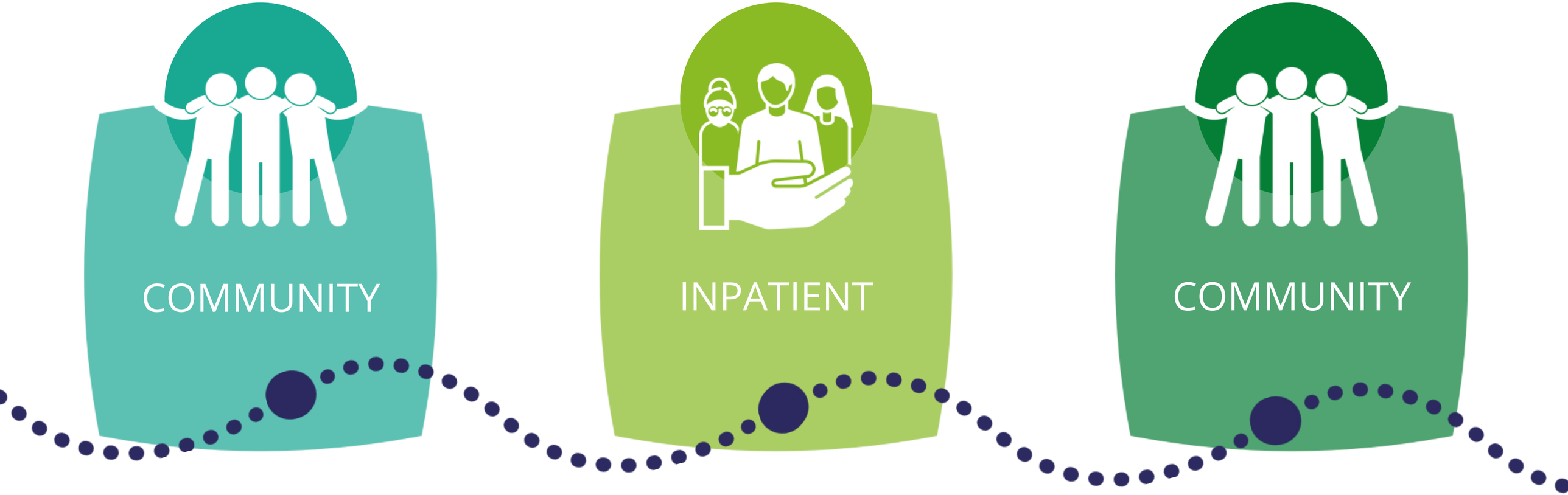
KPI Programme
Mental Health and Addiction
Aotearoa New Zealand

Session two

Our Adult stream KPIs… learning through benchmarking

November 2020

Every data point represents a tāngata whai ora's journey through our services



Pre-community care

Referrals

Length of Stay (LOS)

7 day follow up

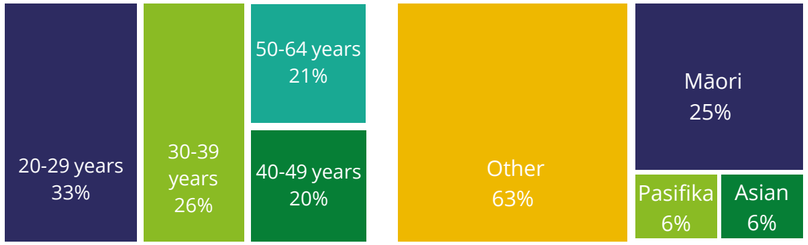
28 day readmission

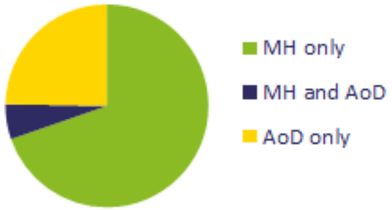
Engagement with our sector has told us that you haven't seen a lot of change in the National aggregated KPI data.

