

KPI FRAMEWORK FOR NEW ZEALAND MENTAL HEALTH AND ADDICTION SERVICES

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Phase III sector update

National benchmarking activity is now underway with the second national forums having taken place in March - April 2011. All DHBs across New Zealand and their NGO partners are participating with many engaged in regional and local benchmarking activity alongside the national forums.

The work of the National KPI project is specifically focused on supporting quality and performance improvement initiatives within the mental health and addiction sector. This is achieved by bringing together key people from across the sector who share information from their organisations and learn from each other about the practices that lead to improved outcomes for service users.

This work actively encourages collaboration between DHBs and NGOs and provides some of the tools and information that support systemic change initiatives.

As the KPI work progresses, the sector will be in a position to share some of the recent data used for benchmarking purposes and the processes that have been put in place to bring about service improvements.

Previous KPI reports, including the indicators being used for benchmarking, the data tested during Phase II, commentary on the testing process and some of the work being undertaken by DHBs and their NGO partners can be found on the NDSA website <http://www.ndsa.co.nz/OurServicesWhatWeDo/MentalHealth/KPIFramework.aspx>

The National KPI project has now received data for the financial years 2007 - 2010 and in September 2011 will extend the data set to the 2010/11 fiscal year.

Summary of planned activity for the remainder of 2011

- § Project Group meeting 2 - July 2011. To be attended by sector representatives including those from DHB, NGO, Ministry of Health, Mental Health Commission, Te Pou, Maori, Pacific, Service User, Funder and Technical perspectives.
- § Benchmarking Forum 3 - November 2011. This forum will progress the work of streams 1 and 2 looking at comparisons between the participant organisations, will introduce new NGO data for the first time and will require participants to share the results of their local initiatives to bring about improvements in their services.
- § The project concludes at the end of March 2012.

The sponsors for KPI Phase III are:

- § Ian McKenzie - Regional Director Mental Health and Addiction Services, NDSA
- § Dr Clive Bensemann - Director, Mental Health Services, ADHB
- § Dr Margaret Aimer - Clinical Director, Mental Health Services, CMDHB
- § Stuart Bloomfield - Group Information Manager, Decision Support Group, WDHB
- § Lorna Murray - Chief Executive, Connect Supporting Recovery Inc

Phase III participation streams

Stream 1 participants	Stream 2 participants
Northland DHB & Northpoint Services Trust	Waitemata DHB & Connect Supporting Recovery Inc
Bay of Plenty DHB & Dalcam Healthcare Group Limited	Auckland DHB & Affinity Services
Tairāwhiti DHB & Ngāti Porou Hauora	Counties Manukau DHB & Richmond NZ
Hawkes Bay DHB & Te Taiwhenua o Heretaunga	Waikato DHB & Pathways
Whanganui DHB & Pathways	Lakes DHB & Healthcare NZ
Wairarapa DHB & Richmond NZ	Taranaki DHB & Te Rau Pani Maori Mental Health Trust
Capital and Coast DHB & Wellink Trust	Mid Central DHB & MASH Trust
Hutt Valley DHB & Q-nique Trust Limited	West Coast DHB & PACT West Coast
Nelson Marlborough DHB & Te Whare Mahana	Canterbury DHB & Stepping Stone Trust
South Canterbury DHB & Richmond NZ	
Southern DHB & PACT Southland and PACT Otago	

Indicators selected for Phase III

KPI 1.	Acute inpatient HoNOS effect size large
KPI 2.	28 day acute inpatient readmission rate
KPI 8.	Average length of acute inpatient stay
KPI 9.	Average length of residential rehabilitation facility stay
KPI 10.	Community treatment days per clinical FTE
KPI 12.	Community treatment days per service user (quarterly)
KPI 16.	NGO services investment
KPI 18.	Pre-admission community care
KPI 19.	Post-discharge community care
KPI 28.	Total staff turnover
KPI 29.	Sick leave usage
KPI 31.	Client index
KPI 32.	Average length of sub-acute inpatient stay

KPI 32. will be replaced with a more meaningful measure following recommendations from a special project exploring new and/or replacement indicators.