

Glossary of terms and abbreviations – NGOs and information

Term	Definition
Accountability Framework	<p>Accountability in the public sector - putting public benefit before self determined objectives.</p> <p>Most provider contract reporting is driven by DHBs needing to comply with aspects of the Nationwide Service Framework (NSF). The NSF contains accountability documents (e.g. the annual DHB District Health Plan or DAP) that specify the types of mandatory reporting (e.g. health targets, indicators of individual DHB performance, etc) that will enable the Ministry of Health to assess progress towards desired health outcomes.</p> <p>Refer to http://www.nsf.health.govt.nz/</p>
Consumer Satisfaction Survey	<p>Satisfaction surveys ask service users to report on and evaluate their experiences with health treatment. These surveys cover topics that are important to consumers, such as the communication skills of providers and the accessibility of services. Satisfaction surveys offer a mechanism for service users to provide feedback to providers about their treatment and to contribute information towards the planning, implementation and evaluation of services.</p> <p>NB: A provider satisfaction survey is not the same thing as an outcome measure for individual service users.</p>
Continuous quality improvement	<p>A focus on continually improving the system to better meet the needs of service users. Quality improvement looks closely at data/information relevant to treatment processes to help identify sources of variation and to systematically improve system performance.</p>
Data, data collections and information	<p>Data relates to events, people, transactions and facts. A data set is a collection of data that is gathered for a specific purpose. There are many ways in which data can be collected—for example, as part of routine service delivery, one-off surveys, interviews, observations, and so on.</p> <p>Information is data that are interpreted, organised and structured in such a way as to be meaningful to the person who receives it.</p> <p><i>A Guide to Data Development (2007) Australian Institute of Health and Welfare. Canberra.</i></p>
Evaluation	<p>Evaluation is defined as the systematic determination of the quality or value of something (Scriven, 1991) It helps us to answers the question – what difference did this intervention/service make?</p> <p>Evaluations are generally conducted to either find areas for improvement or to generate an assessment of the overall quality or value of a service.</p> <p>Refer to Scriven, M. (1991) Evaluation thesaurus (4th ed.). Newbury Park, CA: Sage.</p>
Funding for Outcomes (now known as Integrated Contracts)	<p>The Funding for Outcomes project was established in 2003 under the auspices of the Ministry for Social Development as a new approach to contracting with NGO providers. It enabled a range of services funded by several government agencies to be specified in one contract.</p> <p>Refer to http://www.familyservices.govt.nz/our-work/community-development/funding-for-outcomes.html</p>

HealthPAC (now known as Sector Services)	<p>Health Payments, Agreement and Compliance (HealthPAC) now known as 'Sector Services'– the agency within the Ministry of Health that is responsible for some of the contract establishment and administration functions on behalf of the DHB funder. Functions include receiving contract reporting from all health and disability providers and for making payments to providers for contracted services.</p> <p>NB: Provider reports that are sent to HealthPAC are separate to the NHI reporting that is sent to the Ministry under PRIMHD.</p>
HoNOS family of measures	<p>The HoNOS family of measures consists of a suite of measures designed for different population groups:</p> <ul style="list-style-type: none"> • HoNOS - adult service users • HoNOSCA - children and adolescent service users • HoNOS65+ - adult service users over the age of 65 • HoNOS_LD - adult service users who have a dual diagnosis i.e., mental illness and an intellectual disability (may be in use but is not mandated) • HoNOS Secure - adult service users who are being supported by forensic services (may be in use, but is not mandated). <p>The Health of the Nation Outcome Scale (HoNOS) is designed for adult service users and is an outcome tool with 12 items measuring behaviour, impairment, symptoms and social functioning. This tool forms part of the mandatory reporting under PRIMHD for all DHBs and is completed by a clinician as part of a routine clinical assessment. A few NGOs also collect the HoNOS in those instances where they are contracted to provide clinical support, but it is not a mandatory requirement for all NGOs .</p> <p>Refer to http://www.rcpsych.ac.uk/clinicalservicestandards/honos.aspx</p>
Health Practitioner Index (HPI)	<p>The Ministry of Health, in consultation with other health sector organisations, has developed a directory of health professionals, organisations and facilities. The index will be known as the Health Practitioner Index (HPI).</p> <p>The HPI will provide unique identifiers and core information on health practitioners, and will provide a basis for controlling who can access health information and will protect the privacy of health records by verifying the identity of users. This will be critical to practitioners wishing to access and manage electronic health information from many different locations.</p> <p>Refer to http://www.nzhis.govt.nz/moh.nsf/pagesns/38?Open</p>
Hua Oranga	<p>A Maori measure of mental health outcome developed by Dr Te Kani Kingi and Professor Mason Durie. The tool is consistent with Maori concepts of health and wellness and has been developed through the application of an existing model, Te Whare Tapa Wha:</p> <ul style="list-style-type: none"> · Te Taha Wairua (Spiritual Dimension) · Taha Hinengaro (Mental Dimension) · Te Taha Tinana (Physical Dimension) · Te Taha Whanau (Family Dimension)
Inputs	<p>Inputs are resources such as people or materials that are required in order to deliver treatment to service users (e.g. Staff, pharmaceuticals).</p>
Intervention logic model	<p>An Intervention Logic Model depicts how a set of activities associated with a given intervention (programme, policy or practice) are connected to the outcomes that result from implementing the intervention.</p>

