



SYSTEM LEVEL MEASURES FRAMEWORK UPDATE January 2017

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Acknowledgement

All 20 district health boards (DHBs), on behalf of their district alliances, have provided their System Level Measures improvement plans to the Ministry of Health. The Ministry has assessed and approved the plans, and provided feedback to alliances that maybe useful for the development of 2017/18 plans.

Dr Peter Jones, Ministry of Health Chief Advisor, says the Ministry would like to thank alliances for the large amount of work and consultation that went into their plans.

“Districts with mature alliances had strong clinical leadership and a system-wide approach to the development of their plans.

“We were pleased to receive some very well written and thought-through plans.

“They clearly set out what contributory measures are going to be put in place to make a difference to the System Level Measure.”

Minister of Health pleased with System Level Measures improvement plans

Minister of Health, the Hon Dr Jonathan Coleman, is pleased by the way DHBs and primary health organisations (PHOs) have implemented the System Level Measures.

In a media release, Dr Coleman said DHBs and PHOs are working closely together to deliver system-wide improvements and better health services for New Zealanders.

“All DHBs and PHOs now have improvement plans to help keep patients out of hospital, improve patients’ experience, and utilise prevention and early detection to avoid unnecessary or early deaths,” says Dr Coleman.

“Many of these plans utilise local data to identify areas where more can be done, and set out how they intend to make those changes.

“This will help DHBs and PHOs to focus on further quality improvements and deliver better health services. It will also strengthen primary and secondary care relationships, and deliver more patient-centred integrated health care.”

[Read more here](#)

Alliances share their improvement plans and approach

All System Level Measures improvement plans have been approved by the Ministry of Health. Several of the plans have been identified by the Ministry as ‘exemplar’ – they show good use of analytics to set improvement milestones and choose contributory measures, and are clearly laid out and easy to follow. These plans can be found on the [NSFL](#) website.

In this newsletter, we profile alliances with exemplar plans and share the approach they took – the process followed, what went well, and what they might do differently in the future. First up are the Tihei Wairarapa and Nelson Marlborough Top of the South alliances.

Wairarapa improvement plan action focused, with good use of data

Wairarapa district alliance’s System Level Measures improvement plan 2016/17 is being held up by the Ministry of Health as an action-focused plan, with good use of data.

Kanchan Sharma, System Level Measures Framework National Programme Manager for the Ministry, says the improvement plan uses data to illustrate System Level Measure rates for the district, and the intervention logic leading to the System Level Measure improvement milestones and choice of contributory measures.

“The plan is also focused on integrated actions that will make a real difference to the health of the population, and is well written and easy to follow.”

Justine Thorpe, Programme Director Tihei Wairarapa (Tihei Wairarapa is the district’s alliance), was one of those leading the development of the plan.

She says the maturity of the Tihei Wairarapa alliance has been key to the development of a comprehensive, action-focused plan.

“The Wairarapa alliance was one of the first in the country. This means strong relationships between health care providers were already in place throughout the district.”

The Tihei Wairarapa alliance provided direction for the development of the improvement plan, which was led by a collaborative System Level Measures Development Group.

Justine Thorpe says Wairarapa’s close working relationship with the wider region’s other two DHBs – Capital & Coast and Hutt – was also extremely helpful.

“The three DHBs developed the template for the improvement plan together. This meant we could share experiences and develop the best processes – the three integration leads worked together very closely.”

[Read more here](#)

Outcome champions key to development of Nelson Marlborough improvement plan

The Nelson Marlborough district alliance says having outcome measure champions has been instrumental in the development of an action-focused improvement plan, with endorsement across the district.

The Top of the South Alliance, or ToSHA has three member organisations – Nelson Marlborough DHB and PHOs Nelson Bays Primary Health and Marlborough Primary Health. Maori provider Te Piki Oranga was also involved in the development of the plan.

Beth Tester, Chief Executive of Marlborough Primary Health, says a champion was appointed for each of the four System Level Measures.

“ToSHA agreed an approach to develop the improvement plan and identified champions for each measure across its member organisations. The champions, each of whom has strong existing networks, worked with senior managers and clinical leaders to review Nelson Marlborough-specific data for each of the measures.”

Two workshops were held to consider the district’s data.

“At these, we reviewed the data and identified areas where we could do better and started to zoom in on the issues,” says Beth. “We agreed an aim and set of contributory measures for each of the System Level Measures.”

Angela Francis, Chief Executive of Nelson Bays Primary Health says having clinical experience in the room was invaluable. “For example, for asking questions like: what is behind the data, what the causes are and asking for further data breakdown – which age groups, what is the re-admission data, what is the ethnicity breakdown?”

[Read more here](#)

Development of 2017/18 improvement plans

Implementation of the System Level Measures continues in 2017/18. The [DHB Annual Plan Guidance](#) has been updated to reflect the additional detail required in the 2017/18 improvement plans.

Key changes for 2017/18 improvement plans are:

- two additional System Level Measures to be implemented as ‘developmental measures’, making a total of six
- improvement milestones to aim for an **improvement** in performance
- district alliances to consider contributions beyond PHOs and secondary care, eg, community providers, public health units, pharmacy, ambulance etc
- the plan is to describe activities that will be undertaken by primary, secondary and community providers for the contributory measures selected.

Update on two developmental System Level Measures

Youth System Level Measure

Following the Minister’s agreement on a youth System Level Measure in February 2016, sector workshops were held in February, August and November.

Participants included representatives from primary and secondary care, non-government organisations such as Youth One Stop Shop (YOSS) and youth development programmes, the Office of the Children’s Commissioner, Ara Taiohi, the Ministry of Education, the Ministry of Social Development and academic institutions.

