



# The journey to zero with safety and dignity for all

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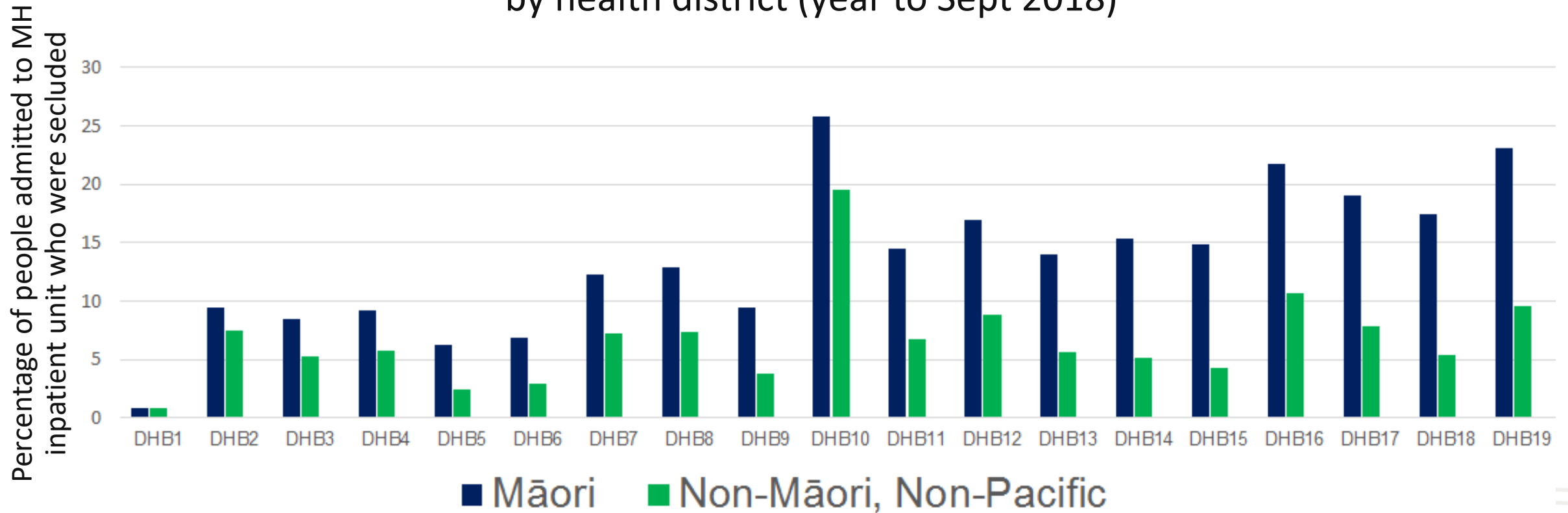
# Initial diagnosis of the issues

- Limited expertise in quality improvement
- A system under stress
- Low degree of belief that 'zero seclusion' is possible
- Significant variation across the country
- Inequity in outcomes
- COMPLEXITY
- A macro system issue
- Significant variation across the country



# Seclusion data by health district

Rates of seclusion, Māori vs non-Māori non-Pacific by health district (year to Sept 2018)

