**Minutes** 

**Operative Alliance Meeting**

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| **Date:** | 20 November 2019 |
| **Time:** | 9am – 11am |
| **Location:** | Room 3S.5, 133 Molesworth St, WellingtonOr via teleconference: Dial 0800 633 866, enter Conference Code PIN: 230659# |
| **Chair:** | Manager, Quality Assurance and Safety, Ministry of Health |
| **Attendees:** | Care Association New Zealand, NZ Aged Care Association, NZ Disability Support Network, Platform Trusts, National Committee for Addiction Treatment, Disabled Persons Assembly NZ, Designated Auditing Agencies representative, NZ Nurses Organisation, Ministry of Health – HealthCERT and Ministry of Health – Data Strategy and Investment, Fertility Providers representative, Standards New Zealand, Te Apārangi representative, District Health Board – Quality & Risk Managers, District Health Board – Health of Older People Portfolio Manager representative |
| **Apologies:** | District Health Board Directors of Allied Health rep, Health Navigator Consumer Advisor, and Home & Community Health Association. |

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|  | **Notes** |
| 1 | **Welcome and previous meeting minutes** The Chair of the Operative Alliance (the Alliance) welcomed members to the fourth meeting. Three new members were welcomed to the Alliance: * Prudence Walker, Disabled Persons Assembly
* Maria Clarke, Te Apārangi representative
* Simon Wallace, NZ Aged Care Association

The minutes of the Operative Alliance meeting on 20 August 2019 have been published on the Ministry of Health (the Ministry) website. The Actions list was reviewed and updated. Alliance members were requested to continue to think about people within their networks who identify as Māori who could represent their stakeholder group on the Committee.  |
| 2 | **Te Apārangi: Standards Review Māori Alliance (Te Apārangi)**The terms of reference (TOR) for Te Apārangi were tabled for noting. The TOR had been ratified by Te Apārangi members the same morning. Te Apārangi is responsible for amending/replacing Health and Disability Services Standard (NZS 8134:2008) *Standard 1.1.4: Recognition of Māori Values & Beliefs* and weaving Māori health throughout the Standards. Alliance members questioned the aged-care and consumer representation on Te Apārangi. Te Apārangi representative confirmed that across the members there was sufficient experience within the over 65 sector that they felt this expertise was covered. A nomination process is currently underway to secure consumer / lived experience representation. Alliance members noted there was nursing representation on Te Apārangi.  |
| 3 | **Overarching Standards Working Group update**The draft amended standards were noted by Alliance members. There is a significant reduction in the number of proposed standards (as compared to the current number of standards). It was noted these are draft, and work will be done by the Ministry to ensure consistency across the completed work prior to the draft standards being provided to Standards NZ. The Service-specific guidance working groups will be charge with crafting the guidance, and will not be allowed to re-litigate the completed work. Concerns were raised about the simplicity of the standard structure, expectations and consistency in terms of service delivery and auditing. The Ministry is considering how to best structure the amended standards to support implementation, including an option whereby the guidance is a separate document, owned by the Ministry that can be more readily updated in response to changing models of care or improving auditing consistency. Auditor variation was raised at each working group meetings and will be addressed during implementation. The Ministry reconfirmed its commitment not to increase the audit burden. The current structure of the amended standards proposes having people, tāngata whenua, and organisation statements for every standard. The intention for these statements is for people and whānau who are using health and disability services see themselves reflected in the standards. The consumer / lived experience attendees from each of the working groups will be invited to a series of teleconferences to craft these statements. *Standards 1.1.5: Recognition of Pacific Values & Beliefs* is being assessed by internal and external stakeholders. The Ministry is working closely with its Pacific Health team to amend and update this standard. Alliance members commended the good work completed by the people who participated in working groups and by the Ministry. |
| 4 | **Residential Disability and Residential Addictions Consumer kanōhi-ki-te-kanōhi feedback**The reports from the residential disability and residential addiction and mental health services focus groups were noted by Alliance members. Alliance members noted the reports provided and commended the Ministry for providing the opportunity and space for people and whānau using services to participate in the review. The feedback from these days will be provided to the service-specific guidance working groups to inform their work. Additional work was agreed to be undertaken to consider how consumer input may be imbedded into auditing processes, to better ensure the immediate and ongoing safety of people using services.Consideration during implementation will be given as to how auditing might provide safe spaces for people and whānau to discuss their experience of care. Creative thinking and/or different technologies might allow for a more modern and inclusive way to obtain this input (eg, measuring number of phone calls a person in residential services receives). Tracer methodology was noted as a good example. The authentic involvement of people and whānau who are using services in the appointment of suitably qualified staff. Concerns were raised about adequate funding to allow for people and whānau using services to be involved.  |
| 5 | **Standards New Zealand update***This item was deemed sufficiently discussed in Item 3.*  |
| 6 | **Project Update and Timeframes** The updated project timeline was reviewed and noted by Alliance members. The home and community sector will continue to be involved, with the intention that although they are not regulated by the Ministry of Health, the revised/amended standards will be fit for use by their sector. |
| 7 | **Next steps**The next and final meeting of the Alliance is in March 2020. Alliance members again thanked the participants of the working groups and the Ministry for the hard work and effort put into the review so far. In light of the good work being done to ensure the project adheres to the articles of Te Tiriti, it was recommended the Associate Minister of Māori Health receive an update on this project. |

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| **Item** | **Action** | **Lead** |
| 4 | Set up additional meeting to discuss how to better imbed service user feedback into the auditing framework | Project Manager |
| 7 | Include Associate Minister of Māori Health on next weekly update to Minister Salesa. | Project Manager |