



Te Whatu Ora
Health New Zealand



Using and improving our PRIMHD data

MHAIDS – Wairarapa, Hutt Valley and Capital and Coast

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Our 2023 focus

- **Improved completeness**
- **Improved timeliness of entry**
- **Improved data quality**
- **Improved awareness - 'the why'**
- **Engage teams in improved solutions**

Our approach

- **Senior leadership engagement**
- **Communications plan**
 - **monthly comms to service**
- **Data quality focus**
- **New report development**
 - **piloted with teams to boost engagement**
- **System enhancements**
- **Ensuring that projects underway were using data**

Communications

Lots of different approaches;

- **Senior leadership team buy-in**
- **Emails – some very cheesy!**
- **Infographics**
- **Quotes**
- **Videos**
- **FAQs**
- **Quiz**
- **Team meeting presentations**
- **KPI team visit**
- **New monthly report**

*“Stats aren’t just numbers – they represent people,”
“They give an idea of what’s happening with our whānau. And right now, the picture isn’t complete.”*
- De’arna Sculley, Project Manager of the Māori Mental Health and Addiction project.

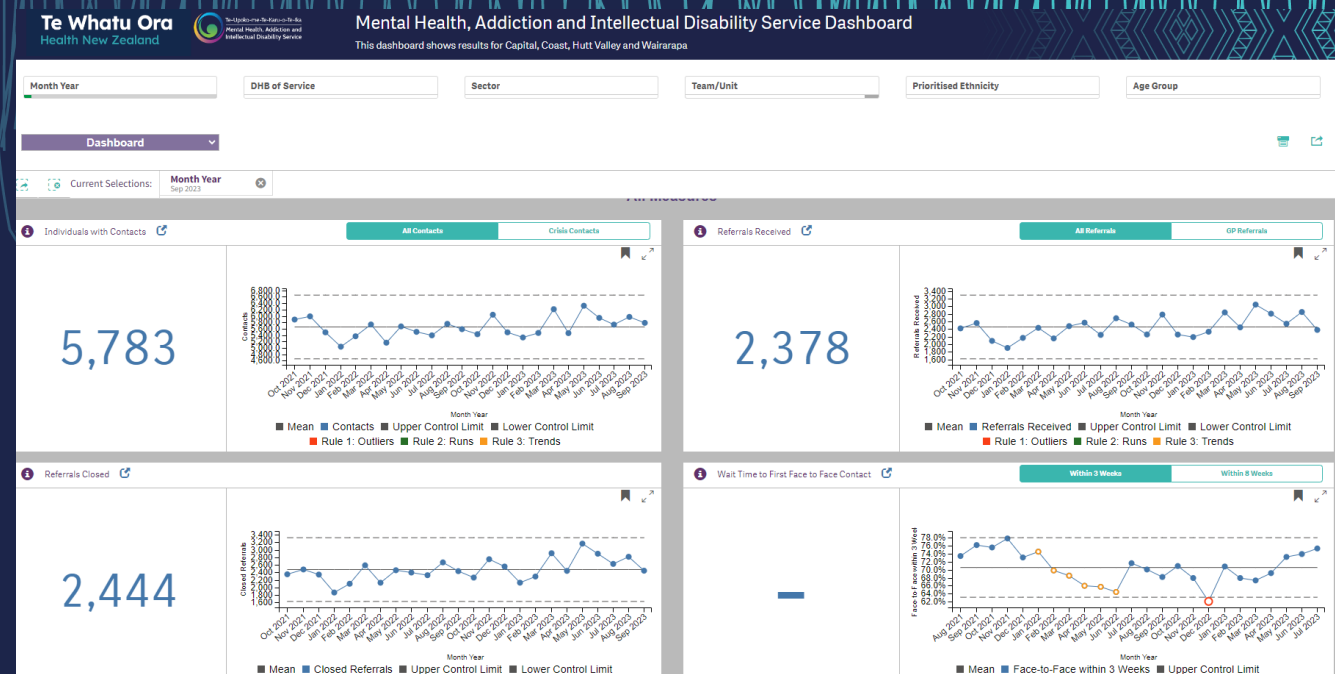
*“Data is power. Without data, including stats, you cannot go into discussions about service development,”
“If I cannot prove where the demand is, I cannot ask for support to meet the demand.”*
- Alain Marcuse, Consultant Psychiatrist in MHAIDS General Practitioner Liaison Service.