Since September, the Ministry has worked with youth agencies and experts to plan and undertake youth engagement as part of the development of the measure. The focus has been on young peoples’ experiences in engaging with health services, identifying what makes an experience positive or negative, and understanding how we can encourage more positive experiences. The Ministry has taken a co-facilitation approach, working with young leaders to develop case studies, and/or gathering input through one-on-one interviews and focus groups.

A composite youth System Level Measure is now being considered for further development as a result of the sector workshops and youth engagement. The areas under consideration are important to the sector as performance indicators and are also most meaningful to youth themselves.

The System Level Measure is likely to be expressed as a Youth Health Scale, with the tag-line ‘Youth are healthy, safe and supported’. The System Level Measure will provide a suite of indicators, allowing district alliances to concentrate on issues that are important locally. Domains and potential indicators are below.

Domain	Indicators (10–24 years of age)
Youth Experience of Health System	Child and Adolescent Mental Health Services – real time survey seeking consumer feedback on youths’ experience with specialist mental health services
Sexual and Reproductive Health	Chlamydia rates LMC registration in first trimester of pregnancy
Mental Health	Self-harm hospitalisations Suicide rate
Alcohol	Alcohol-related admissions Alcohol-related emergency department presentations
Oral Health	Adolescent oral health service utilisation from 13 up to 18 years
Population Health	HPV vaccination coverage

Proportion of babies who live in a smoke-free household at six weeks post-natal

This System Level Measure will focus attention beyond maternal smoking, to the home and family/whānau environment. It will drive integration between maternity, community and primary care providers.

Through the use of the Well Child Tamariki Ora database, implementation can capture a wider population of infants that are not necessarily enrolled in a PHO.

This System Level Measure also establishes an important connection between the infant and their family/whānau with primary care, Well Child providers and early childhood health care such as immunisation.

Further consultation with the sector is underway through the online [Measures Library](#). All those accessing the Measures Library are invited to review the definition of the System Level Measure and provide feedback.

Additional information and implementation guidance on the two developmental measures will be provided in March 2017. However, alliances can start to explore data and potential contributory measures for the measures now.

Finding, adding to and commenting on contributory measures

The System Level Measures and contributory measures are published on the [Health Quality Measures New Zealand Library](#). Districts can submit measures that are piloted and validated and that contribute to the System Level Measures, to be added to the Measures Library. A Technical Advisory Group will maintain oversight of the Measures Library.

Once you have created an account on the library, you can log in and comment on existing measures, view others' feedback on the measures or add your own contributory measures.

At a glance: Deliverables in each quarter

Planning and reporting

Key date	Activity
16 Dec 2016	Qualitative feedback to alliances on their 16/17 plan
19 Dec 2016	Guidance for 17/18 improvement plans
20 Jan 2017	Quarter 2 report due – exception reporting (on/off track to meet SLM milestones and mitigation plan where off track)
31 Mar 2017	Draft 2017/18 improvement plan due to Ministry
20 April 2017	Quarter 3 report due – exception reporting (on/off track to meet SLM milestones and mitigation plan where off track)
30 May 2017	Final 2017/18 improvement plan due to Ministry
20 July 2017	<p>Quarter 4 report due – Performance report against the four SLM improvement milestones. Where the alliances have not met their improvement milestones, the report must include whether:</p> <ul style="list-style-type: none"> • there has been an event outside its control that caused the alliance to re-prioritise its activities (eg, water contamination in Hawkes Bay) • the improvement milestone is closer to being achieved in quarter four than it was in quarter one • on reflection they consider the improvement milestone was too ambitious and why the alliance over estimated their ability to influence, particularly in year one • all parties to the improvement plan delivered their commitments and if not why.
30 July 2017 (TBC)	2017/18 improvement plans approved by Ministry

PHO payments

Key date	Payment
15 Dec 2016	PHO Payment 2 (50%) paid
15 July 2017	PHO Quarter 1 Payment for 2017/18 (25%) paid
15 Sept 2017	PHO Quarter 4 Payment for 2016/17 (25%) paid PHO Quarter 2 Payment for 2017/18 (50%) paid – if 2017/18 plan is approved by Ministry
15 Sept 2018	PHO Quarter 4 Payment for 2017/18 (25%) paid

Primary care patient experience survey update

The PHO enrolment form was updated in November 2016 to remove the 'opt-out' box for the patient experience survey. The information about the survey remains on the form. The change was made following a Patient Experience Survey Governance Group decision that the form is not the best time or place for patients to decide whether or not they wish to participate in the survey. The updated form is available for download [here](#). Patients can opt-out of the survey by using the unsubscribe icon in the survey invitation email or by asking the practice to opt them out in the patient preferences field in the patient management system.

The next survey week is from 7 – 13 February 2017.

Resources and information on the survey are available on the [Commission's website](#). This includes answers to [commonly asked questions](#) such as how to join the survey, how to access your survey results and how the domains are calculated.

Workshops are being held around the country to discuss implementation of the survey with PHO quality staff and National Enrolment Service champions. Topics covered will include why capturing patient experience is important, how to join the survey, privacy, accessing and using survey results for quality improvement. To find out more about meetings in your region, contact Jade Cincotta on Jade.Cincotta@hqsc.govt.nz.

For more information

Further information about System Level Measures, including frequently-asked questions and improvement science, is available on the Ministry [website](#) and the [Nationwide Service Framework Library](#).

Guidance to DHBs has been provided on the [Nationwide Service Framework Library](#), including the [2017/18 Annual Planning Guidance](#) and [Guide to using the System Level Measures Framework for Quality Improvement](#).

If you have any queries, please contact the National Programme Manager, Kanchan Sharma on 021 702 240 or at SLM@moh.govt.nz