

WHĀNAU HQ CLINICAL GOVERNANCE GROUP

16 December 2021

Venue: Bledisloe House, 24 Wellesley Street West, Level 9, Onetangi Meeting Room & Zoom @ 4.45pm

Members:		
Jonathan Christiansen (Co Chair)	Gary McAuliffe	Pauline Sanders
Rawiri McKree Jansen (Co Chair)	Greg Williams	Ruth Large
Allan Moffit	Harriet Pauga	Saleimoa Sami
Anthony Jordan	Hinamaha Lutui	Sally Roberts
Carmel Ellis	Kara Okesene-Gafa	Teuila Percival
Christine McIntosh	Kate Dowson	Tim Cutfield
Daniel Tsai	Kim Arcus	Willem Landman
Gabrielle Lord	Lara Hopley	Vicky Tafau (Secretariat)
Gary Jackson	Maria Poynter	
	Owen Sinclair	

AGENDA (note not every item will be discussed at each meeting)

4.45pm	1. AGENDA ORDER AND TIMING (Welcome & Karakia)	Page No.
	2. GOVERNANCE	
4.50pm	2.1 Apologies (Attendance Schedule)	002
	2.2 Confirmation of the minutes from the previous meeting held on 9 December, 2021	003
	2.3 Action Items	006
	3. PROVIDER UPDATES	
4.55pm	3.1 Māori Providers Update/New Business	
	3.2 Pasifika Providers Update/New Business (Harriet Pauga)	
	3.3 Other Community Providers Update/New Business	
	4. STANDING UPDATES	
5.25pm	4.1 Patient Experience/Consumer Engagement/Complaints and Responses	
	4.1.1 Child Work (Christine McIntosh)	
	4.2 Adverse events reporting, implementation of recommendations	
	4.3 Dashboard of key metrics tracking quality	
	4.3.1 Dashboard/Metrics for Whānau HQ (Hannah Njo)	
	4.3.2 Covid Calculator (Delwyn Armstrong)	
	4.4 External reporting: HQSC/HDC/Coronial/Other	
	4.5 NRHCC Update	
	5. NEW CLINICAL GOVERNANCE BUSINESS	
	5.1 Policies/Procedures brought forward for Discussion/Endorsement	
	5.1.1 WHQ Criteria Review (Maria Poynter, 23 December, info paper))	
	5.2 MOC Discussions	
	5.3 Questions/Advice sought from Steering Group or NRHCC Exec	
	5.4 Other	
5.40pm	6. OTHER BUSINESS	
	7. FOR YOUR INFORMATION	
	7.1 MRCH Presentation to Māori Caucus on 8 December 2021	007
	7.2 MRCH Overview; Service Requirements	017

Next Meeting: 23 December, 2021 @ 4.45pm

MEMBER ATTENDANCE SCHEDULE 2021
WHĀNAU HOME QUARANTINE CLINICAL GOVERNANCE GROUP

Name	25 Nov	2 Dec	9 Dec	16 Dec	23 Dec	27 Dec	6 Jan	13 Jan	20 Jan	27 Jan
Jonathan Christiansen (Co-Chair)	✓	✓	✓							
Rawiri McKree Jansen (Co-Chair)	✓	✓	✓							
Allan Moffitt	✓	Apologies	✓							
Anthony Jordan		-	✓							
Carmel Ellis	✓	✓	Apologies							
Christine McIntosh	✓	✓	✓							
Daniel Tsai	-	-	-							
Gabrielle Lord	✓	✓	✓							
Gary Jackson	✓	✓	Apologies							
Gary McAuliffe	-	-	-							
Greg Williams	-	✓	✓							
Harriet Pauga	-	✓	✓							
Hina Lutui	✓	✓	✓							
Kara Okesene-Gafa	Apologies	Apologies	Apologies							
Kate Dowson	✓	-	✓							
Kim Arcus	✓	✓	✓							
Lara Hopley	✓	✓	✓							
Maria Poynter	✓	✓	✓							
Owen Sinclair	✓	✓	✓							
Pauline Sanders	-	-	✓							
Ruth Large	✓	✓	✓							
Saleimoa Sami	✓	-								
Sally Roberts	✓	✓	✓							
Teuila Percival	-	✓	✓							
Tim Cutfield	✓	✓	✓							
Willem Landman	✓	✓	✓							



