Analyzing complaint data for healthcare

Introduction

The provision of high-quality healthcare service is an increasingly difficult challenge and, the effective governance is increasingly recognized as pivotal to improvements in healthcare quality[ref]. The Australian Health Practitioner Regulation Agency (AHPRA) plays a crucial role in this aspect; it works with 14 National Health Practitioner Boards in implementing the National Registration and Accreditation Scheme. Consumers or patients lodged complaints at AHPRA, the AHPRA categorize the complaint based on the nature of the practice and distribute it to the corresponding board. The board members will review the complaints in regular meeting to identify the issue and make suggestions, set new standards to improve the quality of service. Previous study[ref] shows the insufficient resource and inadequate information reduces the effectiveness of the boards. Our research is trying to fill this gap by developing a data mining techniques to uncover the useful information via supervised or unsupervised learning; then we will apply the data mining package to analyze the free-form text documents that the general public posts.

Literature Review

Project Plan

Evaluation

[References]

We have a collection of user complaints data provided by a leading Australian health regulation agency. Uncovering the prominent complaints might better inform the agency towards improvements in regulations for healthcare practice. In this project you will develop data mining techniques to uncover the golden nuggets hidden in data via supervised or unsupervised learning. You will apply a data mining package to analyze the free-form text documents that the general public posts.