



Te Pou
o Te Whakaaro Nui

Te Pou Information Programme
NEW ZEALAND



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Pasifika, Research, Information,
Workforce Development



Advancing mental wellness

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Growing & developing the sector



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Mental health workforce development
infrastructure



Te Rau Matatini The National Maori Mental Health Workforce Development Programme	The Werry Centre for Child and Adolescent Mental Health Workforce Development Programme	Matua Raki The Addiction Treatment Sector Workforce Development Programme	Te Pou The National Centre of Mental Health Research, Information and Workforce Development	Le Va Pacific Mental Health and Addiction Workforce Development
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Regional Mental Health Workforce Coordinators

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Workforce Development

- ❖ Right People
- ❖ Right Place
- ❖ Right time
- ❖ Doing the right thing
- ❖ Service user centred



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Research to action



Implementation for
day to day
practice...



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Le Va - the space that relates

Function
Grow and incubate Pacific workforce and enhance responsiveness of mainstream services

Focus

- ❖ create opportunities for Pacific leadership growth
- ❖ develop the capacity and capability of the Pacific workforce
- ❖ infuse Pasifika throughout Te Pou and the wider sector.

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Information Programme

*Good information must be shared
to make a difference in people's lives*

- ❖ Outcome measures to inform clinical practice
- ❖ Data integration
- ❖ Information utility

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Outcome measurement in New Zealand

Presenters:

- ❖ Hine Martin, National Information Manager, Te Pou
- ❖ Laurie Hakiwai, Clinical Lead Implementation, Te Pou
- ❖ Richard Woodcock, Information Lead - NGO, Te Pou
- ❖ Barry Welsh, Quality Co-ordinator, Ministry of Health
- ❖ Tim Mepham, Analyst, Ministry of Health
- ❖ Alison Bower, Systems Consultant, Te Pou
- ❖ Sandra Baxendine, Information Analyst, Te Pou
- ❖ Mark Smith, Clinical Lead Specialist, Te Pou
- ❖ Matiria Pura-Hollings, Information Lead - Māori, Te Pou
- ❖ Sue Rostron, Information Lead - Service User, Te Pou


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Presentation overview

- ❖ Historical overview
- ❖ Ministry of Health perspective
- ❖ The New Zealand Outcomes Test Project
- ❖ Generating outcome reports
- ❖ Providing utility for outcome information
New Zealand outcomes over the next decade
- ❖ Closing comments

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Programme Integrated Mental Health Data (PRIMHD) 2008

- ❖ Activity data
- ❖ Outcome measures
- ❖ A single rich data source



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PRIMHD



Programme for the Integration of Mental Health Data

Tim Mepham
Barry Welsh
Ministry of Health, NEW ZEALAND

PRIMHD (Programme for the Integration of Mental Health Data)

- ❖ Integrated activity and outcome data
- ❖ Improve the quality of activity data
- ❖ Case mix adjust outcomes



Process followed

- ❖ Business Case
- ❖ Feasibility Study
- ❖ Business Requirements
- ❖ HISO
- ❖ System Development
- ❖ Review




HISO - Health Information Standards Organisation

- ❖ Responsible for:
 - Championing new health information standards
 - Quality assurance
 - Developing health information standards through the approved processes
 - Communicating and promoting the adoption and use of endorsed health information standards

HISO subcommittee for PRIMHD

- ❖ 5 DHB Representatives
- ❖ 4 NGO Representatives
- ❖ 4 MH Advocacy Group Representatives
- ❖ 1 MOH Representative
- ❖ 1 Vendor Representative
- ❖ 1 GP Representative

HISO Deliverables

- ❖ Expand Code Set
- ❖ Improve Reporting
- ❖ Clarify Definitions
- ❖ Modify Business Rules
- ❖ Align with Service Specifications

System Development

- ❖ Engage Developers
- ❖ Produce File Specification
- ❖ Iterative Process
- ❖ System Testing
- ❖ Compliance Testing

How it works

- ❖ DHBs Submit Data
 - PRIMHD System Processes Data
 - Acknowledgment Data sent back to DHB
- ❖ NGOs submit data over internet
 - PRIMHD System Processes Data
 - Acknowledgments displayed to user



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New Zealand Outcomes Test Project

Opportunity is missed by most people because it is dressed in overalls and looks like work.

