




**Present:** Kyle Hawkins, Renata Balfour, Susan Rawlins, Kuvandrin Poonan, Soledad Labbe-Hubbard, Phillipa Gaines, Mary Borisova, Vivienne Martin, Belinda Walker, Dita Ciulacu.

**Apologies:** Sharan Foga, Katie Weastell

| Agenda Item                                | Discussion   | Action   |
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| Action items - minutes of 27 August 2010   | <b>Actions 1&amp;2:</b> Privacy and security issues  | <b>Steve Martin</b> to cover this tomorrow.  |
|  | <b>Action 3:</b> Dita has developed some basic information to help NGO providers to use PRIMHD On-line. This information sheet is very brief and can be placed beside the computer as a quick reference guide.   |  |
|  | <b>Action 4:</b> What are the arrangements for NGO providers beyond the life of the project?<br><ul style="list-style-type: none"> <li>• Mary responded that MOH PRIMHD Project team support will not be available past the end of November 2010. However, Monica, Hilary and Jenny will continue to be available as part of the usual business of the Ministry.</li> </ul>  |  |
|  | <b>Action 5:</b> Should NGOs destroy the paper record after entering the record into PRIMHD?<br><ul style="list-style-type: none"> <li>• MOH advice is to keep health records for a minimum 10 years and also for auditing purpose.</li> <li>• As long as the health information is retained in some other form, the paper copies of the information that are used to input the information into PRIMHD may be destroyed. For example, the NHI number is generally considered to be health information, but it will surely be recorded on the patients file in any event.</li> </ul> | <b>Phillipa</b> – to draft a brief information sheet that includes a table outlining what information and in what format should be kept. Check this info sheet with Karen Belt (MOH) before posting on the Platform website<br><b>Katie</b> - to include some brief advice on this issue in the Platform newsletter. |
|  | <b>Action 6:</b> A summary report for the IT vendor’s forum has been developed that is based on the 15 evaluation forms that were returned to Platform.  |  |
|  | <b>Action 7:</b> No new issues have been added to the Issues Register.   |  |
|  | <b>Action 8:</b> All PRCs are sending the contact details of NGO and vendor to Mary as soon as they know which vendor that the NGO has selected.   |  |
|  | <b>Action 9:</b> Katie has scheduled the next PRC teleconference for 24 <sup>th</sup> September  |  |
| Review of all items on the Issues Register | Ref 6: Delivery of data using CDs.<br><ul style="list-style-type: none"> <li>• Equip still reporting by CD, but have a planned transition off.</li> <li>• Walsh – reporting differently.</li> <li>• Wellink – are using ftp.</li> <li>• Waiheke Island provider – could be broadband issues, But CDs are not an option for the future.</li> </ul>  | <b>Mary</b> – to follow up with the Waiheke Island provider  |

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| Review of all items on the Issues Register (contd) | Ref 11: Engagement with DHB funders  | <b>Phillipa</b> - Close this issue and create a new issue: <ul style="list-style-type: none"> <li>• What reports come out</li> <li>• What is the future</li> <li>• KPI project interface</li> </ul>  |
|  | Ref 13: Could the MOH profile PRIMHD project and clarify the connections with the work on KPIs and the primary mental health care projects.  | <b>MOH</b> to consider using the MH Newsletter as a medium for 'linking the dots' between key projects.  |
|  | Ref 21: NGO report development <ul style="list-style-type: none"> <li>• Moved on significantly – process is now clear. Waiting for reports to be tested and to then go into production after which this issue can be closed.</li> </ul>  |  |
|  | Ref 24: Collation of business rules of how data should be gathered that have been developed informally to help with the interpretation of the business rules that are not included in the PRIMHD code set. <ul style="list-style-type: none"> <li>• Data Dictionary needs to be developed as supporting document. It was suggested that information should sit besides the current T Codes description.</li> <li>• Everybody collecting and recording the same information in the same way.</li> <li>• National face to face meeting with regional coordinators and site coordinators.</li> </ul>  | <b>Phillipa</b> - contact David Ireland about the next national face to face meeting of the PRIMHD DHB site coordinators and see if there is an opportunity to address some of the common business rules so that we have a standardised set. |
|  | Ref 31: Lack of a MOH account manager for stage 2 NGO providers. <ul style="list-style-type: none"> <li>• MOH are actively engaged with these providers but DHB funders may not be aware of the current status of these providers.</li> </ul>  | <b>Close this issue</b> and open another regarding the MOH providing updates to the relevant funders about the status of stage 2 providers.  |
|  | Ref 36b: Large number of NGOs still to go live   | <b>Close this issue</b>  |
| MOH PRIMHD Project Update                          | Mary provided an overview of the project update on behalf of Sharan..<br>See MOH slides <ul style="list-style-type: none"> <li>• System testing of six KPI reports.</li> <li>• Security review.</li> <li>• Additional work is not part of Phase 3 project. Will run in parallel, hopefully finished in December.</li> <li>• Looking at options for access to reports for NGOs who do not have access to Health Network.</li> <li>• Training manual: <ul style="list-style-type: none"> <li>○ Reports, access to InfoView</li> <li>○ Full business options access (costs extra)</li> <li>○ KPI reports – definition of terms</li> <li>○ Access, production, report guides</li> </ul> </li> <li>• NGO reports should be available by the end of November</li> <li>• Sharan was going to seek nominations for the UAT process from NGOs in the NGO User Group.</li> </ul> | <br>NGO User<br>Gp__PRIMHD_Phase3   |

