

Present: Alistair Cree, Lyndsay Fortune, Vivienne Martin, Ian Bale, Kyle Hawkins, Renata Balfour, Sharan Foga (10am - 12pm), Carol Searle, Soledad Labbe-Hubbard, Ian McKenzie, Phillipa Gaines, Marion Blake, Lorna Murray, Mary Borisova, Katie Weastell.

Apologies: Janie McIntyre, Rick Rainey, Sandra Murray, Memo Musa, Virginia MacEwan,

Absent: Pauline Dennis, Toni Gutschlag

Agenda Item	Discussion	Action
Updates to the Interest Register	Marion asks members to update the register if there circumstances had changed.	Members to update the register if necessary
Notes from the Previous Meeting and any Matters Arising	<ul style="list-style-type: none"> - HISO review: Alistair unsure where to find info on HISO website. HISO Business Requirements. - MOH is currently determining availability of Business Requirements document to public. Is Business Requirements for how the HISO review is to be driven. - Feedback from Funders: Work underway currently to engage Planners and Funders to develop a collection of set reports. Raised: NGO concern about appropriate use of data: Is a joint role to develop agreement (NGOs and DHBS – MOH). - Variations in data collection is evident between different regions. Need to establish consistent language and use. - PRIMHD is an opportunity to increase quality of service, it also informs the construction of indicators for the accountability framework. Raised: Highlight where information is shared well. KPI project is a good example of clear principles and agreement of use of information. A lot of hard work went in to relationships. - Family – whanau reporting scope: has been finalised and circulated, some feedback nationally. - Adhoc business rules – Mary is working on this – couple of weeks away. - Consumer representation, Central Region: Two meetings involving consumers have now been held. - Tabled – Platform’s response to the letter from Suzy Stevens. 	<p>Mary – determine availability of Business Requirements document</p> <p>Mary – to distribute document outlining adhoc business rules to group when complete.</p>
Southern Regional Governance Group – Letter to Dan Mustapic	<ul style="list-style-type: none"> - Letter was written to Dan Mustapic – no response. - Southern Region governance group has been formed. Includes Regional Coordinators Dita, Kyle and Sonia, CDHB etc. Regular teleconference calls are held and the general feedback is that this is working well. Dan reports to Mary. Confident that a good overview of Southern issues is now held. 	
Ministry of Health Update (an overview of the state of the nation	<ul style="list-style-type: none"> - Sharan Foga, new Project Manager for PRIMHD at MOH updates the group in the absence of Memo. - See Attached Presentation: 	

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<p>and progress on PRIMHD Phase 3)</p>	<ul style="list-style-type: none"> - PRIMHD phase 1 and 2 are now formally closed - Phase 3 has been re-scoped due to changes in the sector and restructuring within the MOH, re-scope still aims to deliver value within the current mandate. - The three DHBs who are not yet reporting are technically part of Phase 3. - Report reference groups will be established in Phase 3. <p><u>Slide 3:</u></p> <ul style="list-style-type: none"> - NGO reporting is excluded – Memo investigating solutions but will be out of scope of phase 3 PRIMHD. Will be delivered alongside. - NGO submits performance monitoring to Healthpac – contract says once reporting to PRIMHD, the NGO will no longer have to submit to Healthpac. How will NGOs know when to stop? Actual decision on double reporting needs to come from DHB. Need to ensure reports have info Planners and Funders need (quality assurance), then look at ending double-up. Raised: Need for clarification from MOH ASAP, double-reporting costs are high for NGOs. Raised: Some organisations have services in different regions – will be messy if each DHB is relied on to decide when Healthpac reporting is to end. - Healthpac reporting will continue – PRIMHD still “embryonic” need someone to say “go.” Need communication – guidance/ strategy. - PRIMHD was promoted to NGOs on the basis that reporting will be made available to providers. NGOs were assured this was going to happen. Why invest in PRIMHD if NGOs receive nothing back – and have to report twice? NGO reporting can happen outside of the scope of phase 3 of PRIMHD – using other MOH resources, Memo is taking this forward. NGO reporting is fundamental – is why people have championed PRIMHD. Raised: number of NGOs do not have the infrastructure of large NGOs. - any changes made by the MOH flows back to NGOs – some don’t have revenue to deal with a long decision making process especially with protracted contract renewals as well. Gateway has so far incurred costs of \$1000 per month for systems and 8 – 10 hours per week for data entry (person) – this could fund a support worker! So far cost to MASH is around \$60k. - Phase 1, 2 – seems to be closed prematurely at cost of NGO reporting. Why? Seem to be overfunding of the rollout and underfunding of the benefits. - New items in Phase 3 scope: <ul style="list-style-type: none"> ● Architecture review ● Report Delivery – looking at design of the secure portal to see if reports could be delivered via 	<p>Mary – check availability of Project close, lessons learnt documents for Phase 1 & 2.</p> <p>Sharan & Memo – define and communicate when NGOs can stop reporting some info to Healthpac because it is covered by PRIMHD.</p>

