

Quality and Safety Project

Ensuring the safety and quality of support services delivered in the community or in residential care settings



July 2004

The Ministry of Health has established the Quality and Safety Project to provide recommendations to the Government on a policy and service framework for ensuring the safety and quality of support services delivered in the community or in residential care settings.

The vision for this project is based on the goals set out in the New Zealand Disability Strategy and the Health of Older People Strategy. The project is limited to health and disability support services (including ACC funded) and will cover adults who require support with activities of daily living. The Ministry of Health's Disability Services Directorate and Sector Policy Directorate jointly sponsor the project.

The project is future focused, and provides an information base and robust framework for future decisions that will improve outcomes for clients. There are workforce training issues to be addressed, along with an emphasis on rehabilitation in an appropriate environment, to improve client outcomes.

The work will be carried out as a series of linked sub-projects that jointly contribute to advice to Ministers, and will incorporate and build on other work that is already under way within the sector.

It has been a busy year so far, consolidating the project work started in 2003 and realigning the project plan to meet sector and government requirements.

The project team

Alison Hearn – Project Manager

Cathy MacLean – Project Manager, Survey Research (part-time)

Shereen Moloney – Project Manger, HBSS

Franc Mills – Senior Policy Advisor (part-time)

Elena McDiarmid – Survey Facilitator (part-time)

Henrietta Laban – Executive Assistant (part-time)

Completed work

Provider survey

This nationwide survey was undertaken in 2003 to gather demographic data on the workforce who deliver services for contracted providers across the Ministry of Health, ACC and DHBs. A report was completed early 2004, describing this workforce as:

- comprising approximately 45,000
- mainly female over the age of 40
- working an average of 24 hours/week (support workers)
- earning an average of \$10.80/hour (support workers).

The survey report is on the Ministry of Health's website: www.moh.govt.nz/disability.

National Foundation qualification

The Community Support Service Industry Training Organisation (CSSITO) developed a national certificate with the sector. It was lodged with the New Zealand Qualifications Authority (NZQA) in December 2003.

The certificate will be part of a competency-based training framework currently under development. The training framework will support a flexible career pathway for disability support workers.

It is intended that the first 25 credits (foundation award) will be used as a stepping-stone to further qualifications, including:

- the first part of the new level 1 National Certificate
- completion of further unit standards relevant to the specialised area(s) within which they work (for example, aged care, dementia, autism or head injury services)
- a level 3 or 4 National Certificate.

We are awaiting confirmation of registration by July 2004.

Defining quality and safety

A safe service of adequate quality has been defined for this project as one that meets either:

- Home and Community Support Sector Standard (NZS 8158:2003)
- Health and Disability Sector Standards (Residential) (NZS 8134:2001).

Developing the Home and Community Support Standard (NZS 8158:2003)

This was completed and published. The standard is voluntary. The project will look at the implementation of this.

Developing an audit workbook (SNZHB8158)

A workbook has been developed and is available for providers.

Home-based support services against NZS8158

An audit was undertaken of a representative sample of HBSS providers against the standard. The providers will use the results of the audits as a quality improvement tool to meet the standard.

Survey of services for increasing acuity and complexity

A sample of stakeholders including NASC agencies, HBSS providers and nursing agencies were consulted to establish a picture of current levels of need, service requirements and service provision. Recommendations will be developed to inform the project workstream – policy development.

Work for 2004

Sub-project workstreams

	Completion date
Defining quality and safety	Completed
Service provision profiles phase B	June
Training analysis and course development	July
Analysis of models of service delivery, purchasing and training	August
Literature search and analysis of international lessons of workforce and service users	August
Review of current service provision – contracts and audits	August
Service delivery and workforce/cultural perspectives	End of August
Identification of workforce issues and needs	End of August
Identification of service user issues and needs	Mid-September
Defining future competencies – workforce	End of September
Analysis of impacts of NZ8158	October
Policy development	October
Funding development – purchase frameworks	October
Service development and service provision	October
Workforce development	October to December

ACC

ACC is undertaking a number of projects for home-based support services, which link closely with the Quality and Safety Project.

