

From the Project Sponsor

The PRIMHD project has reached two significant milestones this month.

All twenty-one DHBs are now participating in the project. Over 80% have achieved full compliance and are electronically reporting their data to PRIMHD. We are working with the remaining four DHBs who are actively seeking compliance.

This is a major change from February this year when only 43% of DHBs had achieved compliance

Congratulations to the WALSH Trust (West Auckland Living Skills Homes Trust Board) who is the first stage 2, large volume NGO, to achieve full compliance. They are submitting their data to PRIMHD using XML files, the same process as DHBs.

Some other larger volume NGO providers are also actively working toward compliance. This is a significant step forward as collectively this group will provide around 30% of PRIMHD's NGO data.

The NGO Web Data Entry System has been successfully user tested on a couple of NGO sites and we've received valuable feedback on usability issues. In response the project team is currently completing additional work to improve the user interface, before it is released to NGOs.

We are shifting our focus from the technology to the project outcomes – providing mental health and addiction information in a way that encourages organisations to use it to find out what interventions create the largest and most enduring improvements in services, and outcomes for people.

One significant use of this information is benchmarking across mental health and addiction services.

We are working with the Ministry funded but sector-led Key Performance Indicator Framework project.

The KPI project promotes increased utility of national data, quality improvement and service level collaboration across the mental health and addiction service sector. An update on this project is included in this newsletter.

Finally I would like to welcome Bill Alp, PRIMHD's new Project Manager, who brings extensive project and data warehousing experience to this role.

Together we look forward to advising you of the successful release of the NGO web solution in the near future.

Dr Bruce Anderson
 PRIMHD Project Sponsor

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PRIMHD Project update

This is my first update for PRIMHD News since taking over management of the PRIMHD project, and I am very pleased to advise that significant progress has been made by both DHBs and NGOs in their readiness to report to PRIMHD.

DHBs 80% fully compliant

We have achieved a milestone with all twenty-one DHBs now participating in the PRIMHD project.

Congratulations to Whanganui DHB, who has only recently engaged with the PRIMHD project, but has already achieved provisional compliance.

Three other DHBs are actively working towards provisional compliance and we are supporting them, and their vendor, to achieve this milestone

Congratulations also to the five DHBs who all have achieved full compliance since our last newsletter. They are: Canterbury, Capital & Coast, Mid Central, Taranaki and Wairarapa DHB respectively.

This means that 17 DHBs, or 80%, are now fully compliant and reporting to PRIMHD.

They join Auckland, Counties-Manukau, Lakes, Nelson-Marlborough, Northland, Otago, South Canterbury, Southland, Tairāwhiti, Waikato, Waitemata and West Coast who have already achieved full compliance.

DHBs need to achieve 98% or better data accuracy in the batched XML data files they submit to PRIMHD to achieve full compliance and report their data to the PRIMD production environment.

This level of compliance means that the DHB Access report and the DHB Service profile are collecting and, in future, will report on a richer source of data, to provide better information to inform planning and services.

Larger NGOs stepping up

Last week the WALSH Trust became the first of the stage 2, larger volume NGOs, to reach compliance.

Several other larger volume service provider NGOs are now actively working towards PRIMHD compliance.

This is an important milestone as this group of about 24 NGOs will provide around 30% of PRIMHD's NGO data. There are about 350 NGO providers in the mental health and addiction sector throughout the country.

They submit data using XML files, which is a better option for larger volume providers.

NGO Web Data Entry System

The National Rollout Team has successfully carried out user acceptance testing of the PRIMHD NGO Web Data Entry System on two sites – Tui Ora in Taranaki, and Manor Park in Lower Hutt. We were very pleased that the data reconciliation checks found that both site tests achieved 100% data accuracy.

During this process we also received very positive and useful feedback on the usability of the system. PRIMHD's Operational Steering Group has agreed that some changes should be made to improve the web-based system before it is released.

While this has delayed the availability of the system, we want to deliver the best possible product to your organisation and users. We apologise for any inconvenience caused by this additional delay.

We will contact stage 1 NGOs in early July to advise when this system will be available.

Please contact the Team for advice or help to develop your electronic reporting solution for PRIMHD.

Bill Alp

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Introducing Bill Alp

Bill Alp is PRIMHD's new Project Manager, replacing Jeremy Haywood who has left the Ministry to pursue other interests.

Bill, who is a registered Prince2 practitioner, has extensive project management experience in both the public and private sectors.

He previously worked at the Ministry of Health over a three year period on the National Immunisation Register project.

Since that time he has worked in project management and data warehouse management roles for the Department of

Corrections and more recently had short-term project management assignments with ANZ National Bank and Transpower.