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	<p>this mechanism to sector. Actual delivery of secure portal is not in the scope of Phase 3.</p> <ul style="list-style-type: none"> • Improvements to supplementary reporting – looking at changes to improve what is currently available. • Train the trainer for Business Objects – within MOH and sector <ul style="list-style-type: none"> - Draft planning overview slide: <ul style="list-style-type: none"> Out of date since yesterday – Stage Review Gate Meeting has been moved out a week – hoping for same end date. KPI Reports – hoping to start earlier. - Reports will be short-listed to six - Report Reference Groups <ul style="list-style-type: none"> F&P group set – first meeting Monday DHB NGO Contract Reporting – will be similar – MOH and NGO stakeholders – Group advises there should be NGOs at table. Is about process and opportunity to fix problems. NGOs are stakeholders. About transparency and trust. No one person has all the information. Is complicated and mini project in itself. What will this group’s mandate be? Scope available? How are NGOs identified? - Raised – this group need to push to have NGO Reporting back in scope – feels invalidating. - How does this group ensure influence of NGO sector – influence what feels like top down feeling of exclusion. - Ian happy to represent User group on DHB NGO Contract group - Raised: NGO info has little meaning in isolation of DHB information. Overall is about full sector – so of course need NGO reports, enable sharing information. - Distributed: example of possible NGO reporting from conversation between Platform and Jane Perrot from Sector Services. The have generated some examples of possible reports. <p>Current Status:</p> <ul style="list-style-type: none"> - Stage Review now 2nd June. - Stakeholder engagement –some work already done on present stakeholders 	<p>Sharan to organise NGO representation on DHB NGO Contract Reporting Group</p> <p>Sharan to locate Scope or description of DHB NGO Contract Reporting Reference Group</p> <p>NGO User Group – to report to the board on NGO Reporting as “out of scope”</p> <p>Katie – To add Sharan to distribution for NGO User Group meeting information.</p> <p>Marion and Sharan to meet and discuss current stakeholders.</p>
Regional Coordinator Updates	<p><u>Vivienne Martin – Midland Regional Coordinator</u></p> <p>Originally had 93 NGOs in scope, now have 86</p> <ul style="list-style-type: none"> - Aiming to have mapping documents complete by mid june - Employed Belinda Walker on a 6 month contract as support, starts 31st May - Issues: PHO providers and involvement with Whanau Ora: RFPS by August, for the Integrated Family Centres. <p style="padding-left: 40px;">Audits are occupying NGO time.</p> <p style="padding-left: 40px;">Medication reporting: medication line, debate around importance of</p>	