KPI	<p>Key Performance Indicator (KPI) – representative data that measures key characteristics of the organisation for the purposes of monitoring change.</p> <p>The Ministry of Health initiated development of the first version 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.</p> <p>The design of the first version KPI Framework for New Zealand Mental Health and Addiction Services was completed in 2007. Phase II, the live test of the Framework is currently taking place involving nine DHBs and their partner NGOs. The Northern DHB Support Agency (NDSA) has been contracted by the Ministry of Health to lead Phase II.</p> <p>Refer to http://www.ndsa.co.nz/default.aspx?z=326</p>
MHINC	<p>Mental Health Information National Collection – commenced in July 2000 by the Ministry of Health and contained information about access to all secondary mental health and addiction services - referrals, the service types and discharges for all health treatment users (identified only by their NHI). Details about service users included age, sex, ethnicity, diagnosis and legal status.</p> <p>NB: The Ministry replaced this data collection with PRIMHD in July 2008.</p>
MHIRS	<p>The Mental Health Information Reporting System (MHIRS) was a proposed development by the Ministry of Health for those NGOs that could not afford an information system of their own. This proposal was subsequently dropped in favour of providing smaller NGOs with a web based form to assist them to report their PRIMHD data direct to the Ministry.</p>
MH-SMART	<p>The Mental Health Standard Measures of Assessment and Recovery initiative – established by the Ministry of Health to help promote the development of an outcomes-focused culture in the mental health sector.</p> <p>NB: This initiative has been incorporated into the <i>Information Programme</i> under Te Pou – refer to http://www.tepou.co.nz/page/643-Outcome-Measures+MH-SMART.</p>
Monitoring	<p>Monitoring generally refers to a process of regular surveillance (what happened, how and why). The routine reporting that NGO providers supply to Sector Services as part of their contractual obligations forms an important source of monitoring for their DHB funder.</p> <p>The interpretation of data collected through a process of monitoring is still an evaluative activity, even when it occurs outside a formal evaluation process. Refer to Mehta V. (1994). <i>The essential guide to Policy Development & Analysis</i>. Canada Research Unit. Ottawa.</p>
Nationwide Service Framework (NSF)	<p>The nationwide service framework library (NSFL) is a collection of guidelines and requirements to ensure that New Zealand public health services are provided to an agreed level of nationwide consistency. This library includes all contract service specifications and accountability documents.</p> <p>http://www.nsf.health.govt.nz/apps/nsfl.nsf/menumh/General+Information</p>