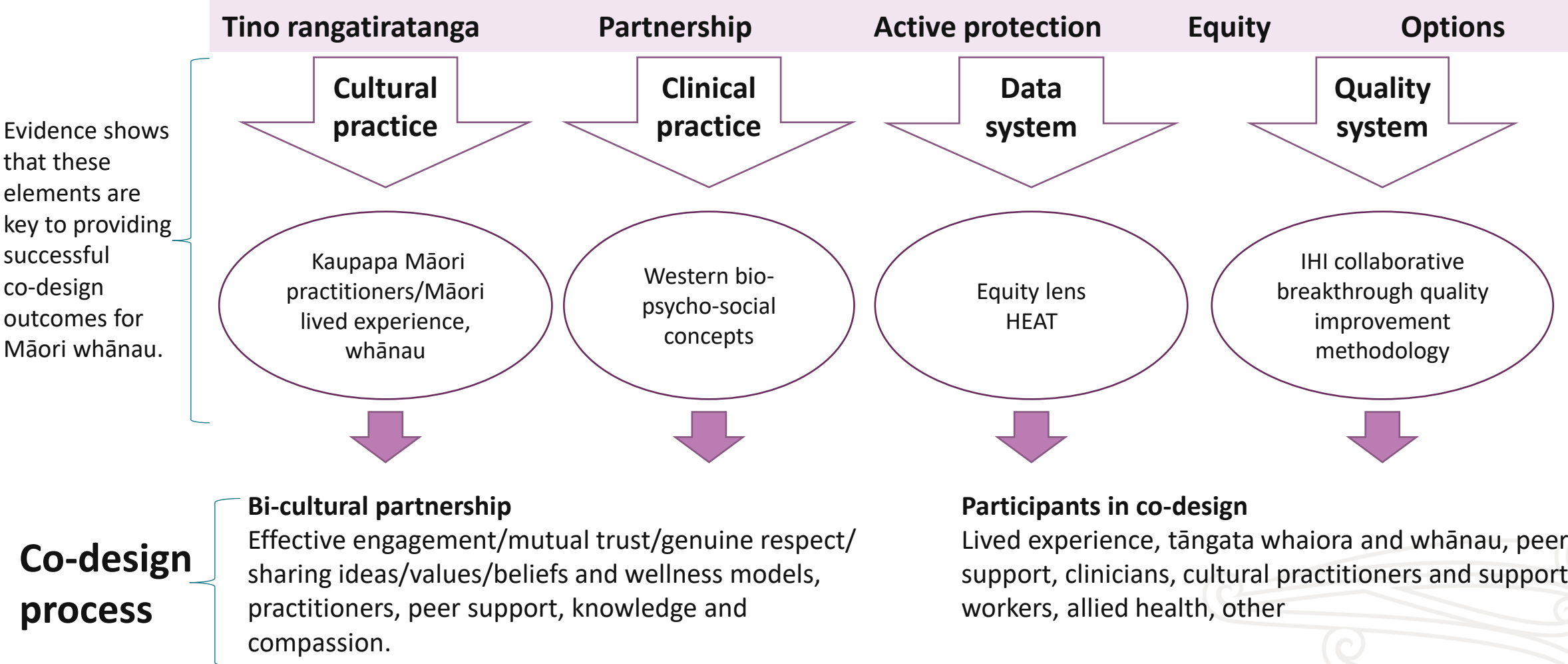


# A deliberate use of an integrated improvement process

- An integrated approach: experience-based design, national improvement collaborative methodology
- Learning sessions and coaching throughout the project
- Strong focus on Māori and consumer knowledge
- A suite of measures to assess effectiveness
  - outcome (seclusion), process, balancing measures (restraint, medication, assault)