Bill considers that contract-based project managers will only be perceived to give "full measure" when they move beyond a technical perspective and focus on successful business outcomes.

We welcome his combination of project management and data warehousing experience, together with his focus on business outcomes, to realise the benefits of the PRIMHD project for the Ministry and the mental health sector.

What's new?

Te Pou Outcomes forum - video and interviews available

Presentations and interviews from Te Pou's National Outcomes forum 'Are we there yet? Destination information sharing', held in February, are available online at www.tepou.co.nz/page/612-Non-government-organisations-NGOs.

Mental Health Service Use Data 2001/02 to 2004/05 available

The Ministry of Health has released **Mental Health: Service Use data 2001/02 to 2004/05**, which is drawn from the Mental Health Information National Collection (MHINC), and covers secondary mental health and alcohol and drug services funded by the Government. It is available online at www.moh.govt.nz/moh.nsf/pagesns/575?Open

Northern regional coordinator appointed

NDSA, the Northern DHB Support Agency, has appointed a regional coordinator to work on the PRIMHD NGO implementation, who starts in mid July. NDSA is a shared services agency joint venture owned by the three Auckland Metro DHBs (Auckland, Counties Manukau and Waitemata) to provide a regional solution for some services. www.ndsa.co.nz/

New PRIMHD webpages

The PRIMHD webpages have been rewritten and updated and they will soon be available on the Ministry of Health's website. They are currently on the NZHIS website. We will advise you when this has occurred.

PRIMHD News

Tony Griffiths is taking over producing PRIMHD News as Hazel Dobbie's contract finishes on 30 June. Contact Tony at tony_griffiths@moh.govt.nz

Improving DHB quality and performance - clarification

The table used in the last issue of PRIMHD News (no 7, May 2009) was an abstract taken from the District Health Board Mental Health Service Profile, dated 1 July 2007-30 June 2008.

This information is available in the Reference Section of the Ministry of Health's Nationwide Service Framework Library webpages at www.nsf.health.govt.nz/apps/nsfl.nsf/pages/mh/237

Pact working towards compliance

Pact is one of several large NGOs who have recently begun working towards provisional compliance.

Rather than using the PRIMHD NGO Web Data Entry System, which is more appropriate for smaller volume providers, these larger NGOs submit their data using batched XML files – the same process as DHBs. Collectively these 24 larger organisations will provide about 30% of the total NGO mental health and addiction service data.

Pact provide a range of services and support across three DHB regions, on the West Coast, Otago and Southland, for about 800 people with or recovering from mental illness and people with an intellectual disability.

Pact's PRIMHD Project Manager, Dita Ciulacu says they were fortunate that they were aware of PRIMHD when they were developing their client management system two years ago.

They implemented Sage CRM, which they have customised to meet their needs and also to ensure that it is PRIMHD compliant. They review the system every three months to ensure it continues to meet these needs.

Pact have faced two major challenges to report to PRIMHD. One challenge has been to achieve consistency in the way the 350 staff defined and recorded activities.

The second has been to get all staff onboard to ensure they recorded all activities electronically. They have held mandatory training sessions for all staff who are now recording all work electronically – including contacts, activities and consumer plans.

Pact has also found that some unexpected benefits in preparing for PRIMHD compliance.

The organisation has gone through each client file and reconfirmed the data to ensure it is properly and consistently recorded, which Dita says has been a huge amount of work. However they felt it was worth the

effort as consistent and accurate data is essential for quality reports.

PRIMHD also sparked a rethink about their internal reporting. They have been able to enhance and improve the quality of reports to managers and teams through this process.

Pact has also promoted PRIMHD compliance within the organisation.

Dita says they haven't done this because it is required, "but because it is the best way to do it".

"As a result we have accurate client records, better reports to internal managers as well as the Ministry, and we can offer better services, and better support to our clients."

Contact dita.ciulacu@pactgroup.co.nz

Pact a glance

- dates from the Patients' and Prisoners' Aid Society of Otago, setup in Dunedin in 1877, to "help the helpless and bring relief to the needy".
- In the 1980s it split into two trusts - one for patients called PACT, the Patients Aid Charitable Trust, and another for prisoners, called PARS - Prisoners Aid Rehabilitation Society.

Stop press : WALSH first NGO to achieve full compliance

WALSH Trust is the first large volume NGO to achieve full provisional compliance.

WALSH Trust has provided community-based mental health support services in West Auckland since 1988, when large psychiatric hospitals were closing down.

Today WALSH Trust offers a range of mental health support services to around 300 people who experience mental ill health.