Existing reporting

12 Qlik applications specific to mental health

MHAIDS dashboard displays 40+ quality and operational measures across inpatient and community teams

Automated reporting – team leaders/ ops managers receive a summary of their key measures each month and use Qlik to locate the details.



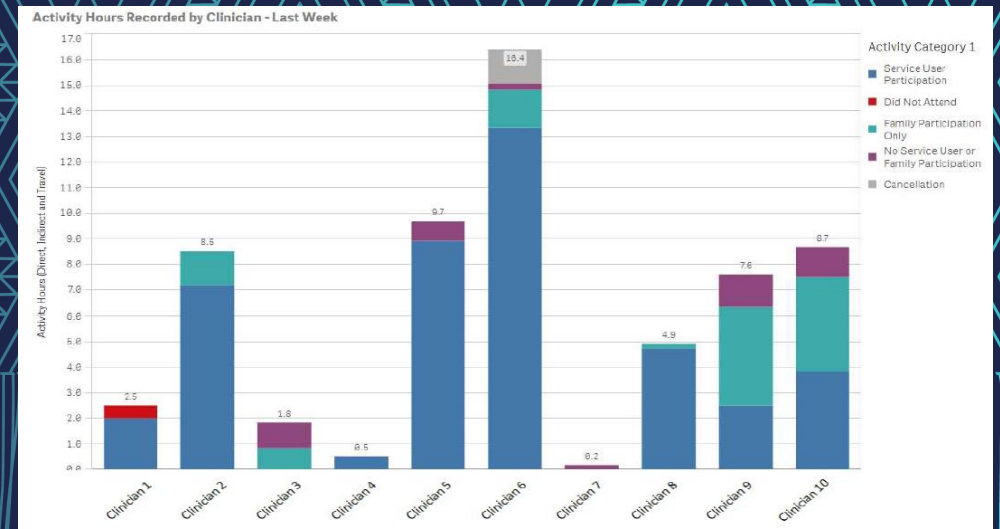
New reporting

'The week that was' report focusing on the last week

Aim is to boost the timeliness and accuracy of activity entry

Showing activity for the last week and linking to clinical eNotes

Also includes some Data Quality information, and links to guides and policies



Clinician	Individuals with Activity Recorded	Individuals with Crisis Activity Recorded	Activity Hours (Direct, Indirect and Travel)	Activity Count	Service User / Family Participation Activity Count	Family/Whānau Involvement Activity Count	No Service User / Family Participation Activity Count	Did Not Attend Activity Count
Clinician 1	4	0	2.5	5	3	2	0	2
Clinician 2	4	0	8.5	5	5	5	0	0
Clinician 3	3	0	1.8	4	2	2	2	0
Clinician 4	1	0	0.5	1	1	1	0	0
Clinician 5	5	0	9.7	5	4	4	1	0
Clinician 6	9	1	16.4	17	15	12	1	0
Clinician 7	1	0	0.2	1	0	0	1	0
Clinician 8	5	1	4.9	6	6	3	0	0
Clinician 9	5	0	7.6	9	7	7	2	0
Clinician 10	6	0	8.7	6	5	4	1	0
Team Total	34	1	60.8	59	48	40	8	2

Last Week Notes Summary: 20/03/2023 - 26/03/2023				
Clinician	MHAIDS eNotes Recorded	Individuals with eNotes Recorded	Individuals with Activity Recorded	Individuals Activity/Notes Compliance
Clinician 1	5	4	4	100.0%
Clinician 2	21	13	13	100.0%
Clinician 3	4	4	4	100.0%
Clinician 4	10	8	1	12.5%
Clinician 5	4	4	3	75.0%

