



ANALYTICS



An Australian Government Initiative

SWSPHN migrates to Qlik to optimise insights, collaboration and security



About South Western Sydney Primary Health Network (SWSPHN)

SWSPHN is one of 31 PHNs, funded by the Australian Department of Health and Aged Care (DoHAC). The independent organisation is working to streamline health services – particularly for those at risk of poor health outcomes – and better coordinate care so people receive the right care, in the right place, at the right time.

SWSPHN serves seven local government areas with one million residents and 1,300 GPs across some 400 practices. Its 100 staff rely heavily on data from multiple internal and external sources and on analysis to support functions that include providing annual Health Needs Assessment.

“Some of the key challenges we have are unstructured datasets and data coming from all over. That’s where Qlik is such a key enabler.”

Nick McGhie, Digital Health and Data Manager, South Western Sydney Primary Health Network



Customer Name

South Western Sydney Primary Health Network

Industry

Healthcare

Geography

New South Wales, Australia

Function

IT

Challenges

- Allocate government funds for specific healthcare initiatives
- Produce meaningful insights from multiple unstructured datasets
- Meet changing requirements for data-driven reports

Solution

Migrating to Qlik Cloud® Analytics, leveraging expertise from Notitia, enabled SWSPHN to access more flexible licensing options and closer collaboration between app developers.

Results

- Accelerated responsiveness to government reporting requirements
- Improved community health with better-designed healthcare programs
- Improved reporting accuracy to support healthcare service delivery

Accessing insights from multiple internal and external sources

SWSPHN has multiple roles in the provision of healthcare in the region it serves, all of which depend heavily on its ability to gather, analyse and report on data relating to community healthcare requirements and service provision. Key responsibilities include the appropriate allocation of government funding for specific initiatives, working with practitioners to improve healthcare provision and reporting to DoHAC on community needs.

To allocate funding, SWSPHN has to quantify primary healthcare needs, design services to meet them and award tenders to fulfil the requirements it has identified. Gathering and analysing the necessary data to achieve this is a vital part of the process.

“Primary Health Networks are provided with funds for services to meet specific needs in their area,” explains Nick McGhie, Digital Health and Data Manager at SWSPHN. “We then have to work out how the service should be designed to meet those needs and that requires lots of data.”

To make the task even more challenging, SWSPHN’s statutory data and reporting requirements are not static: they can change significantly depending on government requirements. The datasets it needs also come from multiple internal and external sources, many of which are unstructured.

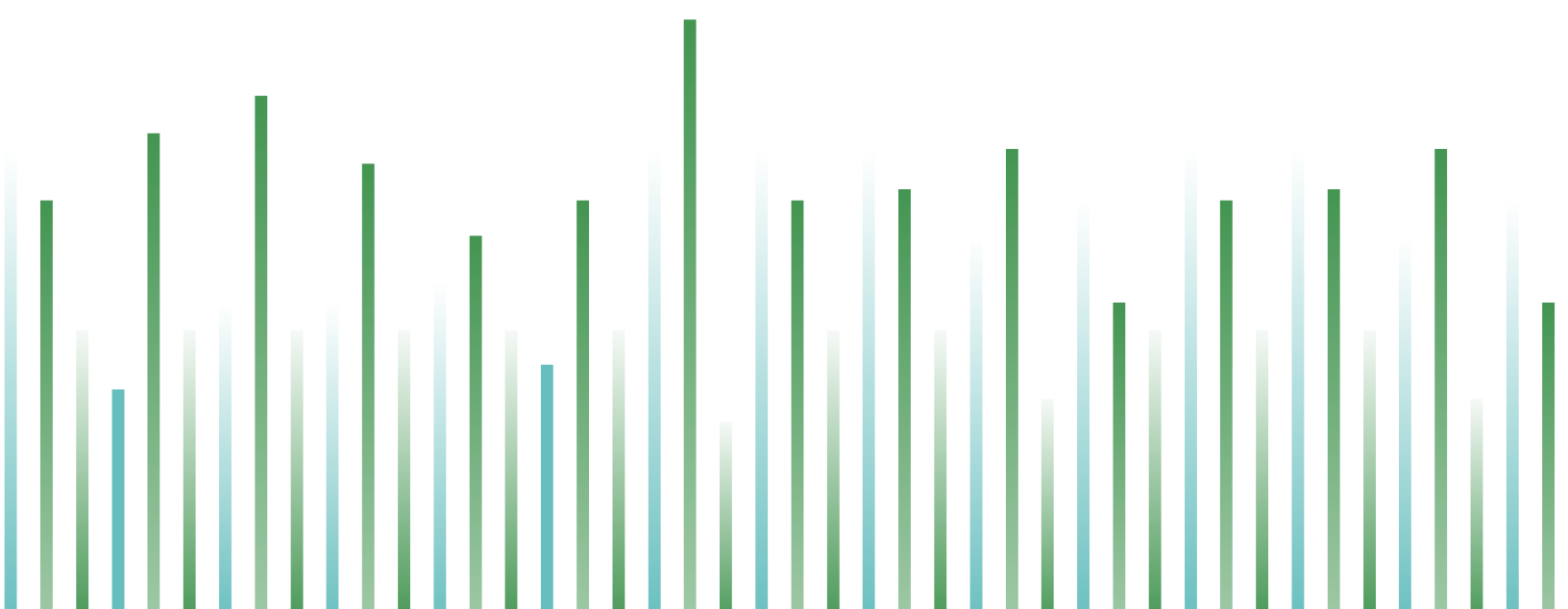
SWSPHN also needed to improve reporting capabilities for healthcare providers, which need to submit information through SWSPHN that is then consolidated and published in government reports. However, it was unable to see the results of its submissions in real time and when the data was eventually reproduced it was often inaccurate or incomplete.