Thomas Edison

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Test Project - key opportunities

- ❖ Identify data quality and implementation issues in advance of PRIMHD
- ❖ Support and progress the use of mental health information
- ❖ Inform quality and utility initiatives

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Test Project Methodology - how we got started

- ❖ Six DHBs 'volunteer' - variety is the key!
- ❖ Extract and encryption process
- ❖ Analysis database
- ❖ Minimise impact - maximise benefits

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Test Project - baby steps


- ❖ First extracts February 2007
- ❖ Data cleaning and integrity - what is valid for analysis?
- ❖ Three phases of analysis:
 - individual collections
 - matched pairs
 - casemix-adjusted outcomes
- ❖ Six standard reports

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Test Project November 2008 - where it's at

- ❖ Over 67,000 collections
 - 19% inpatient, 81% community
 - 14% Maori, 5% Pacific, 81% Other
 - 20, 430 individual service users
- ❖ Completeness
 - 95% for HoNOS/HoNOS65+
 - HoNOSCA
 - ❖ 87% in community setting
 - ❖ 92% in in-patient setting



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Outcomes Episodes/Matched Pairs - is the data good enough?

Episode Type	Matched Pairs - Data for 2007		
	Number	Valid for casemix purposes	% Valid
Adult In-patient	5,388	3,467	64%
Adult Community	24,635	13,792	56%
Child In-patient	295	188	64%
Child Community	6,452	3,577	55%
TOTAL	36,770	21,024	57%

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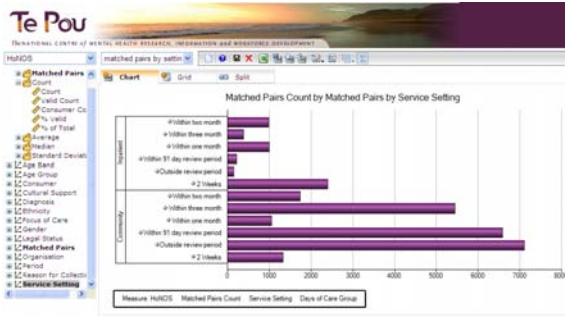
Test Project - key findings

- ❖ Completeness is very good - what are we doing right?
- ❖ Use different analysis mechanisms for different purposes
- ❖ Collection systems reflected in collection patterns
- ❖ The value of Site Coordinators!

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Mental Health Outcomes System (MHOsys)



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What has the Test Project enabled us to do - did we achieve our objectives?

Informing input with *real* data:

- ❖ Development of national standards (outcomes collections)
- ❖ Development of PRIMHD requirements
- ❖ Local feedback processes
- ❖ National (PRIMHD) report specifications for outcomes information
- ❖ National Information Utility Train the Trainer packages
- ❖ Definition of episodes for casemix and outcomes purposes
- ❖ Focus of Care review
- ❖ Development of web-based analysis tool (MHOsys)

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Future utility of the combined Test Project/MHOSys process

- ❖ Only New Zealand database of historical outcomes collections
- ❖ Pilots - new measures, NGO
- ❖ Information utility
- ❖ Research
- ❖ Outcomes
- ❖ Casemix grouper development
- ❖ Correlation with CAOS casemix classes
- ❖ Ongoing collaboration with AMHOCN

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Key Learnings

- ❖ We don't know anything about compliance yet
- ❖ New Zealand share with Australia many of the same issues around building episodes for analysis
- ❖ Two - three year head-start on PRIMHD to begin to build capacity and interest in benchmarking work

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"Faith is taking the first step even when you don't see the whole staircase".
Dr. Martin Luther King Jr.