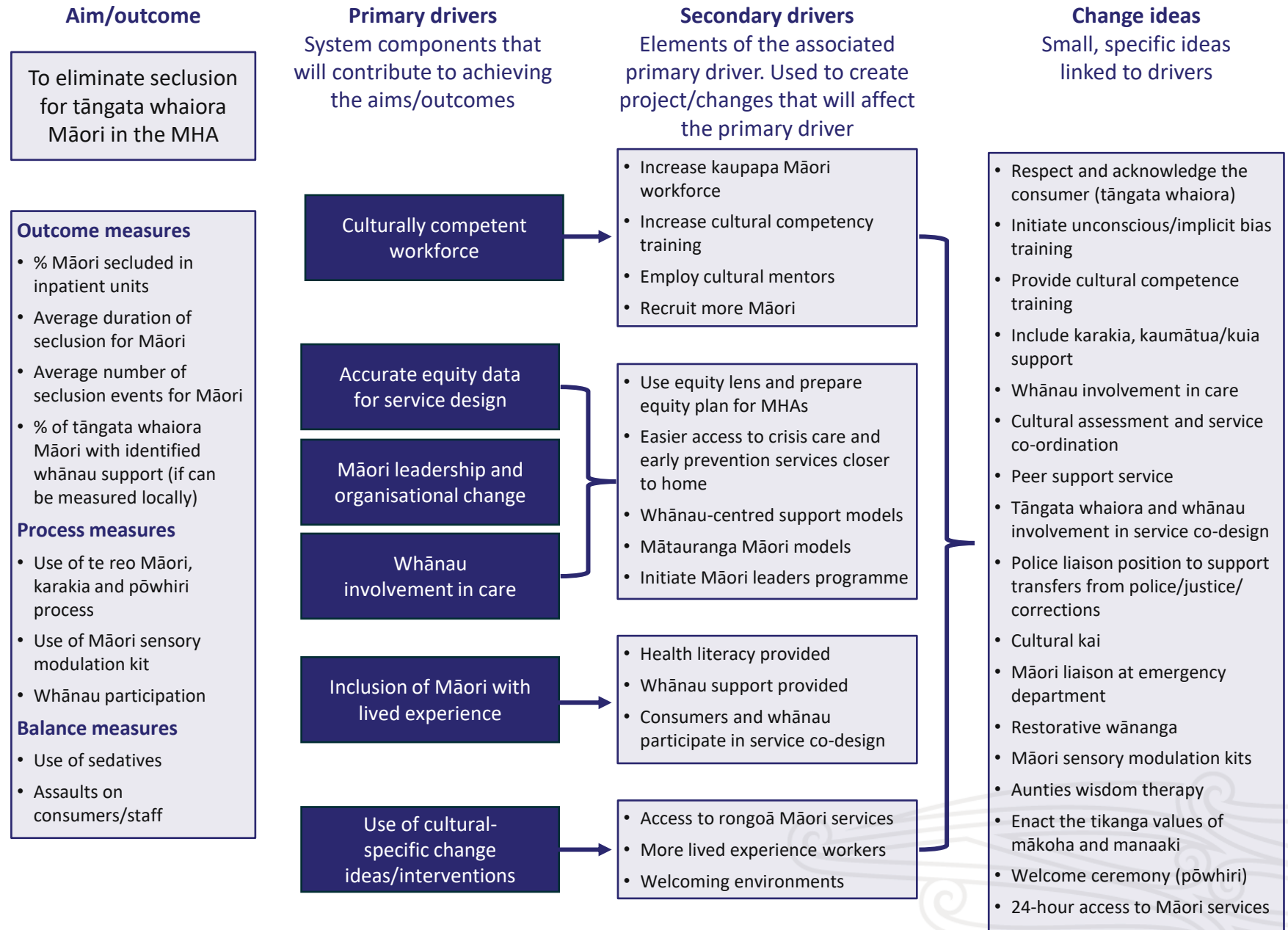


# Te Tiriti o Waitangi as a cornerstone of the improvement effort



Health Quality & Safety Commission. 2022. Te Tiriti o Waitangi Equity Framework from National Mental Health and Addiction Quality improvement programme. HEAT = health equity assessment tool; IHI = Institute for Healthcare Improvement; QI = quality improvement.