ADULT NATIONAL SERVICE USE DASHBOARD - JULY 2019 TO JUNE 2020

DHB only

64,048 tāngata whai ora



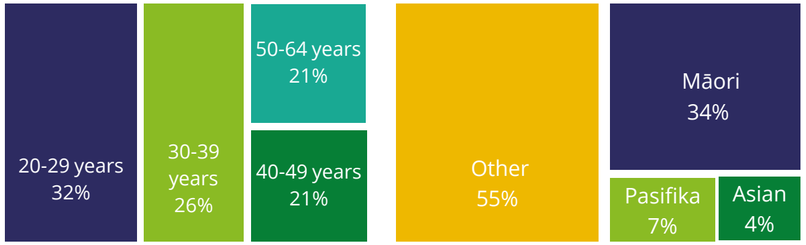


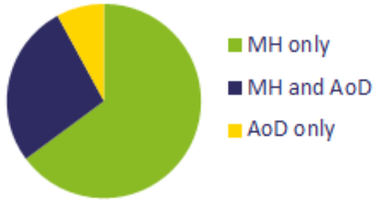
Inpatient stays	Residential stays	Forensic contact
2,674	70	3,088

Number of tāngata whai ora

DHB and NGO

31,303 tāngata whai ora



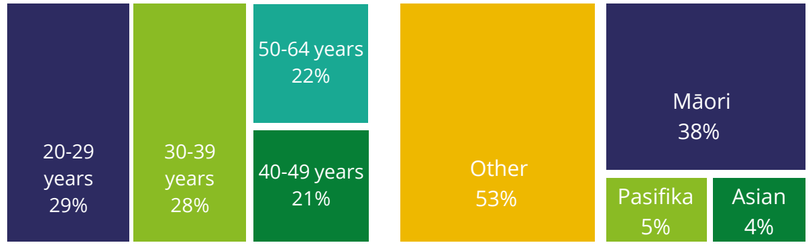


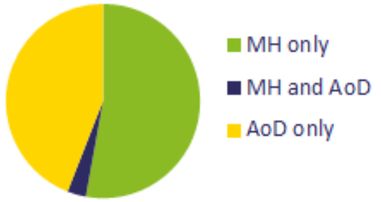
Inpatient stays	Residential stays	Forensic contact
5,897	6,174	2,612