System changes

- **Linked e-Note entry to stats collection**
 - Reduces complexity for clinicians
 - Encourages stat entry for each note/interaction
- **Automated information on team e-whiteboards**
 - Booked appointments
 - Last contact details
 - Demographics
 - Diagnosis
- **Minor tweaks to collection screens**
 - Removin unecessary fields
 - Renaming confusing fields

Note Type: [dropdown]

Submit and Add Contact

Current client non primary team contact

ZHY6423 - PRINTING, NOPOSTALADDRESS

MH Inpatient Administrator

Psychiatrist - Adult Community - Maon [dropdown] [dropdown] [dropdown]

Submit and Add Contact **Submit**

Appt	Appt Reminder	Appt Letter	Contact Attempt	Last Contact
19/10/23 10:30	●	•	•	03/10/23
19/10/23 09:30	●	•	•	10/10/23
19/10/23 09:00	●	•	•	11/10/23
19/10/23 09:00	●	•	2nd: 06/10/23 (12)	-

Direct Minutes [input field]

Indirect Minutes [input field]

Minutes [input field]

Documentation Minutes 0

System enhancements

- **The MHAIDS Add family of buttons**
 - **Reduces administration burden**
 - **Simplifies navigating dense systems**
 - **Encourages clinician participation**
 - **Ensures PRIMHD extraction**

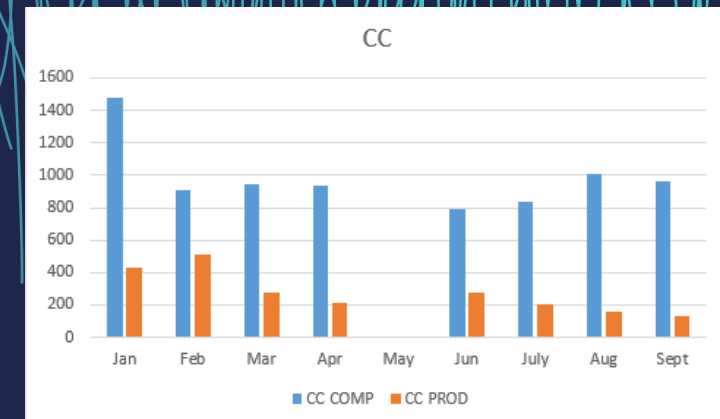
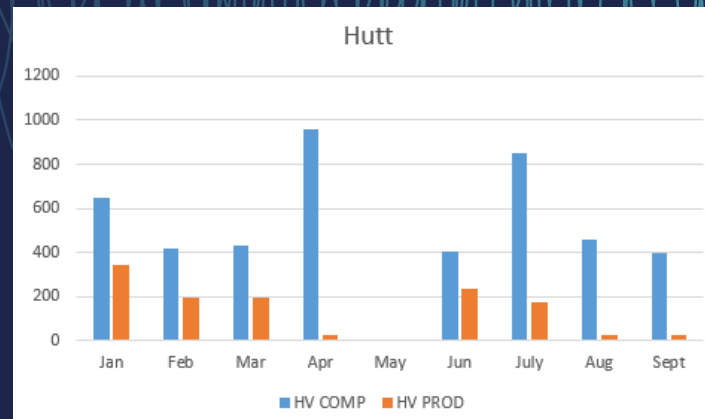
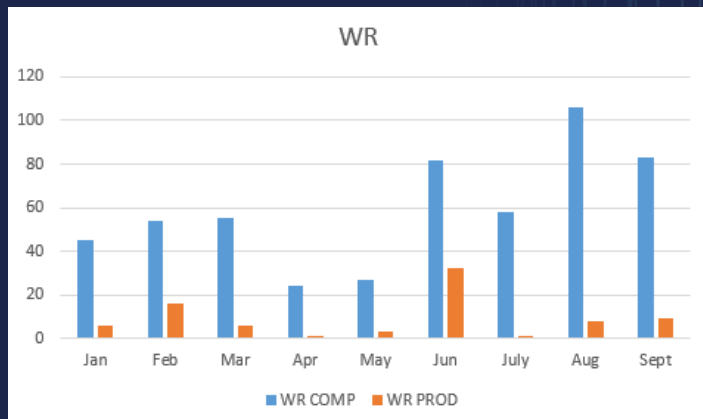