"The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty".
Winston Churchill

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Generating outcome reports

- ❖ Aggregated data (using Test Project data)
 - Average number of clinically significant items
 - Percentage with any item clinically significant in sub-score
 - Index of Severity
- ❖ Individual data - Outcomes Graph Builder

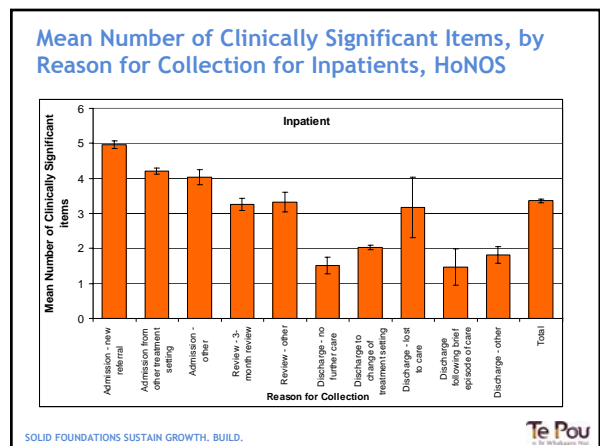
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Average number of clinically significant items

- ❖ Clinically significant items
 - score 2 or more
 - Indicate possible focus of interventions
- ❖ More relevant to clinician than a total score

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Percentage of service users with any clinically significant item in sub-scale

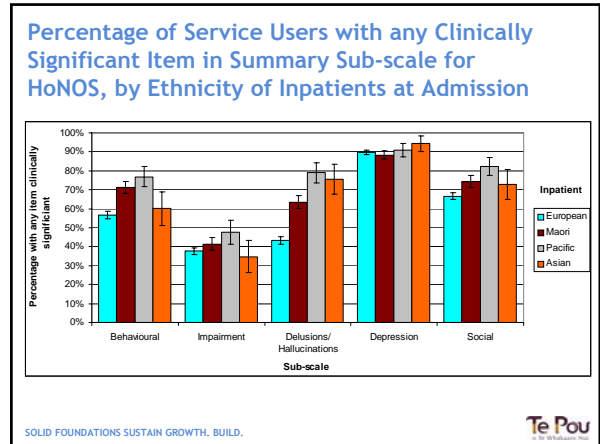
- Assists in targeting resources, plans and support needs
- Note: HoNOS/HONOS65+ have different sub-scales than Australia

Any of the items which make up the sub-score who has a score 2 and over

HoNOS/HoNOS65+	Items	HoNOSCA	Items
Behavioural	1, 3	Behavioural	1, 2, 3, 4
Impairment	4, 5	Impairment	5, 6
Delusions/Hallucinations	6	Symptomatic	7, 8, 9
Depression	2, 7, 8, 9	Social	10, 11, 12, 13
Social	9*, 10, 11, 12	Information	14, 15

* Item 9 appears in both Depression and Social

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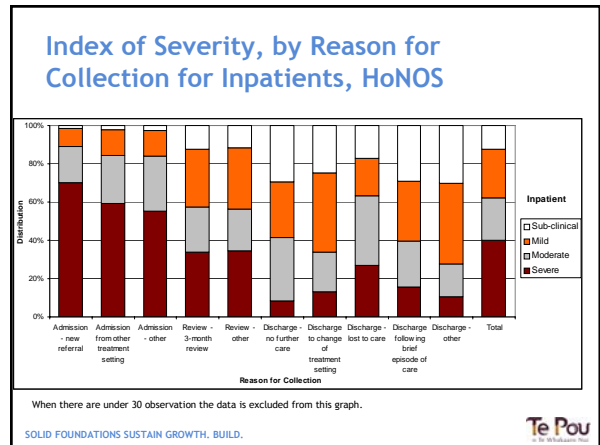
Index of Severity