Number of tāngata whai ora

NGO only

23,966 tāngata whai ora



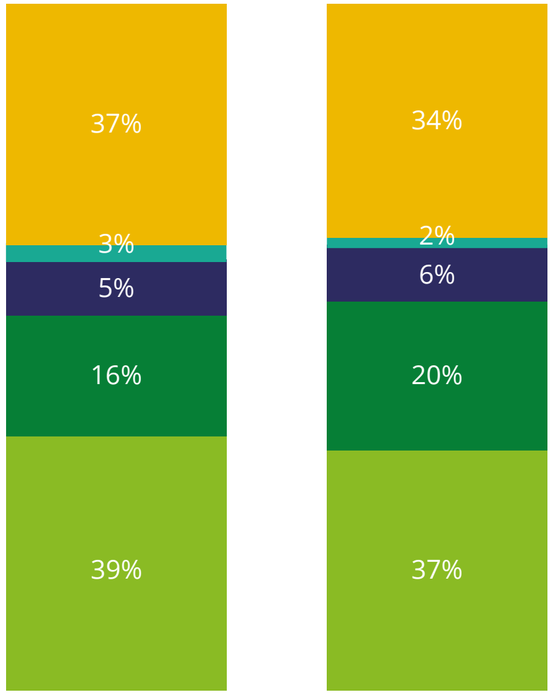


Inpatient stays	Residential stays	Forensic contact
0	903	36

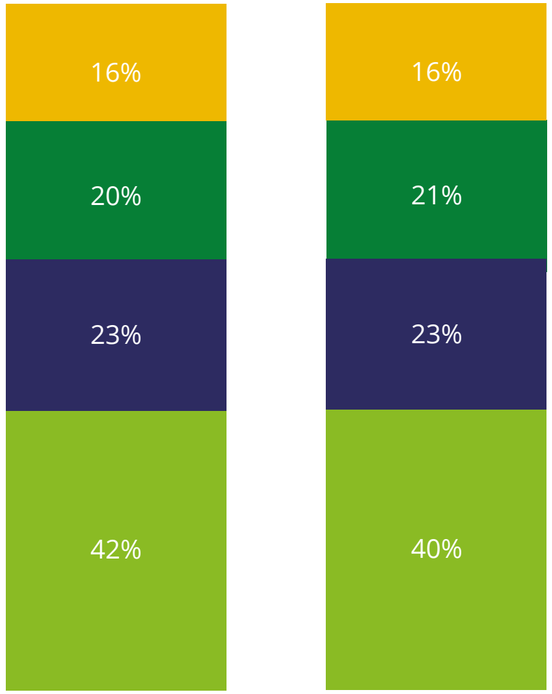
Number of tāngata whai ora

JOURNEY THROUGH INPATIENT CARE - MARCH TO JUNE 2019 VS MARCH TO JUNE 2020

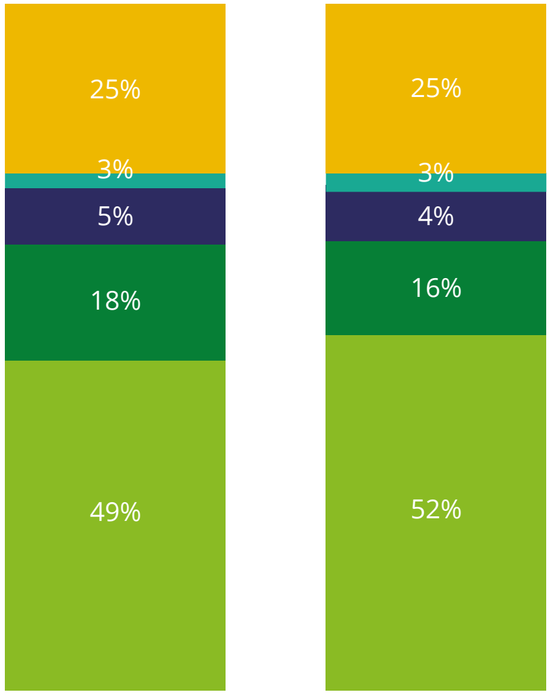
Pre admission community care



Length of Stay (LOS)