Data quality focus

- **Robotic automation**
 - Less opportunity for referral errors
 - Admin shift from data entry to data caretaking
- **Zoom masterclasses**
 - Prevent errors before they occur
 - Educate on the why
- **Increased report subscriptions**
 - Improve visibility of errors for users
- **Duplicate activity work**
- **More timely PRIMHD extracts**
- **Tighter PRIMHD extract process**
 - 2-stage COMP – PROD to maximise submissions

PRIMHD Extract Process

- Initial Compliance run identifies issues
- Correcting issues before submitting to Production improves completeness



- Limitations: PRIMHD compliance demographics are not up to date

Improvement Opportunities

- **Tweaks to some PRIMHD rules**
 - **Exclude Clinical Coding**
 - While interesting, this isn't our data
 - **Change Multiple Type P to a warning**
 - Systems block concurrent provisional Dx
 - Multiple Type A is a warning already
 - **Change Gender mismatch to a warning**
 - 57% of Gender Diverse youth report struggles with Mental Health (Youth19, 2021)
 - 71% report experience psychological distress (Counting Ourselves, 2018)

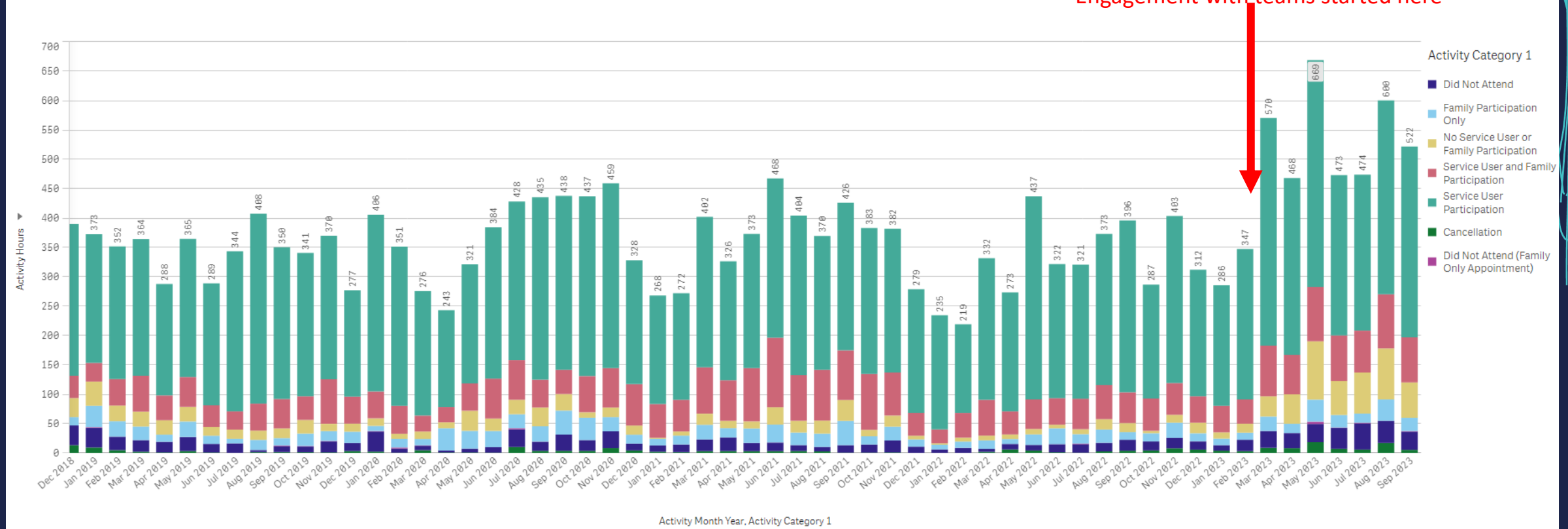
Training changes

- **We also reviewed our training material**
- **Updated our stats quiz**
- **Created 'FAQ' guides based on clinician feedback**