Cloud migration improves analysis, collaboration and security

SWSPHN had been using Qlik Sense® Client-Managed for its data analysis and reporting for several years and decided to migrate its environment to Qlik Cloud Analytics to access the benefits of a cloud-based service.

This included secure real-time access to data for SWSPHN employees and external healthcare bodies, improved collaboration between teams and easier integration with existing and future external data sources.

Like all Australian Primary Health Networks, SWSPHN is also working to achieve certification to the ISO 27001 information security standard and saw that this would be much easier using cloud-based software.





The on-premises setup of Qlik Sense Client-Managed limited SWSPHN's licensing options and restricted user access. Migration to Qlik Cloud Analytics addressed these challenges by providing flexible licensing and improved scalability.

SWSPHN's initial impetus to move Qlik to the cloud came through strategic advice from Alex Avery, Founder and Managing Director at Notitia, which provides expertise on modernising data environments. SWSPHN initially approached Notitia to manage its on-premises Qlik implementation but discussions led to a decision to migrate to Qlik Cloud Analytics.

"Notitia put together an impressive proposal for us," McGhie recalls. "It went to our executives for consideration and was approved."

Notitia ensured that all existing Qlik applications functioned in the new environment, integrated Qlik Cloud Analytics for collaboration, developed user guides, undertook staff training and implemented aesthetic customisations to align Qlik products with SWSPHN's branding and web platforms. The migration was completed efficiently, ensuring minimal disruption while maintaining data integrity. The migration was completed in just 10 days.

Better insights into healthcare needs and service provision

SWSPHN went live with its Qlik Cloud Analytics implementation in April 2024 and has since launched several projects to take advantage of the enhanced functionality.

"More people have better access to data," McGhie notes. "That's leading to better insights and ultimately better outcomes for the programs and initiatives that we manage for the people of South Western Sydney."

Two initial programs at the pilot stage—one focusing on mental health and one on alcohol and other drugs—are being designed to give external users access to key data and analysis. Once fully validated, they will be rolled out to around 50 health organisations with the aim of improving insights into the results of their activities, enabling them to improve planning and further enhance their operations.

Another early-stage project will use the enhanced functionality of Qlik Cloud Analytics to develop and report on KPIs that will enable the SWSPHN Board to better understand and assess how well the organisation is meeting its various objectives.

Migration to Qlik Cloud Analytics has also enabled SWSPHN to link multiple external and siloed sources of data on healthcare initiatives, outcomes and patients to gain previously unavailable high-value insights.

Make game-changing analytics
available to everyone

Learn more



About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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Notitia

About Notitia

Notitia is an Australian-owned consultancy firm founded in 2019. It provides clients with tailored solutions by blending technical expertise in data technologies, governance and strategy.

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