- Used in the United Kingdom (Lelliott) and Australia
- Classifies service users by acuity

Severity	Description	Condition
0	Subclinical	All items rated <2
1	Mild	At least one item >1 and all items <3
2	Moderate	At least one item >=3
3	Severe	At least two items >=3

HoNOS/HoNOS65+ - Use first 10 items
HoNOSCA - Use first 13 items

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Outcomes Graph Builder

- Developed to enable clinicians to present their own outcome information
- Simple Excel tool downloadable to the clinician's computer
- Tool for HoNOS, HoNOS65+, HoNOSCA
- Presents (up to three) time periods of the clinician's choosing

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Graphing Individual Service User HoNOS Scores with the Te Pou Outcomes Graph Builder

PURPOSE OF THE OUTCOMES GRAPH BUILDER

The purpose of this outcome tool is to enter a service user's HoNOS data into a rating form so that a graph can be generated which can be shown to the service user and used in a team discussion when reviewing a service user's care. This gives the added dimension of time where change in outcomes can be seen.

DISCLAIMER

The Outcomes Graph Builder has been designed by Te Pou for use by clinicians who have limited access to IT. It is designed to be used as an additional tool to enhance the generation of HoNOS information. It is not intended to replace the system used by the clinician for the purpose of reporting HoNOS information for the activity of results. Te Pou will not accept responsibility for storage or loss arising from the misuse of the Outcomes Graph Builder nor from any failure in the system accessed by the clinician which results in a loss of stored data.

HOW TO USE THE OUTCOMES GRAPH BUILDER

Five simple steps to use this tool:

- Enter the individual HoNOS scores into the Data Input sheet (click here).
- You will be taken to the cell where you enter the service user's name. You can then complete the entry of your HoNOS data in an identified time column. Please note the 'color' code items are assigned underneath the time column you have chosen.
- Select the three time periods which you want to present in a graph.
- You will generate three information sheets (Summary Graph, Summary Table) based on your data. These three sheets can be accessed by clicking on the tabs at the bottom of the screen.
- Printing some of the information sheets.

How Graphs - is a simple graphical representation of the individual HoNOS data over three times with HoNOS scores on the y-axis and individual HoNOS scales on the x-axis based on the data you have entered.

Summary Graphs - is a graphic representation of the sub-scale and total scores based on the data you have entered.

Summary Table - is a tabular representation of the total HoNOS scores and the Index of Severity based on the data you entered.

* You can print off your information sheets and/or save them on that you can continue to enter new data in the future on the same service user.

Data Entry Tool for HoNOS

Service User's Name: NPI Number:

Start of Time 1: Time 1: Time 2: Time 3: Time 4: Time 5: Time 6: Time 7: Time 8: Time 9: Time 10: Time 11: Time 12:

Date:

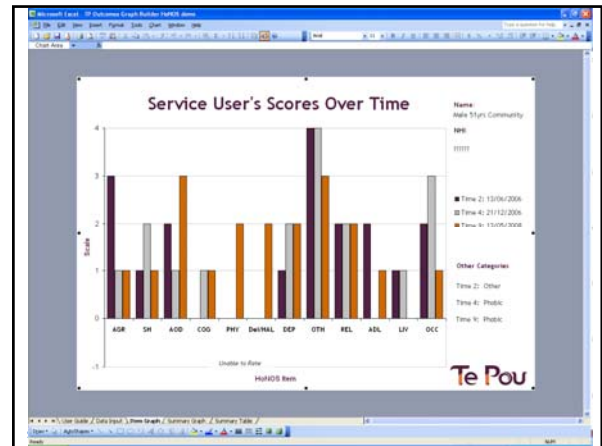
Enter HoNOS score 0 to 4, use 1 if unable to rate