Our results so far

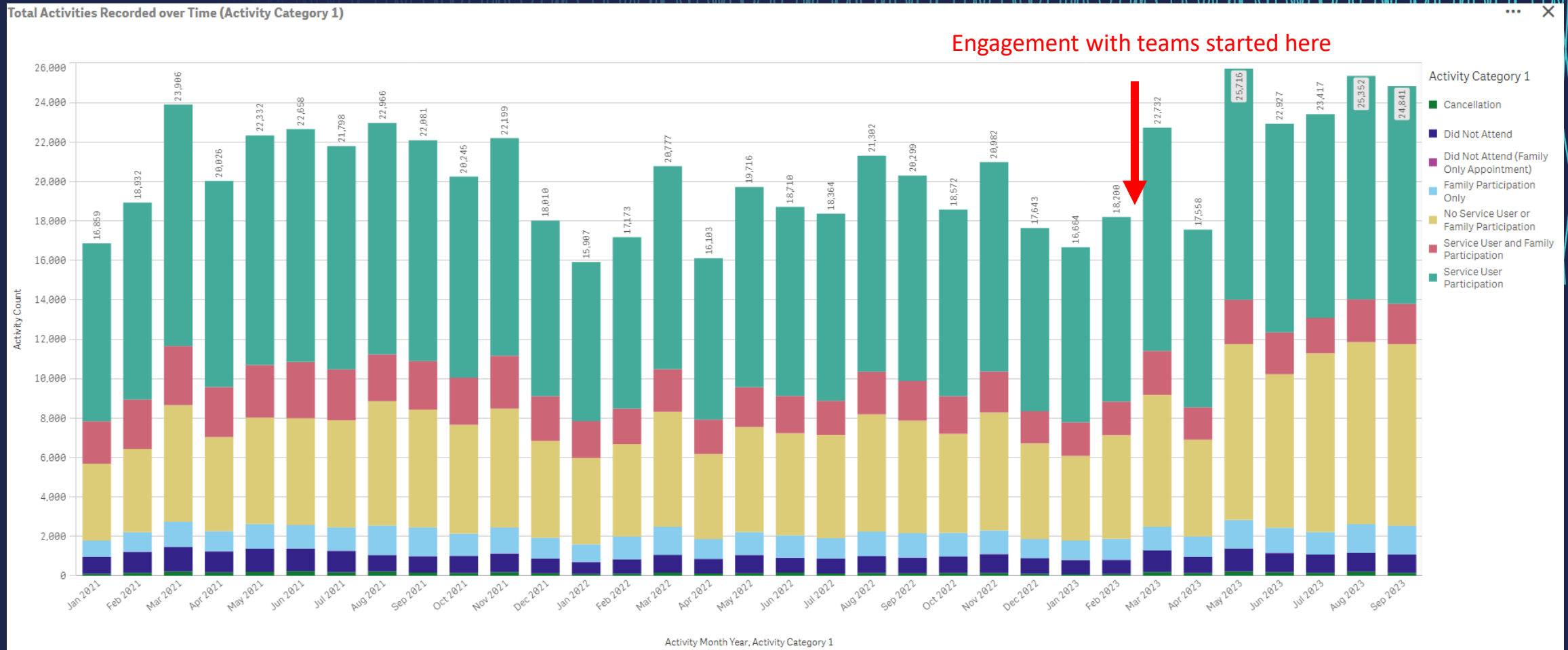
One of the pilot teams

Total Hours Recorded over Time (Activity Category 1)



Overall results so far

- More stats
- More engagement – more staff asking questions



Next steps

- **More timely data extracts to PRIMHD**
- **Look to engage local teams more with the KPI programme data**
- **Learn from others**
- **Improve outcomes collection**