NHI	<p>National Health Index – this is the unique identifier that is assigned to every person who uses health and disability support services in New Zealand. The NHI and associated NHI numbers are used to help with the planning, co-ordination and provision of health and disability support services across New Zealand.</p> <p>http://www.nzhis.govt.nz/moh.nsf/indexns/nhi</p>
NHI On-line access for Health (NOAH)	<p>NOAH is a web-based application that enables Health Care Providers to connect to the National Health Index and Medical Warning System database. It allows Health Care Providers to search for Health Care Recipients to obtain their NHI and to view their demographic details.</p> <p>Authorised users of NOAH have to comply with strict protocols for access and retrieval of information.</p>
Outcome	<p>“A health outcome is a change in the health of an individual, or a group of people or population, which is wholly or partially attributable to an intervention or series of interventions”</p> <p>Australian Health Ministry’s Advisory Council - Sunshine statement</p>
Outcome hierarchy	<p>A specific type of intervention logic model which only includes outcomes. An outcome hierarchy sets out all of the underlying intermediate outcomes it is believed are necessary in order to achieve a change in the final outcome.</p> <p>Refer to http://www.strategicevaluation.info/se/documents/122pdf.html</p>
Outcome measures	<p>The outcomes of health treatment can be described at the level of whole populations (e.g. suicide rates), or for service systems (e.g. access rates), or for providers (e.g. service users length of stay) or at the level of the individual consumer (quality of life). The latter may be assessed directly, such as by the use of instruments designed to measure change in health status (e.g. the HoNOS) or indirectly through the use of one or more proxy indicators (e.g. readmission rates).</p> <p>http://www.moh.govt.nz/moh.nsf/indexmh/soi0710-vision</p>
Outputs	<p>Outputs equates to the work done by staff. In general outputs are made up of the number of activities delivered (e.g. number of client community contacts, number of attendances, number of hospital treatments, etc)</p>
Patient Management System (PMS)	<p>This is an IT term that is generally applied to any software that collects and organises information specifically related to a service user. It is designed to include details about the service user, their treatment plan as well as specific details about their treatment (e.g. electronic medical record).</p> <p>Variations of a PMS (containing more or less clinical information) include a Patient Administration System, Client Information System and Clinical Information System</p>
PRIMHD	<p>Programme for the Integration of Mental Health Data (MHINC and MH-SMART) – commenced in July 2008 and combines service activity information (MHINC) with outcome information (MH-SMART). This is a national data collection that is maintained by the Ministry of Health and which collects high level information about the secondary mental health and addiction services (including NGO providers) provided to service users. Service users are identified only by their NHI.</p> <p>Most NGO providers are not required to report outcome information to PRIMHD at this time.</p> <p>NB: This NHI based reporting is separate to the general contract</p>

	<p>reporting that is sent to Sector Services (formerly known as HealthPAC). The other important thing to note is that it is a high level summary of service use and does not collect the same level of detailed information as that contained in the client's electronic health record.</p> <p>Refer to http://www.moh.govt.nz/primhd</p>
Quality audit	<p>The Operational Policy Framework (OPF) for DHBs defines an audit, inspection, evaluation or review of:</p> <ol style="list-style-type: none"> a. quality b. service delivery c. performance requirements d. organisational quality standards e. information standards f. information and reporting requirements g. safety standards h. clinical standards i. compliance with any of a DHB's obligations j. cultural competency in relation to the provision of the services by a DHB. <p>DHB funders are required to commission routine audits of all health providers on a regular basis to check compliance with contract specifications and with all relevant health & disability standards. In addition, the DHB funder may also request a special audit of a health provider at any time in those cases where there are concerns about safety, quality and/or service performance.</p>
Taku Reo, Taku Mauri Ora	<p><i>Taku Reo, Taku Mauri Ora - My voice, My life</i> is the service user self-assessed standard measure of outcome that has been developed by Case Consulting. This measure will become available in 2009/10.</p> <p>Refer to http://caseconsulting.co.nz/taku-reo-taku-mauri-ora-updates-2</p>
Value for Money	<p>The term 'value for money' is sometimes used in a narrow sense as meaning 'maximising efficiency and effectiveness' or 'obtaining the biggest bang for the buck'.</p> <p>A broader view is that this term covers a continuum of activities, including an assessment of expenditure, inputs, outputs and the improvement in outcomes for service users as a result of health service interventions.</p> <p>Di Francesco, M (1999), <i>Measuring performance in policy advice output: Australian developments</i>, The International Journal of Public Sector Management, vol. 12, no. 5, pp. 420–431.</p>