# Using Te Tiriti o Waitangi as a cornerstone of the improvement effort

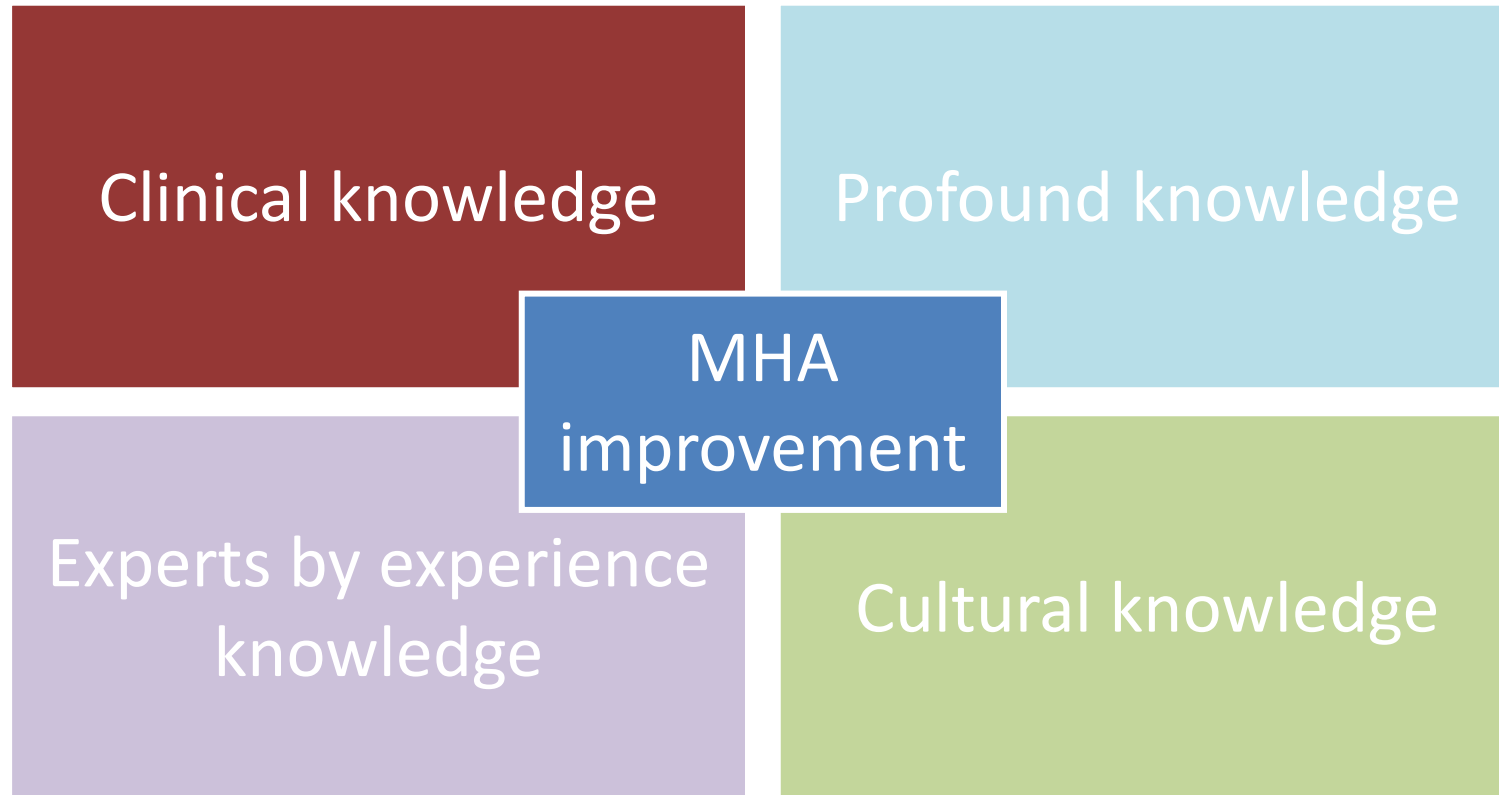


# Change package/cultural kete

- Cultural assessment
- Cultural service coordination
- Cultural supervision/mentoring
- Rongoā Māori: romiromi/karakia
- Early intervention (co-share)
- The non-coercive mindset
- Whānau involvement
- Pōwhiri/mihi whakatau
- After-hours Māori service
- Māori modulation therapy