Item	SH	AGD	COO	PHY	DistMAL	DEP	OTH	REL	ADL	LVF	DCC
Item 1	0	0	0	0	0	0	0	0	0	0	0
Item 2	0	0	0	0	0	0	0	0	0	0	0
Item 3	0	0	0	0	0	0	0	0	0	0	0
Item 4	0	0	0	0	0	0	0	0	0	0	0
Item 5	0	0	0	0	0	0	0	0	0	0	0
Item 6	0	0	0	0	0	0	0	0	0	0	0
Item 7	0	0	0	0	0	0	0	0	0	0	0
Item 8	0	0	0	0	0	0	0	0	0	0	0
Item 9	0	0	0	0	0	0	0	0	0	0	0
Item 10	0	0	0	0	0	0	0	0	0	0	0
Item 11	0	0	0	0	0	0	0	0	0	0	0
Item 12	0	0	0	0	0	0	0	0	0	0	0

Other Category:

Select time periods to be graphed (maximum of 2) by clicking the appropriate box under the respective times

Go to the Item Graph tab at the bottom of page to view graph



Data Entry Tool for HoNOS

Service User's Name: NPI Number:

Start of Time 1: Time 1: Time 2: Time 3: Time 4: Time 5: Time 6: Time 7: Time 8: Time 9: Time 10: Time 11: Time 12:

Date:

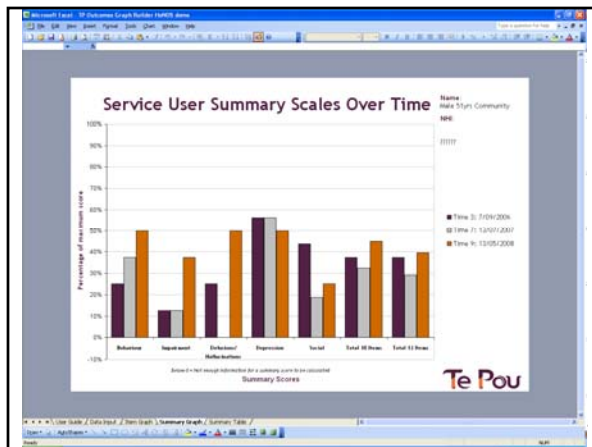
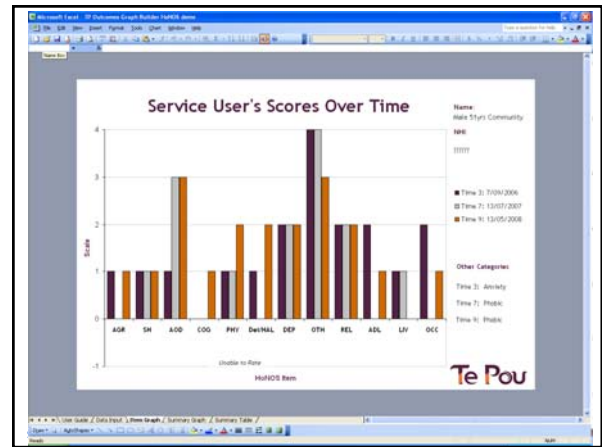
Enter HoNOS score 0 to 4, use 1 if unable to rate

Item	SH	AGD	COO	PHY	DistMAL	DEP	OTH	REL	ADL	LVF	DCC
Item 1	0	0	0	0	0	0	0	0	0	0	0
Item 2	0	0	0	0	0	0	0	0	0	0	0
Item 3	0	0	0	0	0	0	0	0	0	0	0
Item 4	0	0	0	0	0	0	0	0	0	0	0
Item 5	0	0	0	0	0	0	0	0	0	0	0
Item 6	0	0	0	0	0	0	0	0	0	0	0
Item 7	0	0	0	0	0	0	0	0	0	0	0
Item 8	0	0	0	0	0	0	0	0	0	0	0
Item 9	0	0	0	0	0	0	0	0	0	0	0
Item 10	0	0	0	0	0	0	0	0	0	0	0
Item 11	0	0	0	0	0	0	0	0	0	0	0
Item 12	0	0	0	0	0	0	0	0	0	0	0

