OF DELIVERY

CHANNEL

86.5% SMS 13.5% Email



7,227 bundles sent ↑ 72.3% from 2019

NUMBER OF RESPONDENTS

Whether GoShare was helpful

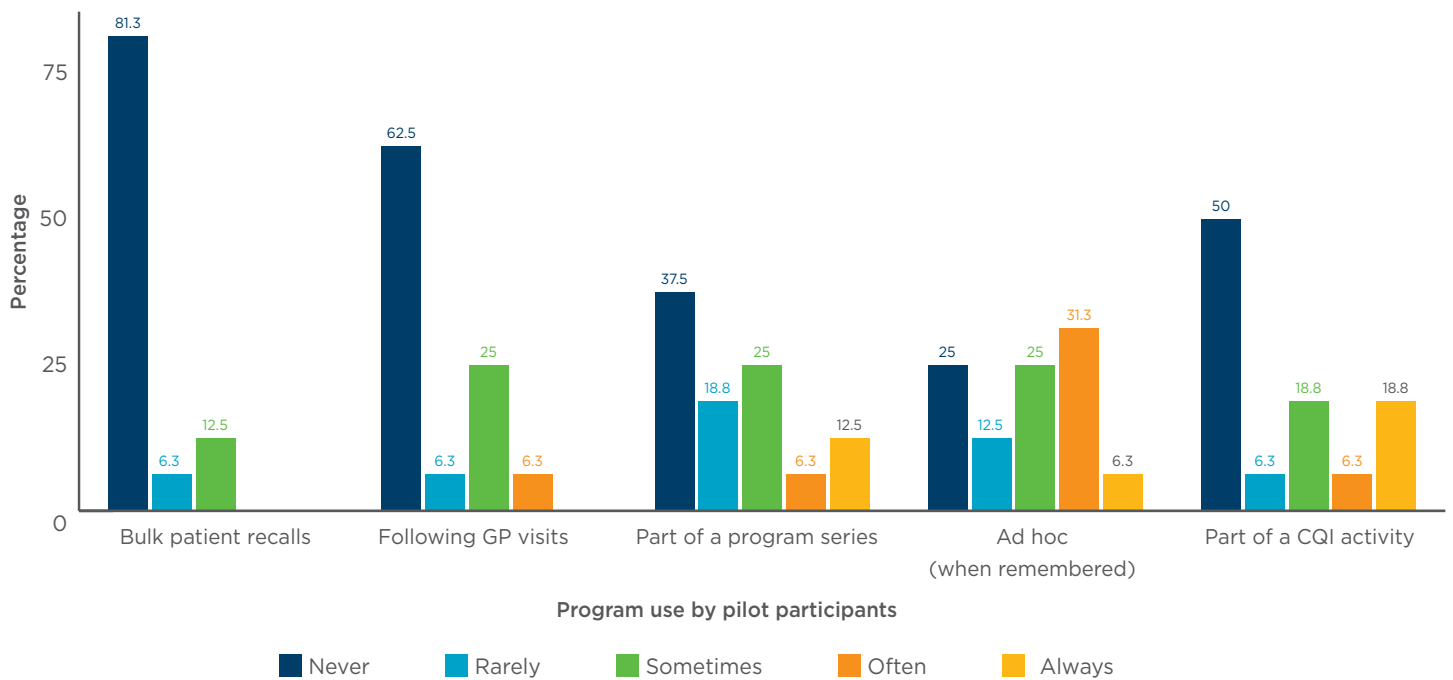
57 Very helpful 26 Helpful 9 Not very helpful



2,076 bundles opened ↑ 12.3% from 2019

Source: Patient feedback sent following the opening and viewing of bundles.

NQPHN SURVEY RESULTS



FEEDBACK



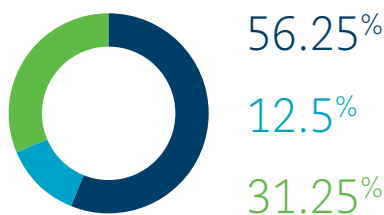
- » Easy to use.
- » Helpful staff.
- » Current and topical information.
- » Easy way to send bulk messages.
- » Availability of health literacy information
- » Enables Continuous Quality Improvement (CQI) activities to reach at risk groups.
- » Good initial training and subsequent support.
- » Ability to group resources into bundles.
- » Complements clinical workflow.
- » Easy key word search function.

LESSONS WE LEARNED

- 1 **Defining clinic use**
Based on program use, a five-part user manual, along with quick guide cheat sheets on how to best fit GoShare into clinical workflows, would be useful.
- 2 **Extra training in reports**
Clinics could use some extra training in how to pull reports in the system around their engagement statistics.
- 3 **Most promising focus**
CQI activities appear to be an area of focus where GoShare has most often been used. Roll out of a custom CQI activity would be useful.

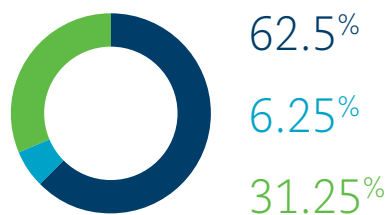
SURVEY QUESTIONS

Would you like to maintain your PHN licence for GoShare?



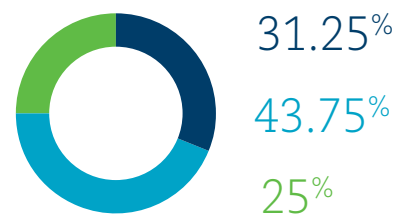
■ Yes (9) ■ No (2)
■ Maybe (5)

Did you receive enough training to use GoShare?



■ Yes (10) ■ No (1)
■ Maybe (5)

Did you review your engagement statistics through GoShare?



■ Yes (5) ■ No (7)
■ Not sure how to (4)