| Agenda Item                  | Discussion   | Action  |
|------------------------------|--|---|
| NGO Reports                  | <p>1 –Comparative Demographics<br/> 2 – NGO Activities<br/> 3 – NGO Outcomes<br/> Caveats:</p> <ul style="list-style-type: none"> <li>• ALOS based on referral start date but in some cases this is the start date for the submission of the file (this report will become more accurate and more relevant over time)</li> <li>• Outcomes based on HONOS: <ul style="list-style-type: none"> <li>○ Comes from DHB data but is based on NGO clients.</li> <li>○ This report is dependent on HONOS compliance by DHBs.</li> </ul> </li> <li>• Privacy –access is restricted.</li> </ul> <p>Additional reports:</p> <ul style="list-style-type: none"> <li>• Can manage requests for simple reports but not complex ones.</li> <li>• There should be an annual review of all reports</li> <li>• One off/ad hoc reports are available from Analytical Services; but may have costs attached.</li> <li>• Business Objects can be used if the NGO has a licence.</li> </ul> <p>HISO – moved to 2013.</p> <p>Development work planned to improve PRIMHD performance issues is a separate project.</p> <p>Training:</p> <ul style="list-style-type: none"> <li>• Looking for participants</li> <li>• Must have already done Business Objects training along with some other criteria.</li> <li>• Looking at workshops of eight people beginning of November.</li> </ul> <p>Business as usual:</p> <ul style="list-style-type: none"> <li>• Transition plan is currently being developed by the MOH.</li> </ul> | <p><b>MOH</b> – to give PRCS some standardised information to hand onto NGOs before the end of the project. (Not sure what is this resolution about)]</p> |
| Feedback on the vendor forum | <ul style="list-style-type: none"> <li>• Vendor Forum <ul style="list-style-type: none"> <li>○ Delay in loading the podcasts onto the Platform website as the master set has not been completed yet.</li> <li>○ Evaluation results</li> </ul> </li> </ul>  |   |

