We don't do easy- Client feedback at the front end of a locally designed outcome measurements framework

Health Quality & Safety Commission's forum - *Lets Talk: our communities, our health*

Friday, 9 March 2018, Te Papa, Wellington

Presenters: Rodger McLeod, Claudine Nepia-Tule on behalf of the MidCentral DHB NGO Primary Leadership Group
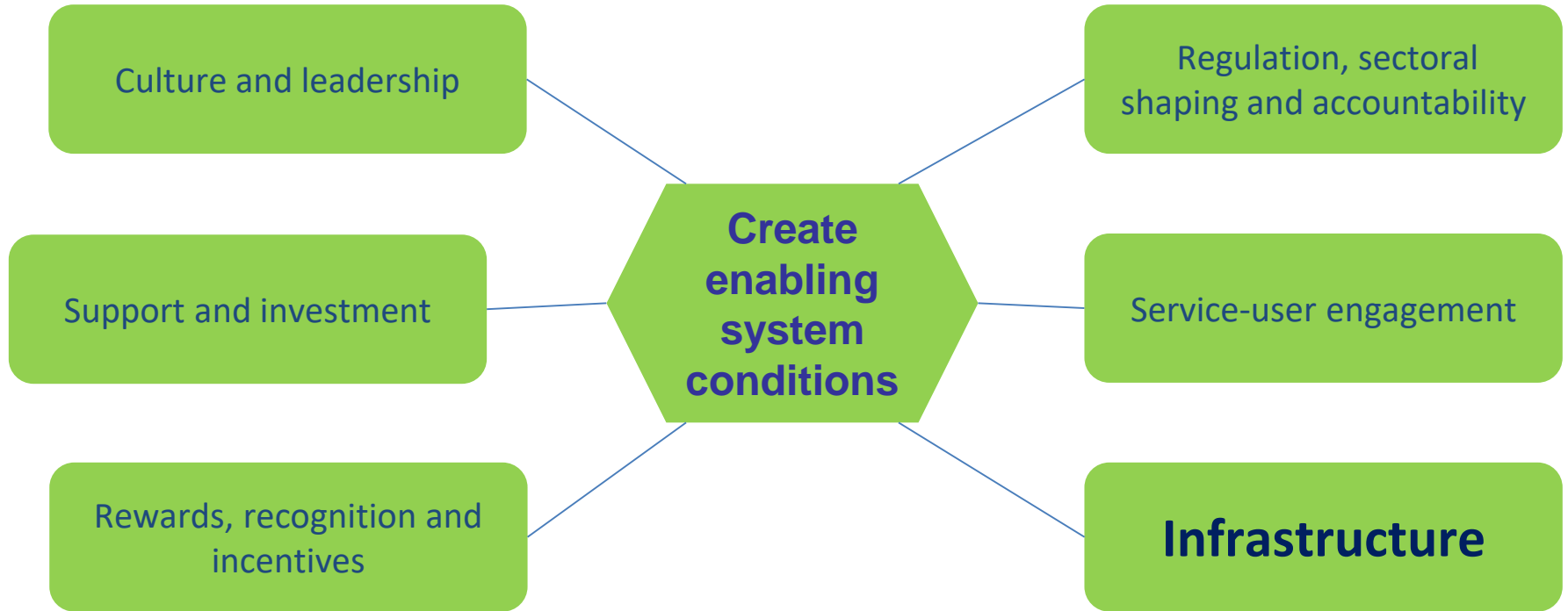
Its been a journey...

Critical starting points for change and transformation

- **Strategic leadership** - vision for change! Chair/MDHB
- **Identify enablers-On** Track framework, Workforce Development resource (fte/budget), Rising to the Challenge Plan, RBA framework, Portfolio Manager support
- **Change agents-** local advocates for systems and service change and Network formation for team work

INSPIRING

Innovative

Culture and leadership

Regulation, sectoral shaping and accountability

Support and investment

Create enabling system conditions

Service-user engagement

Rewards, recognition and incentives

Infrastructure

Infrastructure…

- **Develop a Shared Purpose** - the group developed this in the workshop: *"What we want to achieve for people by our own efforts and by working with others"*

- **Long Term Goal** - this was undertaken in developing the framework and using RBA: *"Contribute to all people thriving in their communities by reducing the impact of mental distress, mental illness and addictions"*

Quality Living *Kia pai te noho*	Healthy Lives *Kia ora te tangata*	Well Communities *Kia ora te hapori*