Post discharge community care



28 day readmission

March to June 2019

17%

March to June 2020

16%

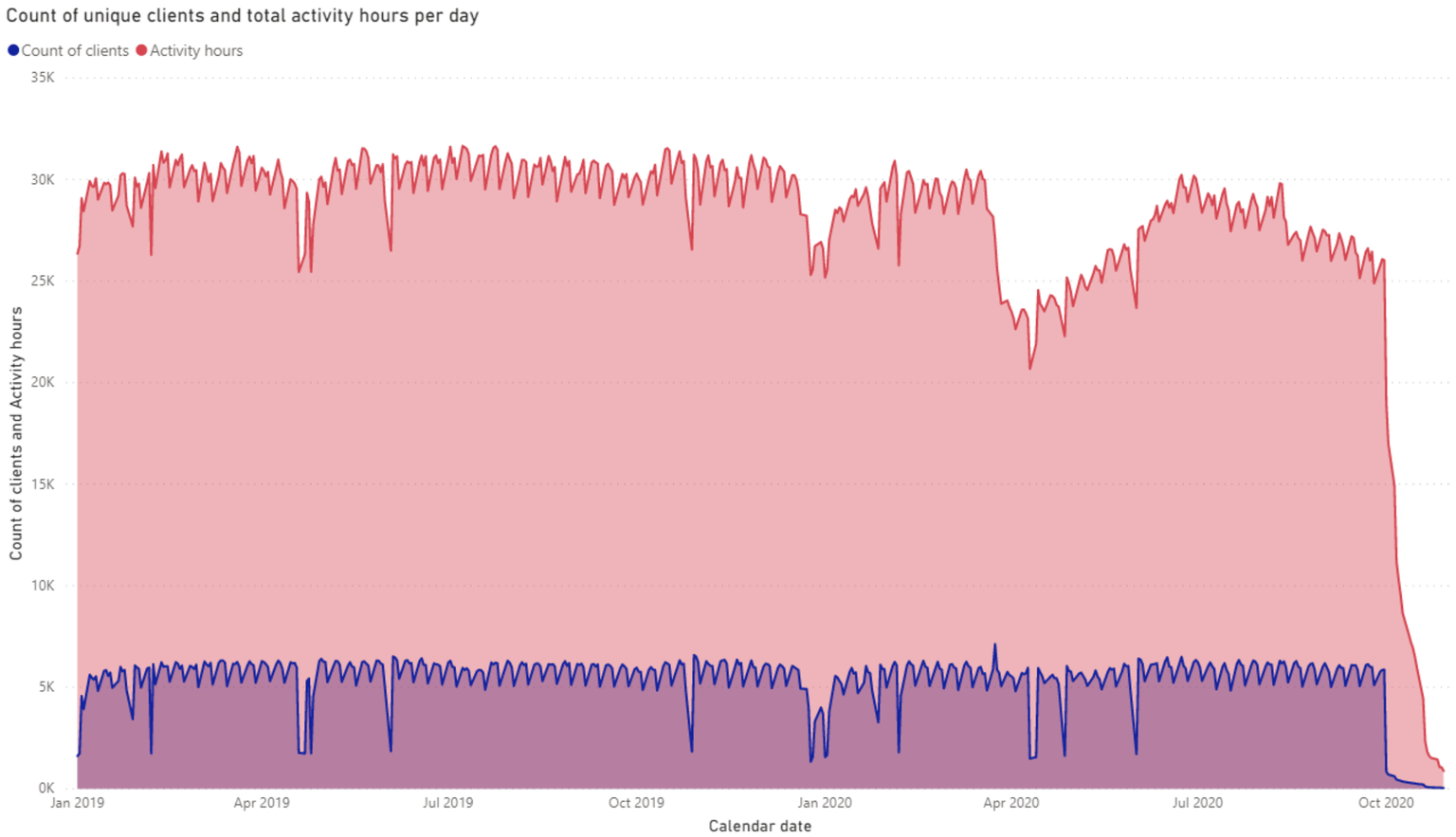
In June 2020 we asked…

What do we believe our data story will say about how services have responded during COVID 19?

You said...

We experienced a drop in referrals and activity when Alert Level 4 hit, but then referrals started to flow in again and our activity picked up as the lockdown continued.

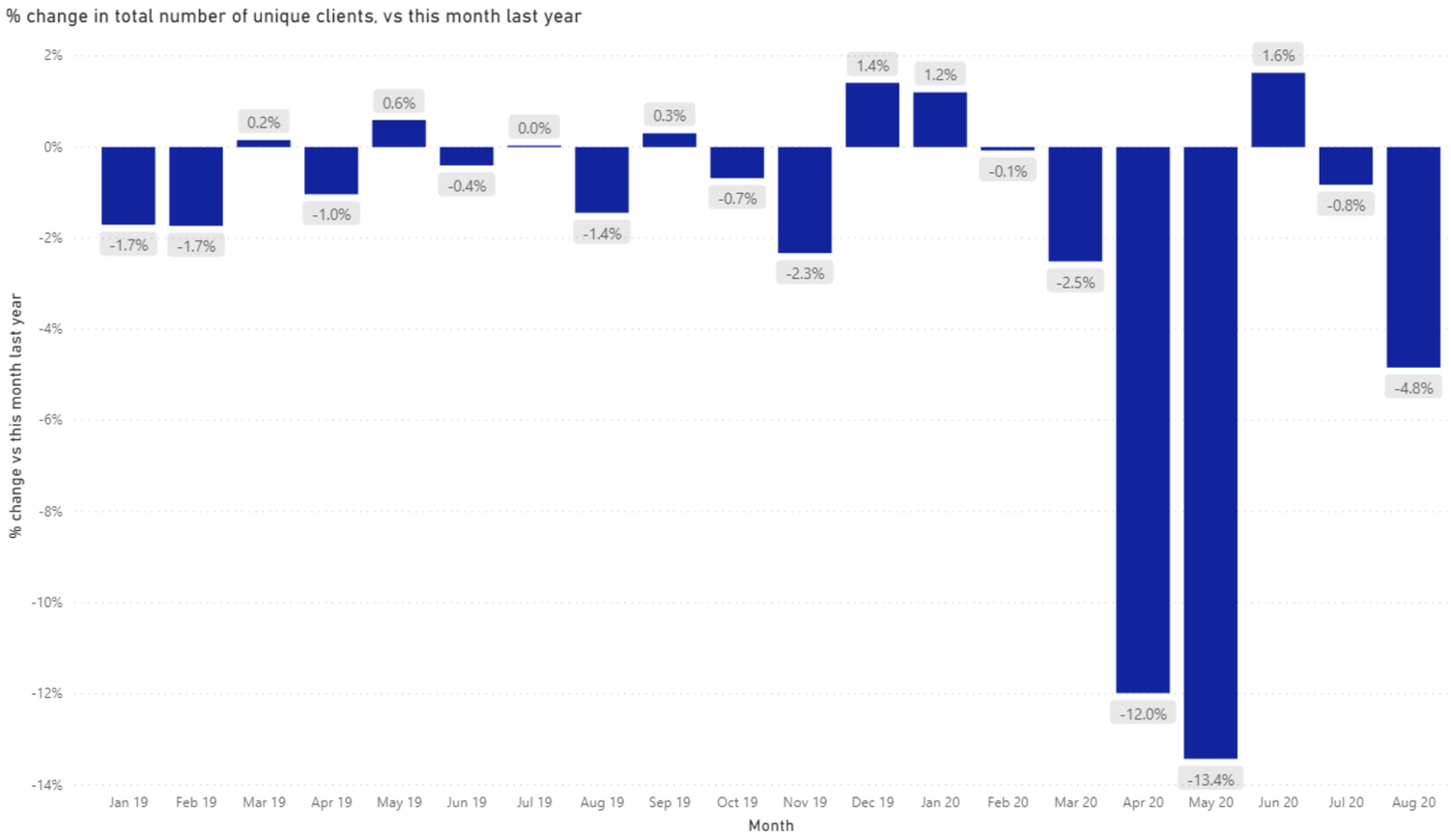
COUNT OF UNIQUE TĀNGATA WHAI ORA AND TOTAL ACTIVITY HOURS PER DAY - JANUARY 2019 TO OCTOBER 2020



