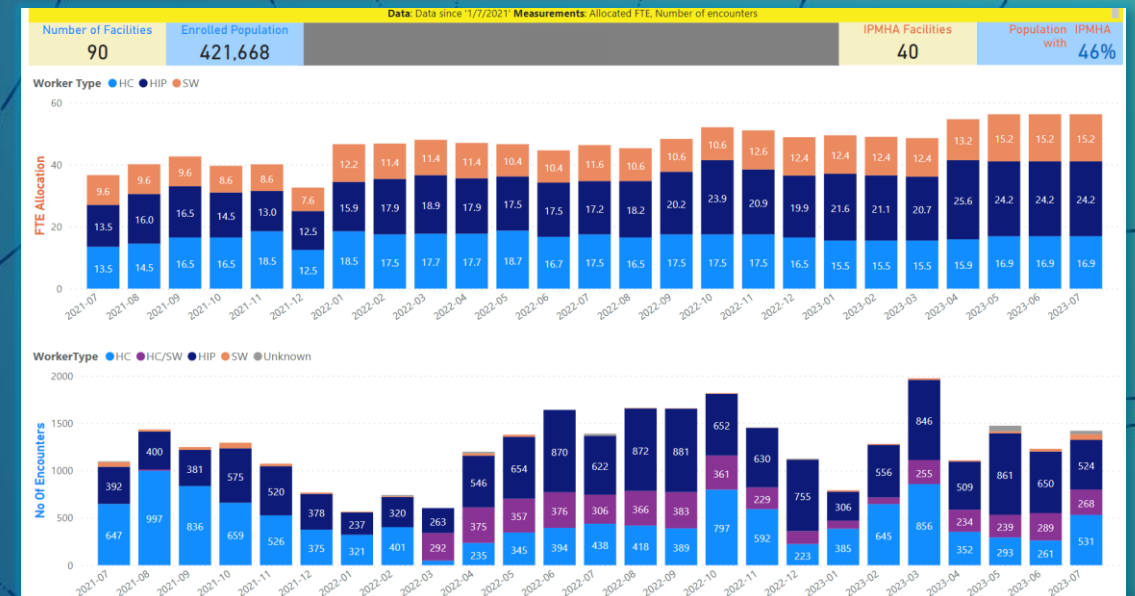


The importance of using good data to navigate system change and quality service improvement