**Successful application requires skilled mātauranga Māori practitioners engaging effectively with clinicians**

# Our framework for this project: Using the abundant expertise



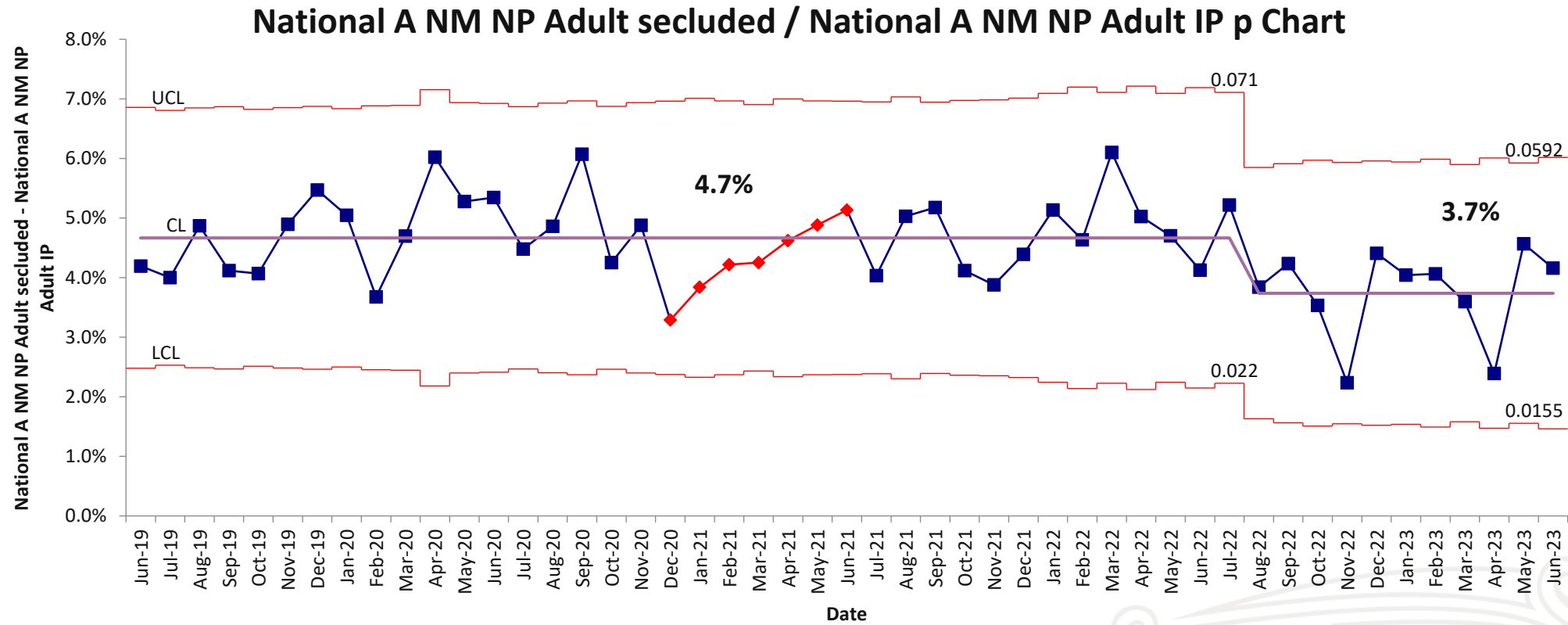


# Outcomes related to project aim

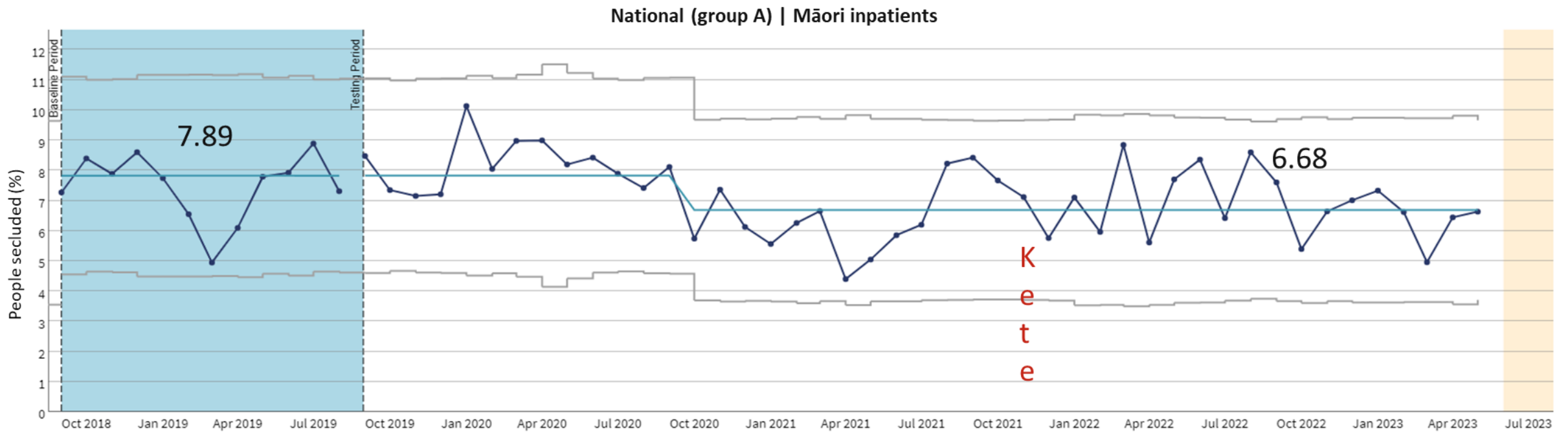
- Decreased seclusion rates
- Decreased seclusion duration
- Reduced equity gap
- **Six districts at zero** events for  $\geq 5$  months over the last 18 months (range 5–17 months)