INSIGHT

Compared with April/May 2019, we see a drop in Activity hours in April/May 2020 despite the count of unique tāngata whai ora remaining relatively stable.

PERCENTAGE (%) CHANGE IN COUNT TĀNGATA WHAI ORA – VS THIS MONTH LAST YEAR



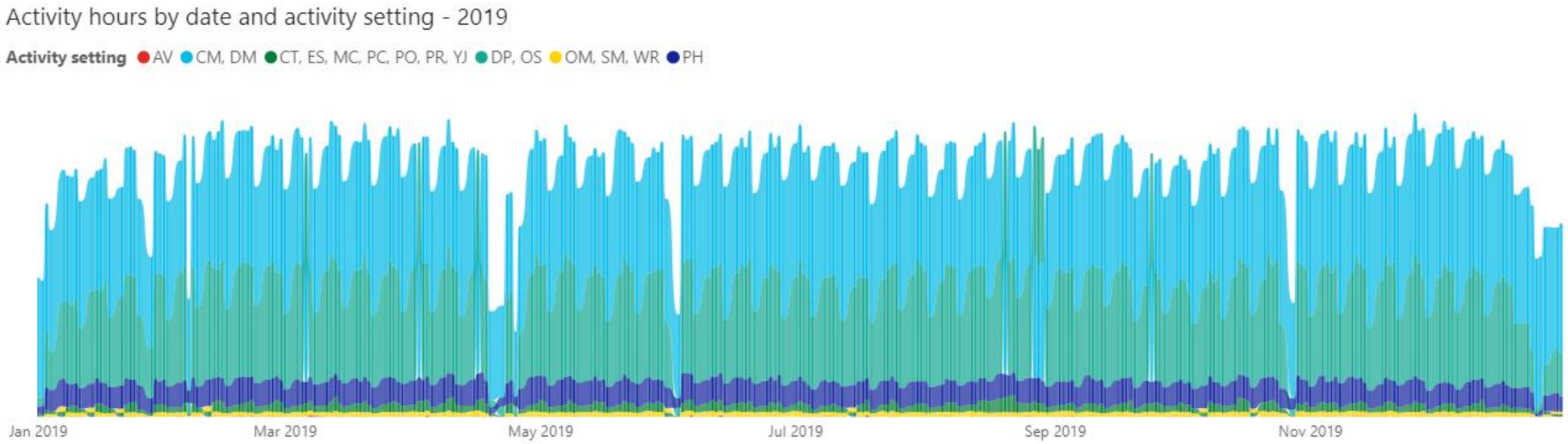
INSIGHT

Did you spot the contradiction?
It appears to be a similar number of tāngata whai ora per day, but fewer tāngata whai ora per month, equaling a higher frequency of activity for a smaller number of tāngata whai ora.

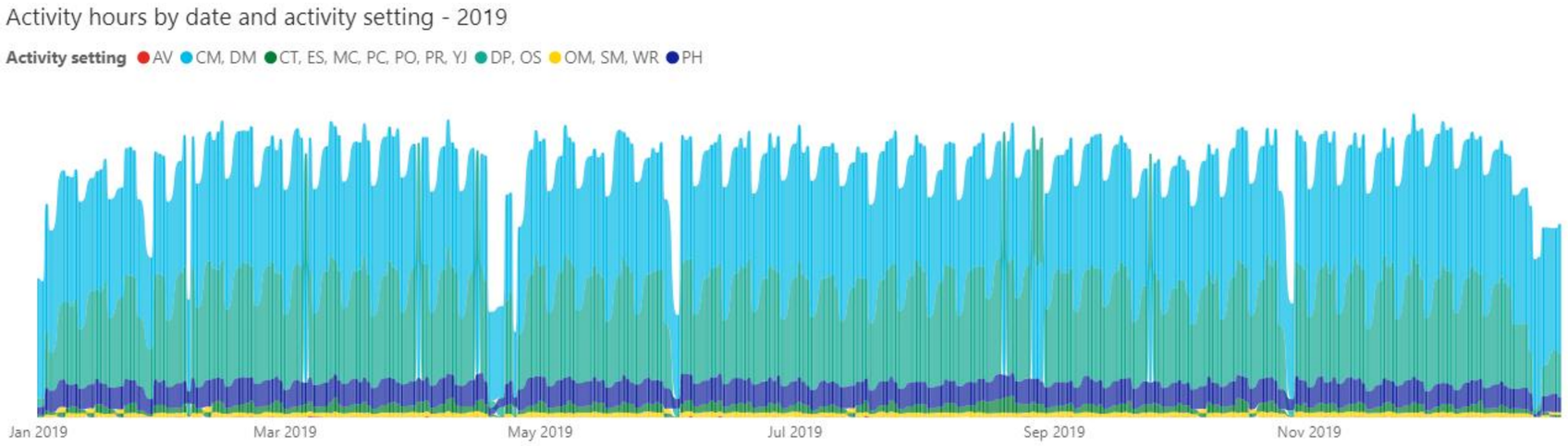
You said...