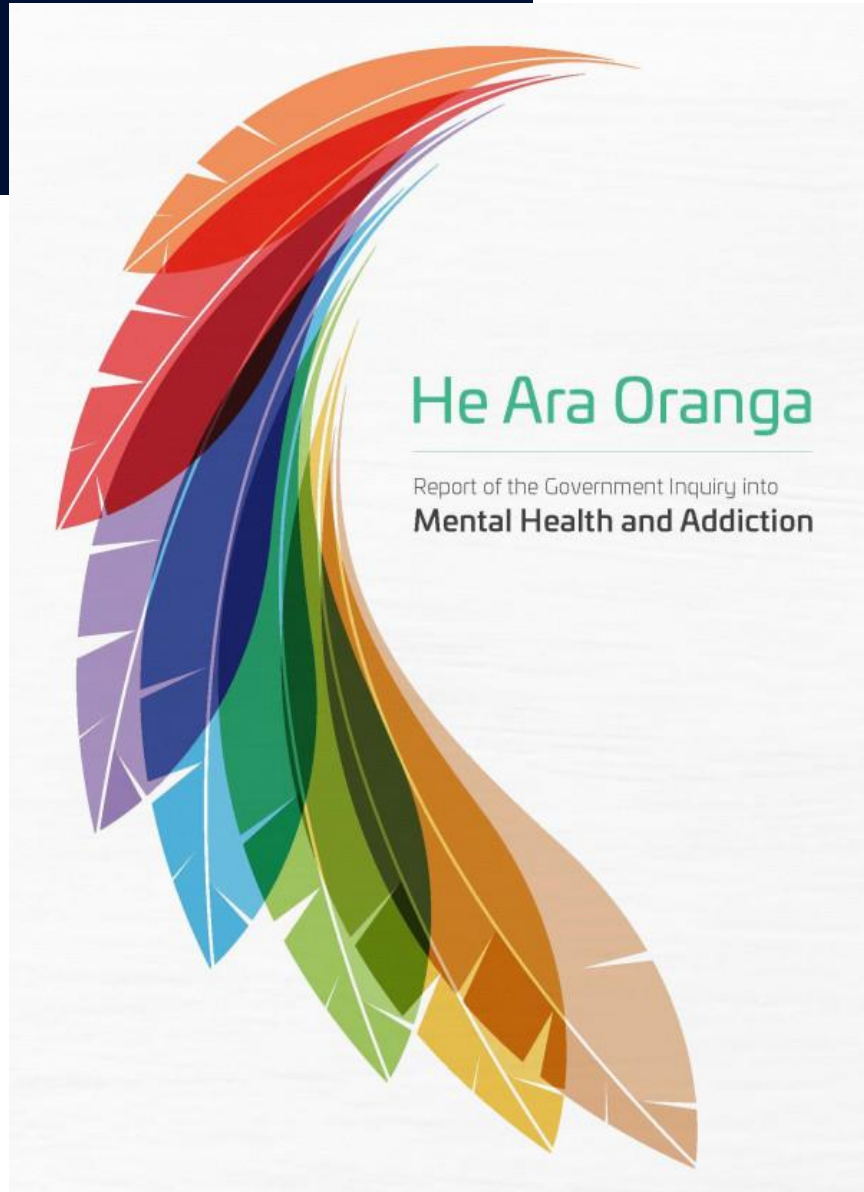
Robyn Shearer
 Interim Deputy Director General
 Regulation and Monitoring
 Manatū Hauora
 Mental Health & Addiction / PRIMHD Hui
 26th Oct 2023



He Ara Oranga - the Government Inquiry into Mental Health and Addiction

In 2018, the New Zealand Government launched an inquiry into mental health and addiction in response to widespread concern about mental health services.

He Ara Oranga, called for urgent action to transform New Zealand's approach to mental health and addiction to one that more strongly acknowledges the wider determinants of mental wellbeing, while also ensuring that people have more options for accessing the support they need, when and where they need it.



Investment through Budget 2019

\$1.9 billion over four years in a cross-government package

The package of initiatives reflects a whole-of-government approach to supporting New Zealanders' mental health.

- Approximately \$843 million was allocated to address the social determinants of mental health and wellbeing.
- Approximately \$235 million of capital investment was allocated for mental health and addiction facilities.
- Approximately \$883 million over four years was allocated for mental health and addiction services and system enablers. This includes **\$455 million** to expand **access and choice of primary mental health and addiction services**.

