

KPI FRAMEWORK FOR NEW ZEALAND MENTAL HEALTH AND ADDICTION SERVICES

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Phase II sector update

Phase II of the Key Performance Indicator (KPI) Framework for New Zealand Mental Health and Addiction Services is now entering the final stages. The project concludes at the end of June 2010.

The project involves participants coming together in benchmarking forums where they share information about their performance on each of the ten Test Phase indicators. This enables participants to understand and investigate variations in performance and learn about the practices that lead to good performance and ultimately to improving outcomes for service users.

Participant services have now submitted data for the 2007/08 and 2008/09 financial years. They will finalise their data for these two periods by the time of the fourth benchmarking forum for Phase II in March.

Work undertaken since the last sector update includes:

- § Re-submissions of data where the benchmarking process has uncovered issues with data quality and / or differences in interpretation of the technical specifications
- § Benchmarking forum 3 in November 2009. This forum saw the participants provide further insight into their performance on the Test Phase KPIs and areas of good practice, areas where they are focusing improvement efforts and data quality improvement requirements

Test Phase Indicators

KPI 1.	Inpatient change in the total HoNOS scale
KPI 2.	28 day acute inpatient readmissions rate
KPI 8.	Average length of acute inpatient stay
KPI 10.	Community treatment days per clinical FTE
KPI 12.	Community treatment days per service user
KPI 16.	NGO services investment
KPI 18.	Pre-admission community care
KPI 19.	Post-discharge community care
KPI 28.	Total staff turnover
KPI 29.	Sick leave usage

- § Project Group meeting 3 in December 2009. This group of senior sector representatives provides strategic guidance and oversight to the project. The Project Group unanimously supported the work of the project during 2009 and endorsed plans for the final 6 months. The group particularly noted the energy and commitment of participant DHBs and the willingness to openly and constructively contribute to the analysis and discussion during the benchmarking forums
- § A number of DHBs not currently participating in the project have indicated an interest in the work and a willingness to gear up for future participation. They have been provided with the technical manual developed for participants and the highs, lows and averages resulting from the Test Phase. The NDSA KPI Project Team has developed a spreadsheet that allows them to enter their own data and begin to make comparisons with the aggregated data generated during the KPI project

Next steps in the project are:

- § Benchmarking Forum 4 scheduled for March 2010
- § Formal evaluation of the project, the KPI Framework and the benchmarking process
- § Development of recommendations for wider sector utilisation of the Framework will take place
- § Delivery of the final report to the Ministry of Health

Phase II participants

DHB	Partner NGO
Auckland	Odyssey House Trust
Canterbury	
Counties Manukau	Richmond New Zealand
Lakes	Healthcare NZ
Mid Central	MASH Trust
Taranaki	Pathways Health Te Whare Puawai O Te Tangata Trust Te Rau Pani Maori Mental Health Trust
Waikato	Pathways Health
Waitemata	Connect Supporting Recovery Incorporated
West Coast	Coast Care Trust Inc. PACT