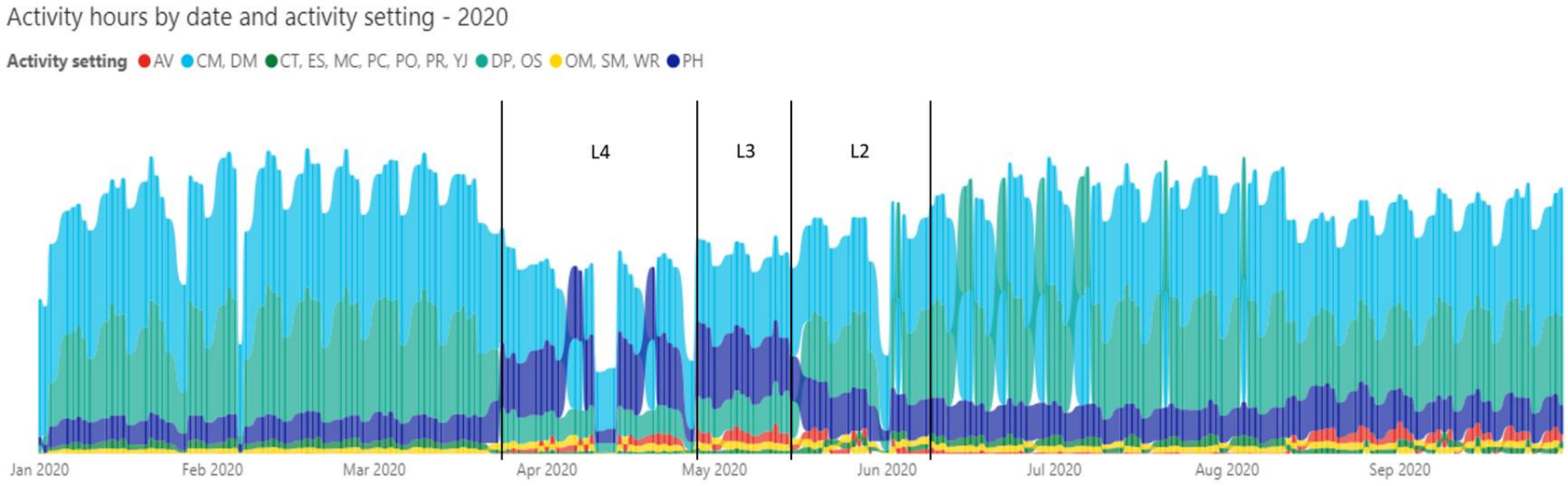
We responded to a crisis and adapted our service delivery methods to ensure people had access to the supports they needed.

2019 - THE YEAR BEFORE COVID-19 WAS RELATIVELY CONSISTENT….