Other Category:

Select time periods to be graphed (maximum of 2) by clicking the appropriate box under the respective times

Go to the Item Graph tab at the bottom of page to view graph



HoNOS Total Scores and Index of Severity

Service User's Name: Male Styrn Community NPI Number: 0000

Collection Period	Total Score	Index of Severity
Time 1: 13/03/2004	12	Severe
Time 2: 13/03/2004	15	Severe
Time 3: 13/03/2004	15	Moderate
Time 4: 21/12/2004	13	Moderate
Time 5: 13/03/2007	13	Moderate
Time 6: 13/03/2007	13	Moderate
Time 7: 13/03/2007	13	Moderate
Time 8: 13/03/2007	13	Moderate
Time 9: 13/03/2007	13	Moderate
Time 10: 13/03/2008	13	Moderate
Time 11: 13/03/2008	13	Moderate
Time 12: 13/03/2008	13	Moderate

How Index of severity is derived

Description	Candidate (First 12 items)
Severe	At least one score of 4 and 2 items of 3
Moderate	At least one score of 3
Mild	At least one score of 2
None	At least one score of 1

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“Waiting for data to be perfect won’t perfect the data.”

Allen Morris-Yates

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Providing utility for outcome information

- ❖ Website and e-tool development
- ❖ Training
- ❖ Data use guidelines

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Māori data use guidelines

Rationale

- ❖ Treaty of Waitangi and Government policy acknowledges relationship between the Crown and Māori

Key activities

- ❖ MH-SMART context indigenous inclusion - Te Pou o Te Whakaaro Nui
- ❖ Māori data use guidelines
- ❖ Potential of culturally specific activity data PRIMHD

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Key points

- ❖ Effective engagement to understand the relevant cultural context of tangata whaiora and their whānau
- ❖ Cultural safety and competence to ensure mental health and information is consistent with Māori values and experiences
- ❖ Accurate ethnicity data

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PRIHMD activity data

- ❖ Whānau/family face-to-face services with whānau/family
- ❖ Māori specific interventions only - application of Māori models of practice, traditional and contemporary
- ❖ Integrated and clinical interventions - application of Māori models and practice, traditional and contemporary, which recognise the value of culture to the healing process including:
 - whakawhanaungatanga and increased access to te Ao Māori
 - Incorporating but not limited to pūrakau, mau rākau, waiata, te reo, raranga, karakia, whakapapa, mirimiri, and rongoā
 - Includes services provided by tohunga, kaumatua, kuia, Māori staff and Māori cultural advisors

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New Zealand outcomes over the next decade

- ❖ Other outcome measures which may be added over the next decade:
 - HoNOS secure/HoNOS LD
 - Consumer tool (Taku Reo, Taku Mauri Ora)
 - Hua Oranga (Māori outcome tool)
 - AoD tool (ADOPT)
 - Functioning tools (PSP, CGAS)
- ❖ Trial and pilot
- ❖ Benchmarking

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Parallel journeys

- ❖ From information *collection* to information *utility*
- ❖ From service user *involvement* to service user *leadership*

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Development

- ❖ Service user reference groups
- ❖ Taku Reo, Taku Mauri Ora
 - Service user self-rated measure

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Delivery

- ❖ ICAN network
 - Pathways
- ❖ Show me my HoNOS
 - Jim Burdett
- ❖ Training
 - Service user champions and leaders

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Evaluation

- ❖ Personal recovery integrated with clinical recovery tools
 - HoNOS and PSP (Personal and Social Performance Scale) for people with high and complex needs
- ❖ WHOQOL (World Health Organisation Quality of Life Tool)

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Ko tāu hikoi i runga i ōku whāriki.
Ko tāu noho i tōku whare.
E huakina ai tōku tatau tōku matapihi.
(Traditional whakatauki, proverb)

Your steps on my whāriki.
Your respect for my home.
Open my doors and windows.

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