Richmond close to provisional compliance

Richmond New Zealand, one of the country's largest community-based mental health and support services providers, submitted its first XML file to PRIMHD earlier this month and is close to achieving provisional compliance.

Richmond employs over 500 staff and offers mobile, secure and community-based support, and manages over 100 residential properties, for approximately 1000 adult and youth clients across the country.

Rick Godfrey, Richmond's PRIMHD implementation project manager, says they have made some enhancements to their current client information system to map their data to PRIMHD codes.

They submitted their first file in early June and the process went smoothly. They hope to achieve full compliance by the end of August.

Rick says "PRIMHD is important and Richmond wants to contribute to this initiative to collate mental health and addiction data nationwide".

Richmond's goal is to take advantage of better quality data to analyse trends and results, and to see how Richmond compares with other NGOs.

As for obstacles to report to PRIMHD, Rick says they have had to improve their processes for recording contact types. They have used an internal focus group to increase understanding and to achieve greater consistency when recording this information.

They have also set up online access to NOAH, the Ministry's NHI Online Access for Health system, to check that they are recording accurate national health index (NHI) numbers. It is mandatory for non government organisations to include a client's NHI when submitting data to PRIMHD.

Rick acknowledges the support they have received from Tony Griffiths and the PRIMHD rollout team at the Ministry to achieve this milestone.

Stage 2 of the PRIMHD project aims to have 24 large volume providers, like Richmond, electronically report their mental health and addiction activity and outcomes data to PRIMHD.

Richmond at a glance

- an incorporated society and registered charitable trust that provides community based mental health and support services nationwide.
- established in New Zealand in 1978
- affiliated with many other organisations worldwide as part of the international network of Richmond Fellowship
- Richmond's revenue in 2008 was \$32 million.



We welcome your feedback and suggestions for future issues of PRIMHD news.

Contact primhdteam@moh.govt.nz

Tui Ora user test achieves 100% accuracy

Taranaki-based Tui Ora was the first non-government organisation to user test the PRIMHD NGO Web Data Entry System last month, achieving 100% data accuracy.

Tui Ora Ltd is an umbrella business for 17 Maori providers, including 8 mental health providers around the region, who are working to improve the health status of Maori in Taranaki, by providing health and social services as well as economic and health promotion programmes.

Last month Tim Mephram and Tony Griffiths from the PRIMHD project team, met with Tui Ora to process a live submission of Tui Ora data to PRIMHD. The electronic data was then reconciled with paper based data and achieved 100% accuracy.

Tui Ora also offered some feedback on the usability of the system, some of which is being incorporated into the final development of the PRIMHD web-based system before it is released to users.

Tui Ora's IT Manager Dean Raven says, "Through PRIMHD we will be able to access accurate information in a timely manner, enabling us to monitor service performance and track trends, from both an individual provider, and from a collective perspective.

"The information we hope will be useful for making strategically appropriate decisions to improve what we do, by identifying potential problems with regard to capacity and management decisions. Ultimately we hope it will give us the measurement of how well we are meeting our clients' needs."

The NGO hasn't encountered any obstacles in its move to PRIMHD. They've been driving technology for four years so changes around technology are more readily accepted

Tui Ora enjoys strong relations with the local Taranaki DHB and other key health providers in the region.

"Given we are a small region fostering an environment of collaboration, collective planning and flexibility, these are keys to working smarter. As a sector this adds value to providing quality assurance for funders, and effectiveness for our tangata whaiora.

"The PRIMHD system has the potential to enhance these relationships. PRIMHD hopefully will be a useful tool to demonstrate our effectiveness in a smart and accurate manner for all parties concerned."

Dean says Tui Ora was pleased to take up the opportunity to participate in user testing.

"It's our chance to have our say. It's important to participate to help ensure these projects are successful."

Tui Ora at a glance

- 50% owner of Hauora Taranaki Primary Health Organisation in partnership with Taranaki Primary Health Provider Inc, to improve access to services for Maori and high need populations
- Tui Ora's mental health providers are : Mahia Mai A Whai Tara Trust, Manaaki Oranga Ltd, Raumano Health Trust, Te Ihi Rangi Trust, Te Rau Pani Maori MH Trust, Te Whare Puawai O Te Tangata, Tu Tama Wahine O Taranaki and Toi Ora Healthy Lifestyles
- evolved from a dedicated 4 year joint venture relationship between the Taranaki Iwi Health Forum - Te Whare Punanga Korero Trust and the former Midland Regional Health Authority.

KPI project live testing data

The first step in applying the Key Performance Indicators Framework to Mental Health and Addiction Services is underway with live testing of 10 indicators from participating District Health Boards with input from their partner non government organisations.