BUT WHAT YOU SENSED WAS RIGHT… COVID-19 LOCKDOWNS CHANGED THE WAY WE ENGAGED AND DISRUPTED WHAT WE KNEW TO BE NORMAL

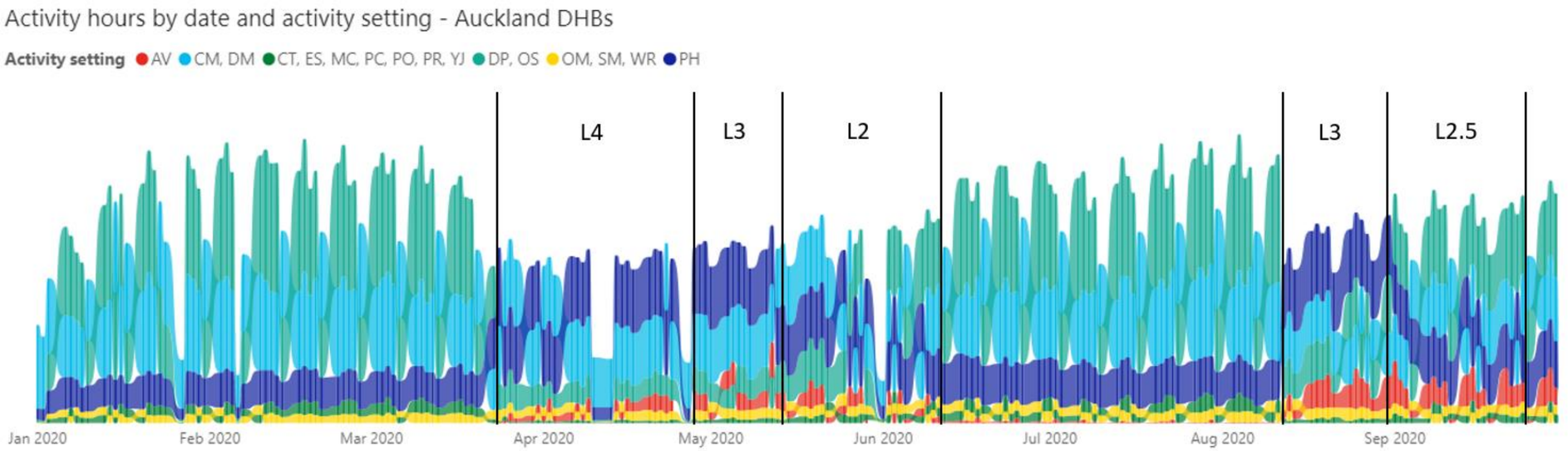


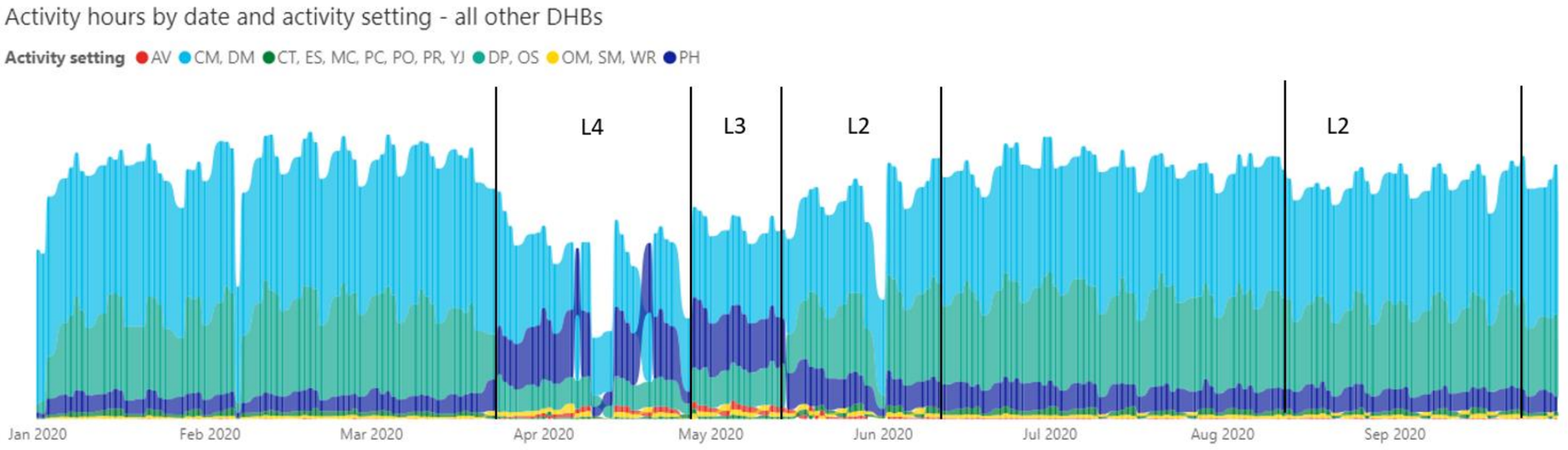


INSIGHT

Our use of audio visual and phone to make contact with tāngata whai ora through lockdown levels noticeably increases, but diminishes again in Level One.