Action Areas

-Support Self Determination

-Address Investment & Sustainability Issues

-Enhance Community Engagement

-Focus on System Redesign

-Improve Workforce Capability

-Use the Evidence

Service Delivery Focus

- Implement planning goals for improved health literacy
- NGO leadership support closer to home, community development of services
- Development of five-year work plan for NGO sector planning and development
- Focusing on maintaining core skills, enhancing workforce development, and improving client outcomes
- Collective NGO agreed client measures
- Collaborative partnerships, which improve organisational delivery and infrastructure
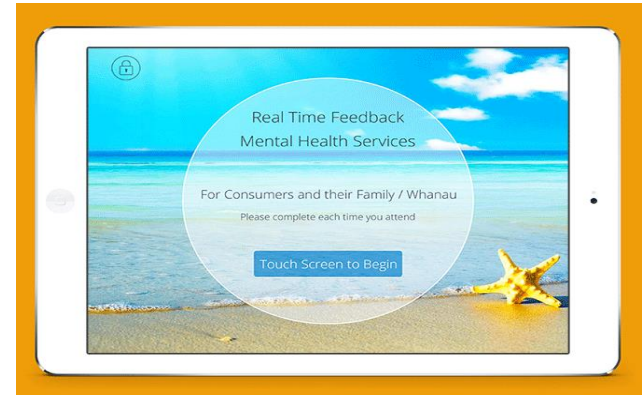
Service Measures

*People have improved outcomes with their mental health and/or addiction issues

*People's experience of service deliver is positive

The Collective Impact Framework-
Locally Designed

Service Measure 1
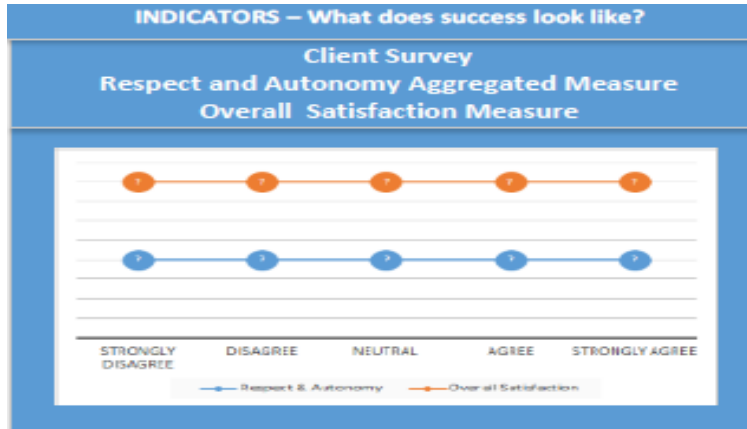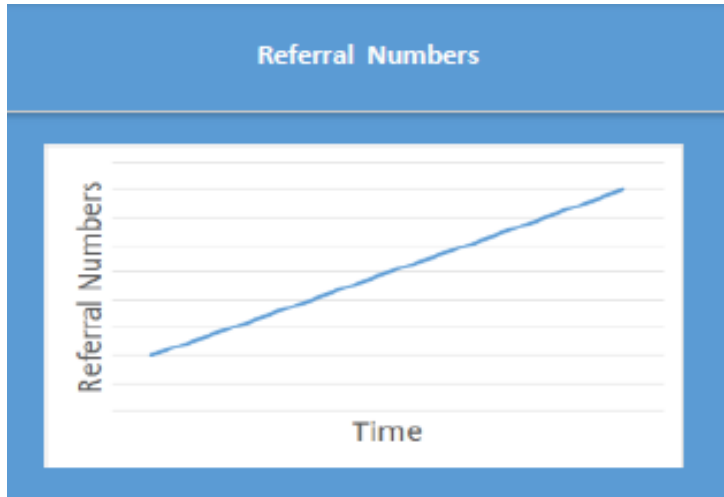

Real Time Feedback

Service User Feedback

" It feels great to have the opportunity to be heard with no judgment"

"First time being asked what do I think about my support"

The Collective Impact Framework-
Locally Designed

Service Measure 2

Referral Numbers

Service Measure 3

Gender	%	Ethnicity	%	Age Range	%	Qualification Level	%
Male		Maori		20-24		1	
Female		Pakeha		25-29		2	
Other		Pacific Islander		30-34		3	
		Asian		35-39		4	
		Other		40-44		5	
				45-49		6	
				50+		7	
						8+	

What will be different in 2020/2021?

- Improved utilisation of data across the sector (all NGOs) to drive service developments and innovation
- Improved response and access for people experiencing mental distress (services reflecting on data)
- Increased capability of networked providers embedded across the district and feedback loop via RTM or Collective Impact Framework
- Improved integration between services to better meet service user's needs and drive improved outcomes that support self management

Future opportunities ahead of us...

Past		Current		Future (fourth wave)
Disease focus		Illness		Wellbeing
Hospitals		Community-based care		Health and social systems
Volume		Outputs and outcomes		Value
Fragmented		Coordinated		Integrated
Singular responses		Joined-up actions		Collective impact
Command and control		Collaboration		Co-production
Simple		Complicated		Complex
Low adaptability		Innovative		Agile and adaptive
Patients		Service users		Citizens
Medical model		Recovery model		Social determinants model

Next steps

- Ensure new organisational procedures for data collation and protocols is embedded
- Analytic work between data and client perspectives
- Presentations on the Framework to DHB Clinical Network MHA, Alliance Leadership Group, Clinical Council, Consumer Council
- Create trend data
- Compile stories of success and significant change

Efficiency is outputs, what adds value is outcomes!

Challenges can be overcome

'He moana pupuke, e ekengia e te waka'
A choppy sea can always be navigated!

Thank you