Strategic Approach

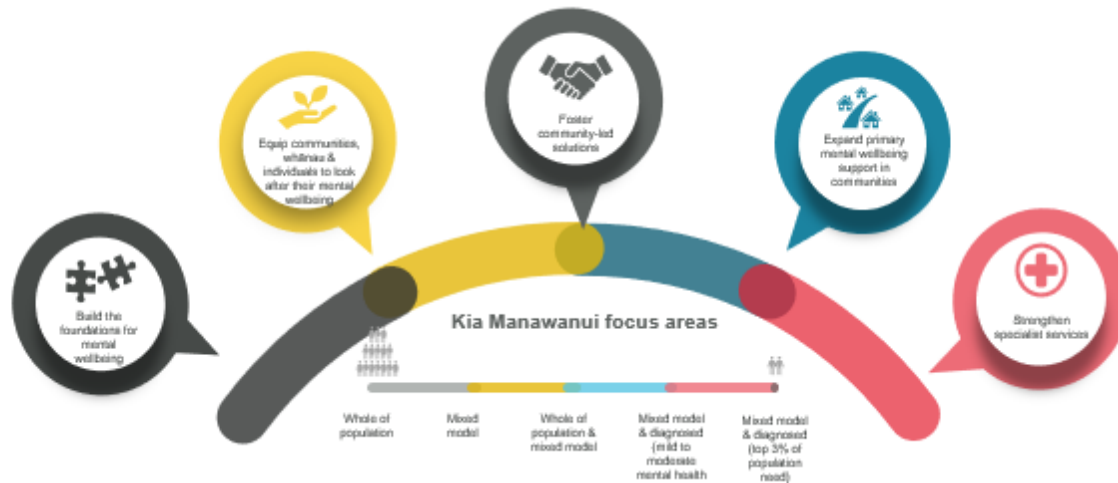


Kia Manawanui Aotearoa and **Oranga Hinengaro** set out the current vision for transformation.

- A population-based approach to improving mental wellbeing – improving outcomes for all while also addressing inequities.
- Addressing the wider determinants of mental wellbeing – holistic concepts of mental wellbeing.
- Promoting mental wellbeing across communities, whānau and individuals – with a range of options and settings.
- Providing supports and services to those who need them.

There is a strong focus on improving availability and design of digital mental health supports.

Integrated System – Kia Manawanui Journey



Data needs to tell the story of journeys for tāngata whaiora and workforce together.

- Focus on outcomes measurement continues, diversified for primary care
- A&C extends data to include cohort profiling via Presenting Issues and profiling of workforce in place (PRIMHD does not record Presenting Issues nor track workforce)
- A&C workforce has potential to extend and coordinate integrated care and **multi-disciplinary team (MDT)** approaches across **Social Sector** services and **MHA Specialist Services**
- Opportunity for providers to share data in real time to support MDTs deliver coordinated care anywhere – social determinants important – eg, Peer Support

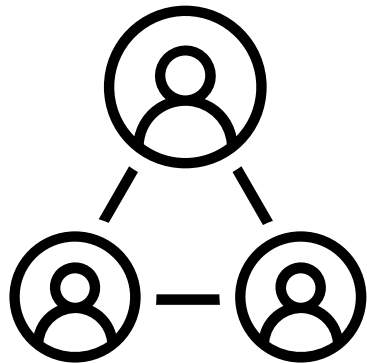
Data – Improvement – Integration – Leadership – Investment

capture **presenting issues and outcomes**

Understand and inform investment in workforce development and collaboration

Refinement & agility to capture new and improved data for service improvement – eg **Access & Choice Rapid Application Portal**

Adapt to changing needs of stakeholders eg focus on **deployed workforce and workload** by location / facility



Data for Performance: What trusted data conversations do we need to have to verify outcomes?

Who, what, where, how much, and
how is it going ?

AND ...

How do we know we can trust this ?

- What is the profile of the people we are seeing?
- Are the people being seen those that might otherwise wait or not be seen by specialist services or GPs?
- Need NHI to match to other datasets and cohort profiles to understand changes in referrals to other services or supports
- How many – different presentation profile = workload differences?
- What are the outcomes over time for tāngata whaiora and services?