| Agenda Item  | Discussion  | Action  |
|--|---|---|
| NGO PRIMHD Business Rules  | <p>Transition from old to new contract numbers:</p> <p>Children of parents with mental illness:</p> <ul style="list-style-type: none"> <li>• Similar issues as SF.</li> <li>• Out of scope for PRIMHD unless there is a nominated consumer.</li> </ul> <p>Discussion of scenarios for leave. Resolutions:</p> <ul style="list-style-type: none"> <li>• PRIMHD file specification does not have specific rule for limiting collection of other data when leave is also being reported e.g. NGO is allowed to report other activities if client is on leave.</li> <li>• If client is on leave due to holiday or hospitalisation then leave is applied as a block e.g. 1/09/2010 – 5/09/2010.</li> </ul>   | <p><b>All Regional Coordinators</b> - Continue to send through mapping documents with changes highlighted to Monica.</p> <p><b>PRCs</b> to highlight issues to be included in the HISO Review and to return these to Platform.</p>                            |
| Presentation by Nemu Lallu (MOH) on primary mental health care demonstrations. | <p>New Zealand context – impact on NGOs from Primary Care perspective. Mental Health is an integral part of integrated services.</p> <p>Marion Blake discussed a Platform report about models of collaboration between PHOs and NGOs (see attached).</p> <p>Concerns were raised about the sharing of electronic notes and who has access to what information.</p>  |   <p>Lallu_Primary MH Integration between care presentation.ppt PHOs and NGOs final</p> |
| Updates from MOH and all regional coordinators                                 | <p><b>Issues from MOH:</b></p> <ul style="list-style-type: none"> <li>• Mapping documents.</li> <li>• Solution to issues.</li> </ul> <p><b>Midlands:</b></p> <ul style="list-style-type: none"> <li>• Sustainability of this project.</li> <li>• Paper sent to GMs outlining possible solution.</li> </ul> <p><b>Central:</b></p> <ul style="list-style-type: none"> <li>• KP - following up in the long term.</li> <li>• Renata - future approach, format of communications.</li> <li>• Susan – capturing lessons learnt.</li> </ul> <p><b>Northern:</b></p> <ul style="list-style-type: none"> <li>• Long term maintenance of the Teams in PRIMHD..</li> <li>• Telstra Remote issues supporting NGOs installing the secure connection. <ul style="list-style-type: none"> <li>○ Changes made by TelstraClear on Friday so will wait and see.</li> </ul> </li> <li>• Interesting to see what the future will be like for the vendors considering the security requirements.</li> </ul> <p><b>Southern:</b></p> <ul style="list-style-type: none"> <li>• Kyle - Long term sustainability of hosted systems</li> </ul> | <p>Lessons learned to be recorded in a template, which will be provided to PRCs by the MOH.</p>   |

| Agenda Item  | Discussion   | Action   |
|--------------|--|--|
|              | <ul style="list-style-type: none"> <li data-bbox="524 154 1637 252">Dita - half of Southern NGO's are going PRIMHD on-line and they will be live by the end of September. Pact is hosting PRIMHD on-line NGO's, hot-desks in Dunedin and Invercargill and is helping the 3 NGO's to send xml extracts</li> </ul> |  |
| Next meeting | The last face to face meeting of PRCs has been scheduled for 29 November 2010.   | This meeting will be confirmed tomorrow at the NGO User Group meeting. |

## Summary of action points from the PRIMHD NGO PRC face-to-face meeting – 6 September 2010

|     | Action point  | Responsibility | Progress on action   |
|-----|---|----------------|--|
| 1.  | <b>Steve Martin</b> to cover privacy and security issues at the NGO User Group meeting tomorrow.  | MOH            | Completed.   |
| 2.  | <b>Phillipa</b> – to draft a brief information sheet that includes a table outlining what information and in what format should be kept. Check this info sheet with Karen Belt (MOH) before posting on the Platform website                     | Phillipa       |  |
| 3.  | <b>Katie</b> - to include some brief advice on the retention of health records issue in the Platform newsletter.  | Katie          |  |
| 4.  | <b>Mary</b> – to follow up with the Waiheke Island provider that does not have access to broadband.   | Mary           |  |
| 5.  | <b>Phillipa</b> to revise the Issues Register as per the comments made in these minutes.  | Phillipa       | Completed.   |
| 6.  | <b>MOH</b> to consider using the Ministry's MH Newsletter as a medium for 'linking the dots' for the sector between key projects.   | MOH            |  |
| 7.  | <b>Phillipa</b> – to contact David Ireland about the next national face to face meeting of the PRIMHD DHB site coordinators and see if there is an opportunity to address some of the common business rules so that we have a standardised set. | Phillipa       | David has indicated that the next face to face meeting of PRIMHD DHB site coords will be on 16 Nov. He will get back to us about including an item on the agenda about standardising business rules that are common to both DHBs and NGOs. |
| 8.  | <b>Sharan</b> - to seek nominations for the UAT process from NGOs in the NGO User Group, especially those that have participated in the report development process.   | Sharan         |  |
| 9.  | <b>MOH</b> – to give PRCS some standardised information to hand onto NGOs before the end of the project   | MOH            |  |
| 10. | <b>All Regional Coordinators</b> - Continue to send through mapping documents with changes highlighted to Monica.   | All PRCs       |  |
| 11. | <b>PRCs</b> to highlight issues to be included in the HISO Review and to return these suggestions to Platform.  | All PRCs       |  |
| 12. | <b>Platform</b> – to distribute paper about models of collaboration between PHOs and NGOs.  | Platform       | Completed.   |
| 13. | Lessons learned to be recorded in a template, which will be provided to PRCs by the MOH.  | MOH            | Completed.   |