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	<p>medication visit data has led to a new team description - medication teams. Associated travel time is reported. Doesn't reflect time of day service provided. Can be part of HISO review.</p> <ul style="list-style-type: none"> - Vivienne wants to get group together to discuss issues for HISO review. Will have strong caveats. - Raised: Drop in centres: the need for precision will take over the need for accuracy – is it better to capture data than be excluded because the info is not precise? <p>NGOs drop in services, want to report – but don't want to intrude on consumer's needs. MOH interested in data – just can't collect it yet. Is complicated. Requires articulation of "service use." Where does this piece of work fit?</p> <p><u>Soledad Labbe-Hubbard – Northland Regional Coordinator</u></p> <ul style="list-style-type: none"> - Had 53 NGOs in scope initially. Still debate of 'out of scope' between NGOs and DHB for a few services – will be resolved in next couple of weeks. - Some large NGOs use a 'Patient Management' system. Some are considering what other requirements are coming from the MOH before deciding approach. - Issues: <ul style="list-style-type: none"> Audits etc causing frustration, but not received complaints. Mapping docs – some hiccups One NGO – broadband not fast enough. Too far north. Small NGO. - Aiming to have all NGOs inputting into PRIMHD by September – vendor process will drag process to end of Dec possibly. <p><u>Renata Balfour – Central Regional Coordinator</u></p> <ul style="list-style-type: none"> - Kuvandrin Poonan (KP) is mapping CCDHB NGOs - John Connerley is working with Hawkes Bay NGOs - Had over 90 NGOs in scope, now 68 in scope. - Wairarapa now only has 2 in scope. - Central team began in November. Pilot approach, only contacted 8 NGOs – a few from each region. All 8 are mapped and training – ½ live. - Lots of small NGOS e.g. 1.5 FTEs. Double reporting big issue for these. - 8 NGOs already set with medtech – hoping medtech will develop PRIMHD reporting. <p><u>Kyle Hawkins – Southern Region Representative</u></p> <ul style="list-style-type: none"> - Sonia Tafilipepe, Nelson Marl DHB Regional Coordinator - Dita Ciulacu, Otago/Southland Regional Coordinator - Kyle Hawkins – Canterbury/South Canterbury/West Coast DHBs Regional Coordinator - Overall 60 NGOs in scope 	<p>Phillipa to provide one-pager around the HISO issues process to cover the risk that providers confuse the PRC discussions with the formal HISO review.</p>

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	<ul style="list-style-type: none"> - Canterbury only started in March. Has 2 live, possibly another 2-3 by end of June. - Southern Governance Group is going well. - Issues: <ul style="list-style-type: none"> PRIMHD online not good for batch data entry. Suitable for small –residential. NGO with 700+ clients not using any vendor – some issues there. Working on solution with third party on data conversion. Trying to avoid duplication. <p>Solution</p> <ul style="list-style-type: none"> to lessen resistance around costs – admin, vendor. NGOs – some have not heard of PRIMHD. Is not in contract. Mapping docs – Sonia has approached all NGOS in her area and has two mapping documents left to complete, Kyle – ½, Dita almost complete. Most heading for September. Canterbury smaller can get on line quite quickly – file transfer for larger NGOs does take more time. <p>Discussion:</p> <ul style="list-style-type: none"> - Dita commented yesterday she is appreciating support from Southern Governance. - Raised: RCs are feeling pressure in regards to costs. All issues are nationwide. - PRIMHD online unable to cope with demand at present – how will it be with more providers on line? Data entry is labour intensive. Not user friendly. - 20 Phase/ stage 1 now using PRIMHD online. - Sole does not feel feedback from RCs is heard by MOH – re: PRIMHD online. This is heard but a solution takes time, issue is with how PRIMHD online is structured. System is saving whole history – not current action. This will be looked at as part of Architectural review, which will make recommendations for way forward. Actual implementation of recommendations outside the current scope. - Renata encourages input once per week – easier to repair data, smaller input chunks. - Raised: PRIMHD online problems will discourage data input from NGOS. Need realistic timeframes issues are affecting people now. 	<p>User Group to include PRIMHD online issue in report to board.</p>
Lunch Break		
Summary of Mapping Issues for the Northern Region	<ul style="list-style-type: none"> - Ian McKenzie presents on Mapping Issues for the Northern region. - See Attached Powerpoint presentation - Ian believes this mapping is fundamentally important. Happy to share findings. Wish for it to be national. - Had agreement from MOH to enable mapping process to occur. Did rely on Stage 2 services to make their mapping docs available, MOH is developing report to enable this process (only for live services). - Barriers: understanding of mapping doc, maintenance, etc. Best approach would be to be able to see everyone’s mapping doc. - Expecting Mapping work done in next 2 weeks – how to make it work technically is the second part. 	

