

# HealthCERT Bulletin

## Information for the sector

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New Zealand Government

### Welcome to the September bulletin

## The standards review

The Health and Disability Services (Safety) Act 2001 (the Act) prescribes regular review of the ‘relevant standards’. The relevant standards are the Health and Disability Services Standards (NZS 8134: 2008) and the Fertility Services Standard (NZS 8181:2007). In 2017, initial consultation with the sector reported strong interest in reviewing the relevant standards to meet contemporary health practices. At this time the home and community support sector indicated interest in including the Home and community support sector Standard (NZS 8158:2012) in the standards review. This request was supported.

The standards review therefore includes the three standards:

- Health and Disability Services Standards (NZS 8134:2008)
- Fertility Services Standard (NZS 8181:2007)
- Home and community support sector Standard (NZS 8158:2012)

The last bulletin reported the formation of the Governance Group that would support the strategic direction of the project, introduced Jade Cincotta as the project lead and signalled a number of scoping workshops would be held with the sector to determine the breadth of change required to the standards.

An update on the project follows.

**Inside:** The standards review • Governance Group • Operative Alliance • Scoping workshops • Working groups • **Operating matters** • HealthCERT’s new manager • Medication Guidelines for the Home and Community Support Services Sector • Registered nurse workforce availability in aged residential care • **Sector matters** • Complaints resources • Carbapenemase Resistant Enterobacteriaceae (CPE) • Influenza season • Worksafe’s residential and in-home care policy clarification • Medical gas pipeline systems • **Websites of interest**

## Governance Group

The Governance Group was established to provide strategic leadership to the project. The Governance Group have now met three times. You can find their meeting minutes on the Ministry of Health's (the Ministry) website <https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standards/health-disability-services-standards-and-fertility-services-standard-review/standards-review-governance-group>.

## Operative Alliance

At its inaugural meeting in March 2019, the Governance Group agreed to form an Operative Alliance to provide operational guidance for the project. The Operative Alliance has representation from the Ministry, providers and associated organisations, consumers and auditing agencies. The key functions of the Operative Alliance are to support the scoping workshops and subsequent working group formation. Terms of reference and meeting minutes are available on the Ministry's website <https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standards/health-disability-services-standards-and-fertility-services-standard-review/operative-alliance>.

## Scoping Workshops

In order to determine the breadth of change required to the standards, seven scoping workshops have now been held - outlined in Table 1 below.

Table 1: Scoping workshops

	Date
Fertility services	15 April 2019
District Health Board inpatient hospitals, Private Surgical Hospitals, Birthing Units, Hospices	20 May 2019
Residential mental health and alcohol and addiction services	31 May 2019
Aged residential care	31 July 2019
Residential Disability	6 August 2019
Aged residential care	9 August 2019
Home and community support sector	12 August 2019

At these scoping workshops, participants considered the current standard/s as they relate to their health and disability service and addressed the following topics.

- The concept of a 'modular' approach to the standards review. The Ministry considers a modular approach as being the development of overarching standards that apply to all service types – for example *Consumer rights*, then modules (of standards) for speciality groups – for example fertility services.
- What is missing from the current standards and/or what no longer applies.
- Is there an opportunity to consolidate any of the current standards?

The Operative Alliance received feedback from each scoping workshop. At the end of the seven scoping workshops, key themes began to emerge. These themes included (but are not limited to):

- Support for a modular approach that included outcome-based standards and service specific guidance
- Person-centric, strengths-based language for the new standards
- An overarching standard pertaining to the rights of Māori with particular reference to Māori health woven through the standards
- Communication and health literacy strengthened in the standards
- A ‘deeper dive’ into standards - medication management, informed consent and restraint minimisation and safe practice

Now that the sector has identified the breadth of change required to the standards, we are ready to establish working groups. The working groups will amend the current standards.

## Working groups

Based on the advice received from scoping workshop participants, the working group phase of the project will run across two stages.

