

## Midland PRIMHD / Decision Support Coordinator, 4th Quarter Report (April-June 2012)

### Overview

In the last three months I have spent a considerable amount of time on PRIMHD activities including analysis of data and ongoing training for providers. I believe we underestimated the time resource that PRIMHD would require to maintain the standards required due to the moving workforce in the sector and contractual changes.

Another large component has been the involvement in the HISO review process and the problems that have occurred with the wait time reporting to meet targets. Despite this unanticipated workload I have been able to continue to provide business as usual reporting requirements, meeting deadlines and meeting the majority of requests of our stakeholders.

### PRIMHD Business As Usual

- Continue to monitor providers for quality and volumes
- Provide PRIMHD Activity Volume Reports for Planners and Funders
- Analyse NGO contacts through monthly Volumes Reports and contact individual NGOs
- Update Mapping Documents for numerous providers with contract changes
- Detailed data quality checks for individual providers as needed
- Provide PRIMHD training to 9 NGOs
- Continued to support NGOs with IT issues to enter data from our site
- Run PRIMHD NGO Infoview reports
- Provide regular PRIMHD status reports for MoH and Planners and Funders

### Service Development

- Member of HISO Working Group and lead for AOD Sub-Group attending teleconferences and providing input into new code development
- Attend individual NGO provider meetings
- Working with MoH on rectifying wait times data reports with support of Waikato Planner & Funder and two Stage 2 NGOs
- Input into developing RFP response for PRIMHD contract with MoH
- AOD regional Bed analysis and monitoring
- Prepare briefing papers for Clinical Governance Group
- Midland Regional DHB Overview of Outcomes Report
- Research and develop 360 degree performance questions in preparation for surveys
- Produce What's New Newsletter

### **Relationships and Partnerships**

- Participated in Matua Raki Consumer Hui
- Attended Whakatau Waikato DHB – R Aichenson & V Aitkins
- Work on PU Code and description spreadsheets with NDSA
- Attend Whakatau CEO HealthShare
- Work on NGO PRIMHD paper with MoH
- Met with Director of Mental Health, MoH
- Attended Lakes DHB Midwinter staff celebration
- Attended Lakes DHB staff farewell for Cathy Cooney
- Attended and provided support for Midland MHSOP workshops
- Attended and provided support at all Midland Regional Forums
- Provided support for Midland Regional Projects and attend meetings
- Attend and provided support to Midland Clinical Governance Network meetings

### **Workforce Development**

- Completed Seitapu training
- Completed Bennecura Patient Management System Training
- Completed and passed Prince 2 Foundation Course
- Attended the National Outcomes Forum
- Attended most MRN team Meetings

### **Planned 1st Quarter (July-Sep 2012) Activities**

- Business as usual with all current PRIMHD analysis, monitoring, support and training activities
- Continue to provide support to Midland Regional Projects
- Participate in HISO Working Group activities with aim to complete by end of September
- Provide PRIMHD Train the Trainer training for clusters
- Complete 360 Degree performance surveys for 3 staff members and evaluate process
- Work toward getting remaining 6 NGO PRIMHD providers entering data.
- Register for Prince 2 Practitioners course
- Gain clarity from Midland Clinical Governance Group on level and type of reports they would like
- Provide analysis of AOD Regional bed utilisation as part of a regional project.
- Provide support and assistance to Midland Regional Director