Other Ministry of Health work

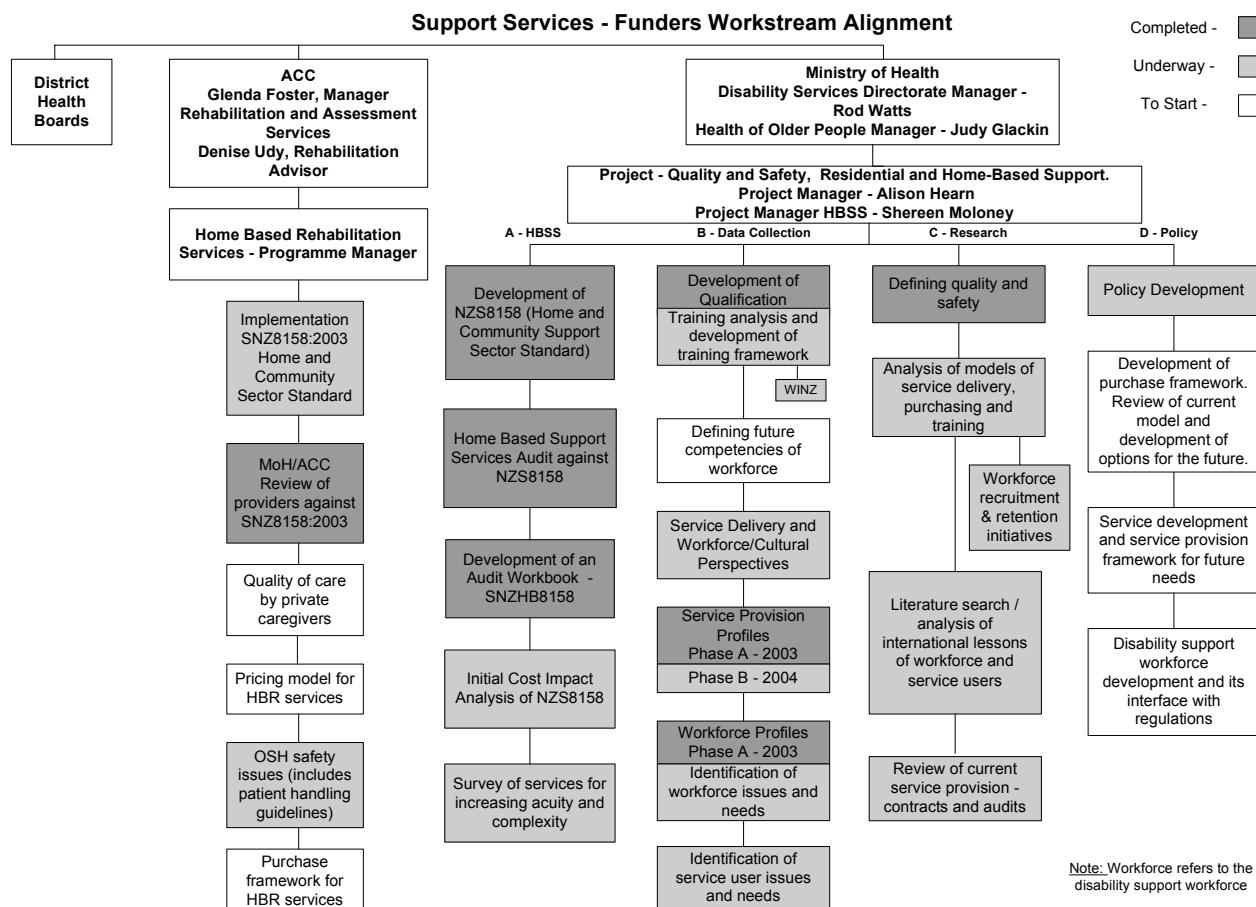
The Ministry is also working on projects related to the quality and safety of services for older people.

- Development of a staffing effectiveness standard for residential care.
- Development of standards for residential and community based dementia services.
- A regulation on staffing levels in residential care.

Sector support and advice

The project team works closely with various groups, and in particular the Sector Reference Group (SRG). Below is a list of the organisations and their representatives from the SRG. They can be contacted about ideas or issues you would like raised. Three-monthly meetings are held.

Support services – funders’ workstream alignment



Sector Reference Group

Philip Patston, Ripple Trust
 Dick Stark, Grey Power
 Ingrid Thomas, Access Home Health Ltd
 John Baird, Presbyterian Support, Aged Care Residential
 Paul Gibson, CCS
 Tracey Ramsay, IHC
 Shane Te Pou, Te Roopu Taurima O Manukau Trust
 Wendi Wicks, Disabled Persons Association
 Mike Gourley, Disabled Persons Association, Consumer Representative
 Eileen Brown, New Zealand Nurses Association
 Beryl Wilkinson, Age Concern
 Deo Prasad, Pacific Island Healthcare Trust
 John Ryall, Service and Food Workers Union
 Jack Byrne, NZ Council of Trade Unions
 Jill Williams, Age Concern, Consumer Representative
 Denise Udy, ACC

Key Government Stakeholders Group

Associate Minister's Office

ACC

Treasury

Department of Labour

Ministry of Education

DHBNZ

Ministry of Social Development

Tertiary Education Commission

Ministry of Women's Affairs

Te Puni Kōkiri

Ministry of Pacific Island Affairs

Health Workforce Advisory Committee

Ministry of Health Expert Advisory Group

Health Workforce Advisory Committee, Sector Policy Directorate

Health of Older People & Workforce, Sector Policy Directorate

Disability Policy, Disability Services Directorate

Business Support, Disability Services Directorate

Southern Operations, Disability Services Directorate

Māori Development, Disability Services Directorate

Children & Families, Disability Services Directorate

Service Development, Māori Health Directorate

Workforce, Mental Health System, Mental Health Directorate

Quality Improvement & Audit, Clinical Services Directorate

Health Sector, Corporate and Information Directorate

DHB Funding & Performance Directorate

Pacific Health, Public Health Directorate

Alison Hearn also briefs the Health of Older People Forum, Health Workforce Advisory Committee and various sector groups on the progress of the project.

Alison has also met with all the DHBs Portfolio and/or Planning and Funding Managers to discuss the project. She has found the visits very informative and it has been good to begin communication with the DHBs for future planning.

Thank you to all of those who have made time for these meetings.

This is the first newsletter and we will continue to send these bi-monthly.
If you would like additional information or have suggestions,
please feel free to contact Alison on:

Alison_Hearn@moh.govt.nz