This is part of Phase II, the live test of the KPI Framework, being lead by the Northern DHB Support Agency (NDSA) on contract to the Ministry of Health.

The Ministry of Health initiated the development of the first Key Performance Indicator (KPI) Framework for Mental Health and Addiction Services, to promote national quality improvement efforts in the sector.

It is intended that the Framework will lead to active benchmarking where services can learn from each other about the practices that lead to improved outcomes for service users.

The design of the first version KPI Framework was completed in 2007. Copies of the report are available from Lisa Melissa (Lisa.Melissa@ndsa.co.nz) or at www.cmdhb.org.nz/Funded-Services/Mental-Health/Projects/KPIframework/.

The KPI testing process will determine whether the selected indicators produce the information that organisations require to drive change, and whether or not the benchmarking process contributes to their understanding about how they might improve the quality of their services.

During the 18 months of this phase, ten of the thirty indicators will be tested using DHB provider arm data for adult services only. This data was submitted by participating DHBs prior to the start of the benchmarking process in June 2009.

Indicators selected for the test phase are:

- KPI. 1 Inpatient change in the total HoNOS score
- KPI. 2 28 day acute inpatient readmission rate
- KPI. 8 Average length of acute inpatient stay
- KPI. 10 Community treatment days per clinical FTE
- KPI. 12 Community treatment days per service user

- 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.

NGOs are involved in Phase II through partnerships with the nine participant DHBs. These partnerships will ensure the 'whole of sector' approach to Phase II through NGOs providing leadership, scrutiny of the process and advice about contextual issues to do with the delivery of services to the local population.

In addition NGO representatives will be asked about the applicability of the indicators to the NGO sector, the capacity and capability of NGOs to participate beyond Phase II and to have input into the recommendations for Phase III.

The next steps in the project are to:

- develop benchmarking reports
- commence benchmarking forums (from June 2009)
- sector update on project progress
- report back on HoNOS working party (end of June)
- second data submission (September 2009)
- begin planning for work beyond Phase II.

For further information, contact Emma Maddren, Project Manager: 027 276 5006; Emma.Maddren@ndsa.co.nz

List of Phase II participants	
DHB	Partner NGO(s)
Auckland	Odyssey House Trust
Canterbury	To be confirmed
Counties Manukau	Richmond New Zealand
Lakes	Healthcare NZ
Mid Central	MASH Trust
Taranaki	Pathways Trust Te Whare Puawai O Te Tangata Trust Te Rau Pani Maori Mental Health Trust
Waikato	Pathways Trust
Waitemata	Connect Supporting Recovery Inc
West Coast	Coast Care Trust Inc. PACT

Helping NGOs to access NHIs

The Ministry of Health is encouraging non government organisations to use the NOAH (NHI Online Access for Health) website to access NHI numbers which are mandatory when reporting to PRIMHD.

Every New Zealander who has used a public health or disability service will have been allocated a unique alphanumeric identifier – a national health index number, better known as an NHI.

The NHI system, which the Ministry has administered for over 25 years, records a consumer's name, address, date of birth, gender, residential status, ethnicity and, where appropriate, date of death. Any medical warnings or donor information may also be recorded. Clinical information is not recorded.

NHIs are used to protect personal privacy, especially when information is being shared or transferred between primary and secondary providers. Encrypted NHIs are also used in aggregated data collections such as PRIMHD.

At present only a handful of NGOs are using NOAH, which is a web-based system set up by the Ministry. NOAH gives authorised users online access to the NHI system to search for a consumer's NHI, retrieve details if the NHI is known, and access recorded national medical warnings. A limited number of health providers are also able to update NHI details.

To apply for access, email the Ministry at nhi_access@moh.govt.nz. NGOs need to complete an Access Agreement and meet the Ministry's security standards which include a secure Health Network connection and a HealthSecure Digital Certificate per user.

NGOs who are unable to use this preferred option can request NHI numbers by phone or fax from the Ministry's Contact Centre. Appropriate telephone authentication is required, such as the organisation's allocated payee number.

- Phone the Ministry's Contact Centre at 0800 855 151 (NB there is a maximum of six requests per call)
- Fax 06 349 1983 (NB there is a maximum of 40 numbers per fax request per day).

If an NGO does not know, or does not have their payee number, they can contact the Ministry of Health (Ph 0800 281 222, select option 4, then option 1). The Ministry will either provide the NGO with the number, or send an application form for the NGO to request allocation of a payee number.

For more information about requesting access to NOAH, contact Carol_Lin@moh.govt.nz or phone 04 816 2896

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