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	<ul style="list-style-type: none"> - Don't know extent of issue yet. <p>Feedback from regions:</p> <ul style="list-style-type: none"> - Would like to provide consistency. May need mandate. - Need to get providers reporting to PRIMHD first. - Sponsors would prefer this may be better done by a Business Analyst. <ul style="list-style-type: none"> Is about using PRIMHD to provide info to Analysts. - Many users of this information, how will they interpret this? - These conversations need to happen locally due to different local drivers. 	
Software Vendor Expo	<ul style="list-style-type: none"> - Potential Vendors' details are to go up on Platform website. - Vendor forum videoconference date: 18th August. Will record and make available as a podcast. Regional Coordinators will be arranging local venues. - Alastair: 15 providers replied Richmond's RFP, will contact them and give Phil's contact details. - Will ask vendors to reply to questions on MOH website. - Share which NGO has which vendor? Would need to be formal – currently to remain as advised by regional coordinators. 	<p>Katie to include date in e-newsletter.</p> <p>Alastair – email 15 vendors to Phillipa and give Phillipa's contact details re: forum.</p>
Summary of Key Issues for Mental Health & Addiction NGO Providers: NGO User Group Report to the PRIMHD Project Board	<ul style="list-style-type: none"> - Governance group usually follows this meeting, this time timing is out – report is pre-emptive. - Issues to be reported in next NGO User Group Report: <ul style="list-style-type: none"> Extracting information form PRIMHD for NGOS Efficiency of PRIMHD online. 	
“Metrics That Matter’ and Preliminary Planning for the Future	<p>Metrics that Matter.</p> <ul style="list-style-type: none"> - Phillipa thanks all for feedback from last meeting. - NGO reporting - Proof of concept would be a 6 month process. - Is an end to end process, not just about development – about what providers get and how they get it and data integrity, similar to Northern Mapping. - Intend to be led by sector with MOH input when required. <p><u>Feedback/ Discussion:</u></p> <ul style="list-style-type: none"> - Would be good to see NGOs really using their information. Good to see a framework to start something happening here. - Some NGOs really frightened to share info. Triple Aim, budget cuts inspire fear. Triple Aim promised a lot of consumer input and transparency but this did not happen. NGOs fear losing competitive edge. Provider/ NGO split still present – especially around contract renewal time. - Providers in Lakes region meeting regularly (G6 forum), helping to break down competition. Some NGOs are “non-starters” don't want to change. - Renata – pleasantly surprised by eagerness of some organisations to input. Unpredictable. 	

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	<ul style="list-style-type: none"> - What will the process be? Ideas paper will be socialised with MOH, will hopefully spark ideas. - The idea of NGOs sharing information has been floating for a long time with no traction. Hoping Metrics that Matter can help make this happen. - Paper is also about alignment of attitude. - Marion – previous version has gone to Platform Trust board – agreed as the direction for Platform to take. Minister Coleman – keen to know more about what NGOs do. - Changes in MOH – hard to know where this issue now sits – Mental Health Group or the National Health Board? - Ian McKenzie – Happy to support the paper going forward to the MOH. Note: cost of communication in sector (is large) – start small? - Lorna – important community development model: Navigate – voluntary, is vehicle to spread sector intelligence. Only those interested invited. Started with 17 – now 40. - Has potential to strengthen NGO sector. - Will NGOs have to be collecting PRIMHD first? They will have to report data for the purposes of report development – won't matter so much for community development. It is about the conversation. Enable those not inputting to think about where their data might fit. - Where should the demonstration site be? - How can this group assist this development? Makes sense for NGO User group to champion this. Is there the possibility for update of TOR to include encouragement of collaboration of wider NGO information development strategies? 	<p>Phillipa to re-scope TOR</p> <p>Platform to discuss with MOH.</p>
NGO User Group Continuity	<ul style="list-style-type: none"> - Next meeting tentative date: August 31st 	<p>Katie to compare date to other sector meetings and finalise ASAP.</p>