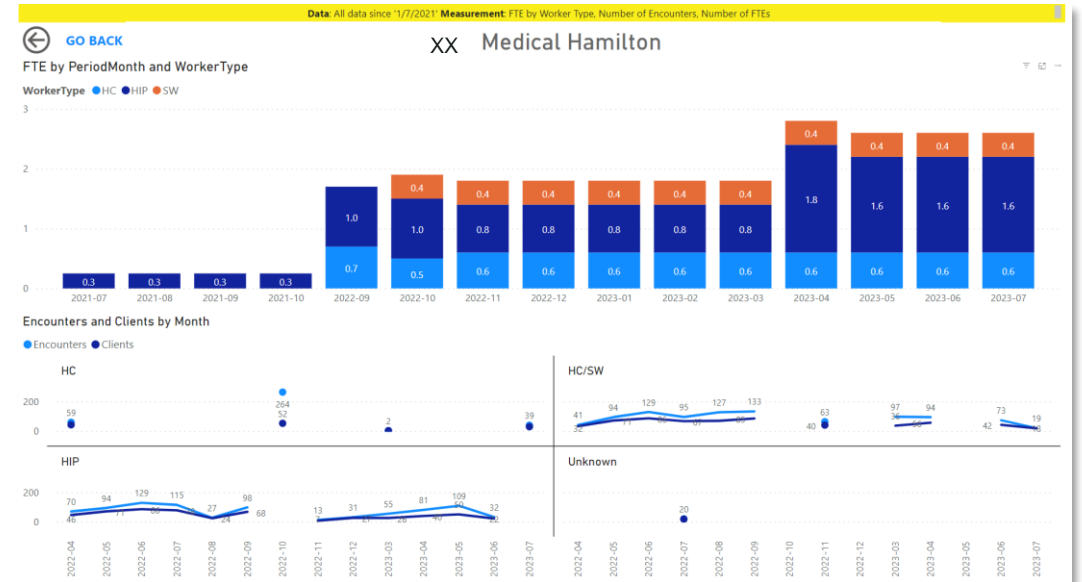
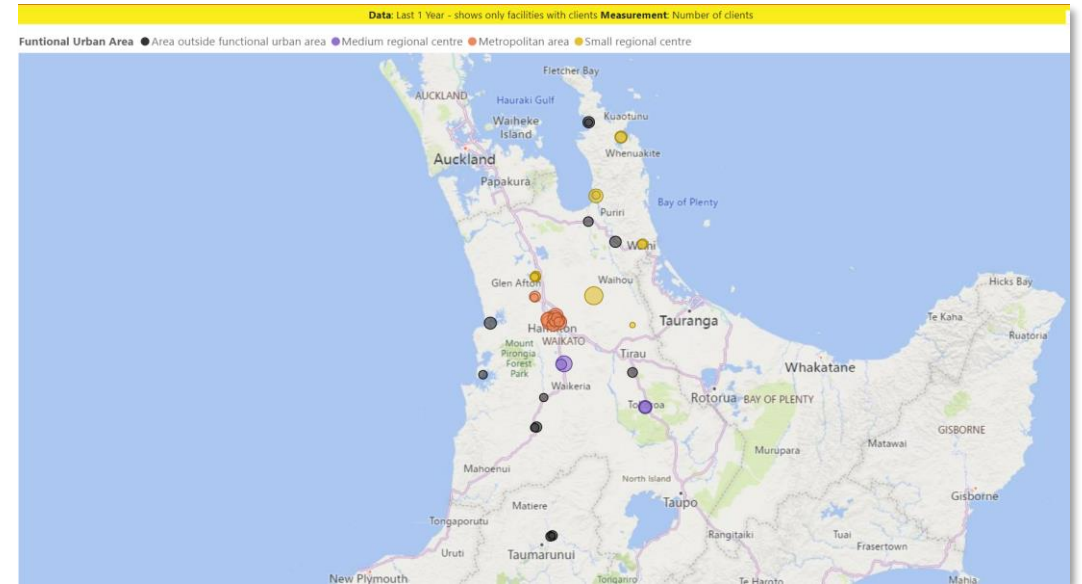
Where is data going ?

Access & Choice providers can see their data, and their region in useful visualisations to help make resourcing decisions

Commissioners and MoH can report to Ministers, Cabinet, MHA Assurance Group and other stakeholders on KPIs, trends, targets etc

AND ...Te Whatu Ora can help primary providers get their data better, faster.

Can those who use services access this data?



What do we need to improve on?

What gets Measured gets Managed

- Back up the anecdote with evidence
- What is working well and what needs attention
- Get buy-in
- Link up service planning/improvement in quality of service experience/workforce
- Telling the performance story



Nga mihi nui