The first stage, currently being established, will focus on amending standards applicable to all health and disability services. We refer to these as ‘overarching standards’. Once working groups have developed the overarching standards, service-specific guidance will be developed. This is the second stage of the working group phase. Scoping workshop participants recommended this approach. During stage two, specialist standards (eg, fertility providers) may be considered and/or amended.

Expressions of interest for the working groups closed 15 August. We received 134 expressions of interest to be part of the working groups. Table 2 shows the breakdown of these respondents.

*Table 2: Expressions of Interest (EOI) for Working Groups*

Organisation type	Number of EOI
Providers	77
Professional associations	21
Consumer organisations, people and whānau	18
Designated auditing agencies	14
Government agencies	14
District health boards	14
Other	8

We expect the working group phase of the project will continue until March 2020. Following completion of the working group phase, the amended standards will be submitted to Standards New Zealand. Standards New Zealand will then form a balanced committee to moderate the amended standards, undertake public consultation and finalise the standards. The Ministry of Health will be responsible for implementation of the amended standards.

Updates on this project can be found on the Ministry's website: <https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standards/health-disability-services-standards-and-fertility-services-standard-review>

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## Operating matters

### HealthCERT's new manager

Ruihua Gu began her career as a paediatrician. After nine years of clinical work, she moved to New Zealand to complete post graduate study in rehabilitation at Massey University. She has worked in the health sector ever since, giving her the opportunity to understand the New Zealand health and disability system. Before joining the Ministry of Health, Ruihua spent 13 years at the ACC where she mostly worked in and held a number of leadership positions in the National Treatment Injury Centre. Ruihua is grateful for the opportunity to be part of the Ministry and contribute to the delivery of quality health and disability service outcomes to all New Zealanders.

### Medication Guidelines for the Home and Community Support Services Sector

The Medication Guidelines for the Home and Community Support Services Sector were published on the Ministry of Health's website in May 2019. These guidelines are the result of extensive consultation with the sector partners.

<https://www.health.govt.nz/publication/medication-guidelines-home-and-community-support-services-sector>

### Registered nurse workforce availability in aged residential care

There are worldwide challenges recruiting and retaining registered nurses in healthcare services. In New Zealand, concerns have been raised about retaining and recruiting registered nurses in aged residential care services. As a result, the Ministry of Health (HealthCERT) will now collect registered nurse retention and recruitment information through the Section 31 notification process. This will help us learn more about registered nursing workforce issues in aged residential care.

Completed notifications emailed to HealthCERT should be copied to the respective District Health Board (DHB) Health of Older People Portfolio Manager as usual. This ensures that DHBs continue to support their ARC providers as they currently do when they receive Section 31 notifications.

HealthCERT will review this notification process over the next 6-12 months, consider any changes and the future direction of this work.

For more information and to find the new notification form, visit:

<https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-under-section-31>

or contact 0800 113 813.

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## Sector matters

### Complaints resources

A new residential complaints information web page has been developed with important information for residents, whānau and providers.

The page contains some new resources to help residents and their whānau identify and work through the most appropriate method for making a complaint if they are dissatisfied with the care they receive in their residential care facility.

The process also gives reassurance to staff who have received feedback or a complaint that it will be managed systematically, with appropriate training in place.

- It's the first time these resources have been made available nationally in New Zealand and they reflect feedback from consumers that the process for making a complaint was neither clear nor consistent across residential care.
- These resources are designed to go in residents' admission packs, added to staff policies, as posters on the wall in care homes and used for complaints training sessions.
- The resources give consumers confidence that if they don't think their complaint has been adequately managed, there is a formally recognised pathway for escalating their concerns.
- Complaints about the care and service provided in residential care are an opportunity for improvement, leading to better outcomes all round.
- With the right process in place, complaints can be managed without the need for escalation.

Check out the new web page and the printable resources:

<https://www.health.govt.nz/residential-care-complaints>

The resources will be available in Te Reo Māori, Samoan, Tongan, Tuvaluan, Tokelauan, Simplified Chinese and Tagalog in the next few weeks, so keep an eye out.

