

# ACP and quality accounts

**What:** Include your district health board's ACP activity in your annual quality account

**Why/rationale:** Including ACP in your DHB quality account raises awareness of ACP activity with the Ministry of Health, your DHB board, executive and staff, and the general public.

**Who:** Bay of Plenty DHB

## Benefits/value added:

- Highlights all ACP successes achieved over the year.
- Shows alignment with national strategies, such as Healthy Ageing, New Zealand Health Strategy, review of adult palliative care strategy.
- Because a quality account is a publicly available document, it can raise awareness in the community of both ACP in general and ACP activity within the DHB.

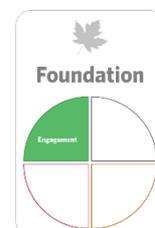
## Risks/challenges:

- DHB executive does not recognise the value of ACP being included in the quality account.
- DHB does not have a dedicated facilitator/portfolio manager who is responsible for ACP to advocate for its inclusion in the quality account.

## Steps: How this looked on the ground

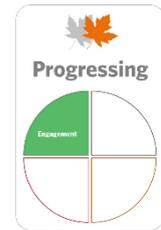
### Foundation

1. Met with the DHB communication team (or team responsible for the quality account publication) to determine the format requirements and expectations around the addition of ACP to the quality account.
2. Met with the planning and funding portfolio manager, who has ACP within their portfolio, to understand the key deliverables for ACP within the DHB annual plan, the regional services plan and the DHB ACP Strategic plan.
3. Gathered together information about all the ACP activities/outcomes that have occurred within the DHB from:
  - a. the ACP advisory group
  - b. wards within the hospital that are proactively having ACP conversations – asked them for case studies for inclusion
  - c. ACP facilitator – asked for examples of ACP conversations that went well
  - d. aged residential care
  - e. quarterly reporting for the DHB annual plan and regional services plan.
4. Drafted the ACP quality account document and shared it with the DHB ACP advisory group for review.
5. Submitted the finalised draft to the team responsible for publishing the quality account for review and approval.



## ***Progressing***

Repeat the process in the next year's quality account.



### **Outcomes to date:**

DHBs are increasingly including ACP in their quality account and making that information freely available to the general public.

### **Future opportunities:**

ACP activities are now visible in many national strategies, helping ACP become business as usual in DHB publications. Consider how ACP could feature in other documents your DHB publishes and makes available to the general public and the clinical workforce.

### **Examples of what others are doing:**

- ACP in the Auckland DHB quality accounts since 2012/13 – [see pages 38–39 of the 2013/14 document](#) for example.
- ACP in the Canterbury DHB quality accounts since 2013/14 – [see pages 38–40 of the 2014/15 document](#) for example.

### **Things to consider:**

- What other publications or reporting requirements can you tap into?
- How is your DHB going to report on the delivery of the five-year [National ACP Strategy 2018–22](#) and roadmap of actions?