# Outcome data seclusion rate. Non Māori Non Pacific Adult Units

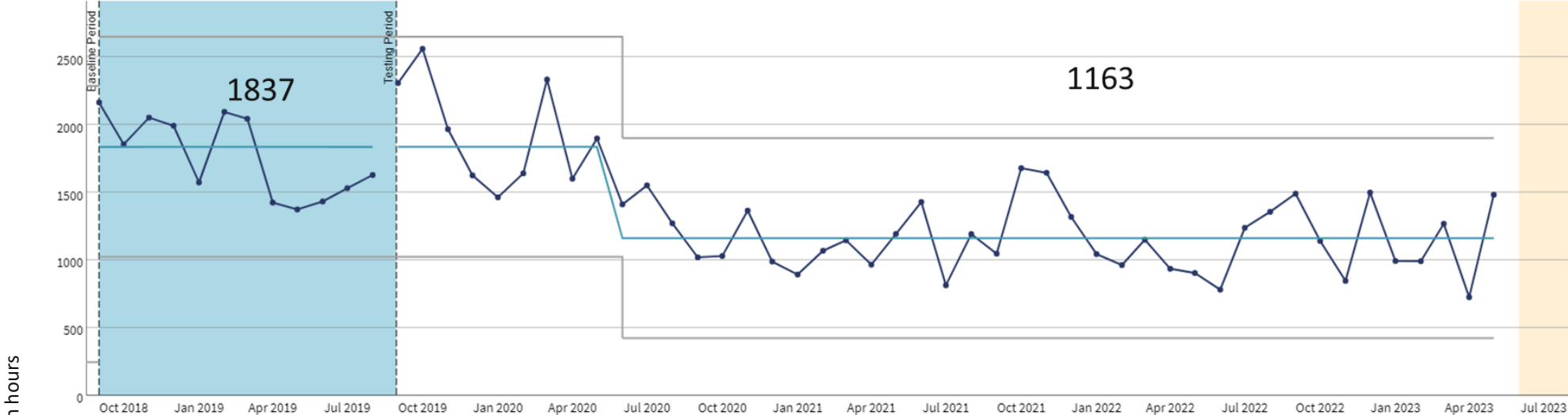


# Outcome data seclusion rates

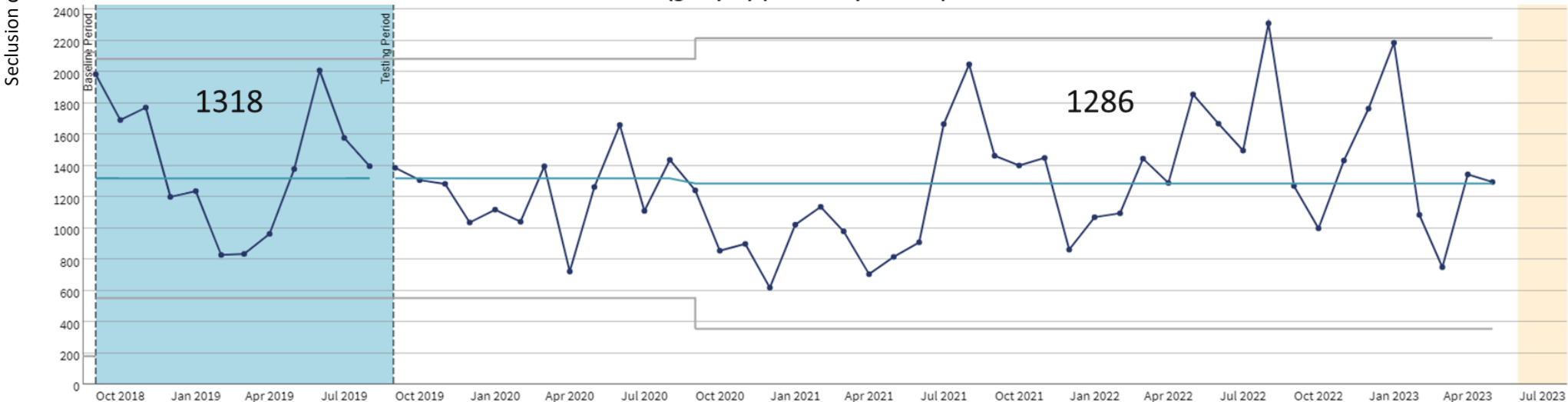


# Outcomes seclusion duration

National (group A) | non-Māori, non-Pacific inpatients | adult unit



National (group A) | Māori inpatients | adult unit



# Learning

- Importance of being deliberate in improving equity and outcomes that matter
- Evolving improvement models: integrating knowledge
- The need to continuously learn and adapt: COVID
- Te Tiriti integrated into the improvement model works for all
- The power of strong relationships – able to keep going when things get tough
- Voice of the consumers – keeping an eye on what matters and ensuring this is not lost



# Next steps

- Work on improving the consumer's role in improvement with resource development
- Spread and sustain



# Questions?



## Contact us

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