### Carbapenemase Resistant Enterobacteriaceae (CPE)

In New Zealand, the rate of CPE carriage and infection has increased sharply in recent years. Until very recently, nearly all CPE have been imported from overseas, however, we are now seeing carriers in the community and transmission in health care facilities.

CPE is the newest in a long line of 'superbugs' and are a particular problem in hospital settings. Carbapenem-resistant *Enterobacteriaceae* (CRE) are *Enterobacteriaceae* that are non-susceptible to carbapenem antibiotics. Carbapenemase-producing *Enterobacteriaceae* (CPE)

are defined as any of the CRE that harbour a gene encoding carbapenemase (a  $\beta$ -lactamase). CPE are often also resistant to many other classes of antimicrobial agents.

Infection Prevention & Control and Management of CPE guidelines for healthcare providers in New Zealand for acute and residential care facilities can be found here;

<https://www.health.govt.nz/our-work/diseases-and-conditions/carbapenemase-producing-enterobacteriaceae>

Further information on CPE can be accessed through this link;

<https://www.health.govt.nz/our-work/diseases-and-conditions/carbapenemase-producing-enterobacteriaceae>

## Influenza season

Influenza like illness (ILI) rates have declined over the last couple of weeks. Information on influenza activity across New Zealand can be viewed on the Environmental Science Research (ESR) website at: <https://www.esr.cri.nz/our-services/consultancy/flu-surveillance-and-research/>. The site helps you stay updated on the latest influenza surveillance by providing virtual dashboards showing trends, hospital admission rates and G.P. visits, along with other key data.

## Worksafe's residential and in-home care policy clarification

In April, Worksafe requested feedback on their *Residential and in-home care* policy. As a result, they published a policy clarification outlining how WorkSafe will manage and respond to health- and safety-related concerns or notifications in the residential and in-home care sector.

You can find the policy clarification on Worksafe's website: <https://worksafe.govt.nz/laws-and-regulations/operational-policy-framework/operational-policies/policy-clarification-residential-and-in-home-care>.

## Medical gas pipeline systems

The medical gas pipeline system in our hospitals is a vital part of life support. It's essential to manage it well and handle risks associated with it. But when the system runs smoothly, it's easy to assume that will always be the case. We encourage you to think more about how your medical gas pipeline operates.

*Here are some questions that may point to unnecessary risks:*

- Does your hospital have a written policy on the management and use of medical gases?
- Does it explicitly state the professional and technical roles of named individuals?
- Does it make reference to clinical responsibility for medical gases?
- Does your hospital have a medical gas committee composed of key stakeholders?
- Does your hospital have a robust permit to work system for work on any aspect of the system?

- Does a trained specialist test the medical gas pipeline system following maintenance/building work?
- Has your medical gas pipeline system been comprehensively evaluated for compliance and risk?

*If you would like to consider these things further there is an opportunity to attend some training at Ko Awatea, Middlemore Hospital September 30-October 4 or at the Manawa Building, Christchurch Hospital October 14-18.*

*Details can be found at [www.mgps.co.nz](http://www.mgps.co.nz)*

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## Websites of interest

Accident Compensation Corporation: [www.acc.co.nz](http://www.acc.co.nz)

Health Quality & Safety Commission: [www.hqsc.govt.nz](http://www.hqsc.govt.nz)

interRAI: [www.interrai.co.nz](http://www.interrai.co.nz)

Ministry for Primary Industries – food safety rules: [www.mpi.govt.nz/news-and-resources/consultations/have-your-say-about-food-safety-rules](http://www.mpi.govt.nz/news-and-resources/consultations/have-your-say-about-food-safety-rules)

New Zealand Wound Care Society Inc: [www.nzwcs.org.nz](http://www.nzwcs.org.nz)

Nursing Council of New Zealand: [www.nursingcouncil.org.nz](http://www.nursingcouncil.org.nz)

Te Pou o te Whakaaro Nui: Real language, real hope: [www.tepou.co.nz/resources/real-language-real-hope/790](http://www.tepou.co.nz/resources/real-language-real-hope/790)

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