ACTIVITY SETTING TRENDS FOR TARGET POPULATION - ADULTS DURING LOCKDOWN – AUCKLAND DHBS VS ALL OTHER DHBS

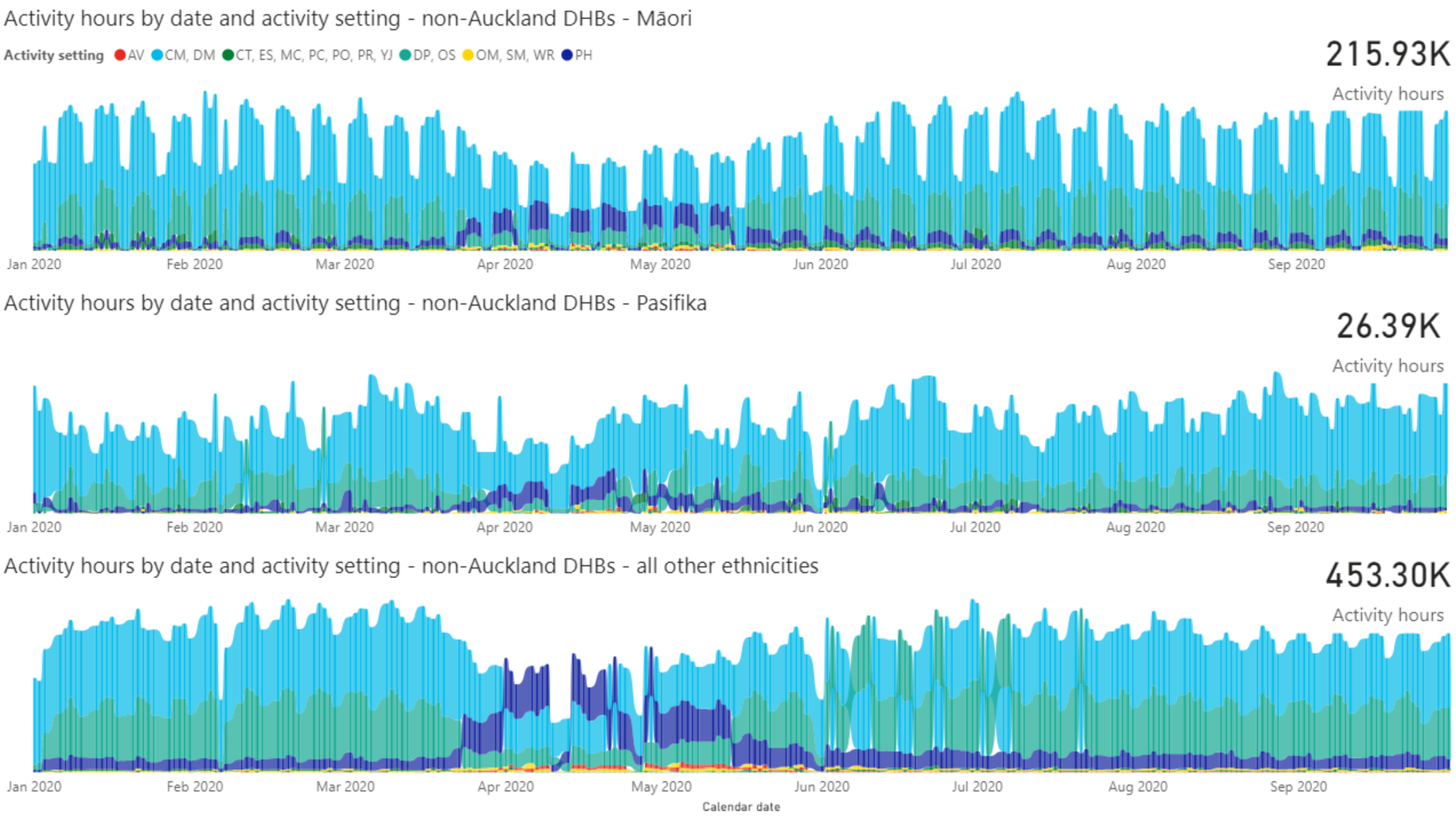




You said...

We've learnt that technology can both facilitate as well as limit our service engagement. While virtual technology works for some people, choice matters when it comes to engaging with services in a way that improves individual health outcomes.

ACTIVITY SETTING TRENDS FOR TARGET POPULATION ADULTS DURING LOCKDOWN – BY ETHNICITY (ALL NON-AUCKLAND DHBS)



ACTIVITY SETTING TRENDS FOR TARGET POPULATION ADULTS DURING LOCKDOWN – BY ETHNICITY (ALL AUCKLAND DHBS)

Question:

Did the data give us the insights we anticipated?