

## Midland PRIMHD / Decision Support Coordinator, 2nd Quarter Report (Oct-Dec 2012)

### Overview

Most providers are now compliant with their PRIMHD data submission and many are taking an increased interest in the reports we are able to provide them with. A new PRIMHD report was made available in December which gives more details about the type of contacts individual teams are recording per month. This will be rolled out in the next quarter. We have started working with some of the larger NGOs who were traditionally serviced by the MoH to provide increased support with data quality and Mapping Document changes.

The HISO review process neared its end this quarter and to ensure that we had feedback from the Midland region workshops were held at each regional forum. The resulting information was presented in formal submission to HISO.

With the Wait Time reports remaining a concern a pilot was started in Lakes to determine if the problems are a systems or data entry error. This process will continue in the new year. It is hoped that if we can find solutions with the Lakes data this can be transferred across the region meaning that the information on targets is accurately reflected.

### PRIMHD Business As Usual

- Continued to monitor providers for quality and volumes
- Provided PRIMHD Activity Volume Reports for Planners and Funders
- Analysed NGO contacts through monthly Volumes Reports and contact individual NGOs
- Detailed data quality checks for individual providers as needed
- Provided PRIMHD training to NGOs
- Ran PRIMHD NGO Infoview reports
- Provided regular PRIMHD status reports for MoH and Planners and Funders
- Updated PRIMHD Mapping Documents for 6 providers
- Developed and provided NGOs with graphs showing PRIMHD contacts over a 12 month period broken down by teams and showing comparison between teams.

### Service Development

- Continued as member of HISO Working Group and lead for AOD Sub-Group attending teleconferences and providing input into new code development
- Participated in HISO Expert Advisory Group meeting in Wellington to discuss national submission
- Attended individual NGO provider meetings
- Pilot started in Lakes to try to determine whether Wait Time Report problems are systems or data entry driven

- AOD regional Bed analysis and monitoring
- Produce What's New Newsletter
- Attended Midland Clinical Governance Group meetings
- Attended Midland Portfolio Managers meetings
- Attended Midland Regional Forum meetings presenting HISO review and obtaining feedback
- Attended Service Development Plan Public Consultation with Ministry of Health
- Attended Midland Youth Forensic Workshop in Hamilton
- Attended Health Waikato Mental Health and Addictions Service Community Forums
- Launched 360 Performance Appraisal online surveys for two team members
- Attended Regional Services Governance Video Conference meeting
- Presented PRIMHD Decision Support role at National Portfolio Managers Meeting in Auckland
- Prepared and sent submissions on the HISO Review for each Midland Regional Forum

### **Relationships and Partnerships**

- Presented at Tairāwhiti Consumer Advisory Group Mental Health Awareness Week day 1
- Attended Mental Health Awareness Activity day 3 in Rotorua
- Visited Te Waireka in Hawkes Bay
- Visited Springhill AOD service in Napier

### **Workforce Development**

- Attended MRN team Meetings
- Attended Te Po Workshop on Outcomes held at Tairāwhiti DHB

### **Planned 3rd Quarter (Jan-March 2013) Activities**

- Business as usual with all current PRIMHD analysis, monitoring, support and training activities
- Continue to provide support to Midland Regional Projects
- Continue to participate in HISO Advisory Group activities
- Analyse 360 Degree performance survey results for 2 staff members and evaluate process
- Work toward ensuring remaining 3 NGO PRIMHD providers are entering data.
- Roll out PRIMHD One report to NGO providers and support them to improve data
- Provide support and assistance to Midland Regional Director