MINUTES	
Meeting Title	Whānau Home Quarantine Clinical Governance Group (WHQCGG)
Date and Time	Thursday, 9 December 2021 @ 4.45pm
Venue	Zoom; Bledisloe House, 24 Wellesley St West, Level 9, Onetangi Meeting Room
MEMBERSHIP	
Attendees	Jonathan Christiansen, Rawiri McKree Jansen; Christine McIntosh; Allan Moffitt; Anthony Jordan; Gabrielle Lord, Gary McAuliffe, Greg Williams; Harriet Pauga; Hina Lutui; Kate Dowson; Kim Arcus; Lara Hopley; Maria Poynter; Owen Sinclair; Pauline Sanders; Ruth Large; Sally Roberts; Teuila Percival; Tim Cutfield; Willem Landman
Apologies	Carmel Ellis; Kara Okesene-Gafa, Gary Jackson and Tim Cutfield for an early departure.

1. Welcome, Introductions & Karakia

The hui commenced at 1645 with a mihi from Johnathan.

2. GOVERNANCE

2.1 Apologies

Apologies were received and accepted from Carmel Ellis, Kara Okesene-Gafa, Gary Jackson and Tim Cutfield for an early departure.

2.2 Confirmation of the Minutes

Confirmation of the minutes of the Whānau Home Quarantine Clinical Governance Group hui held on 2 December 2021.

Resolution Moved: Jonathan Christiansen/Seconded: Rawiri McKree Jansen

That the minutes of the Whānau Home Quarantine Clinical Governance Group hui held on 2 December 2021 be approved.

Carried

2.3 Action Items

Nothing to note.

3. STANDING UPDATES

3.3 Dashboard of Key Metrics Tracking Quality

3.3.1 Dashboard/Metrics for Whānau HQ (Hannah Njo)

Hannah took the group through the dashboards and advised that they're doing their best with the available data, which is not everything.

Exception reports/fail-safes – challenges are some of the fields are free txt which can be problematic with typos.

NCTS – ARPHS also has a quality dashboard. Point is to show how long it takes to move between metrics. Hoping to get this into the Qlik dashboard.

Also hoping to get an understanding of what people want to see. Hannah currently has a list of 73 or so things that people want to see, so they are working to refine these. Some of the requested items don't currently have fields.

Door knocks – MOH has a provider portal developed for MSD. Raised in NCTS and then the relevant information is shown in the Portal. MSD can then amend the information from there. The inherited system is around people in hotel rooms. It is taking some thinking and work to determine how we can amend the system for the WHQ whaanau.

Time to initial assessment and that the welfare pack has arrived (data from Onelink) – still working on getting the data for this. Whakarongorau are contacting their referrals within the first day and at least within 24 hours.

What metrics do the CGG want to see? The MoH have released a set of KPIs and we want to be able to ensure we are meeting these KPIs.

If we had the MoH metrics plus the outcome metrics reported weekly to this group, this would be useful for trouble shooting for Clinical Governance. These dashboards should be ready by Monday, 13 December.

Action

Invite Delwyn Armstrong to attend next Thursday, 16 December.

The 24-hour metric for first clinical assessment is the most important to get sorted. If Hannah still getting pushback, advise Kim.

4. PROVIDER UPDATES

4.1 Māori Providers Update/New Business (Rawiri McKree Jansen)

Slides and additional information will be attached to the minutes.

Rawiri advised that some draft minimum requirements for clinical care provided by Maaori providers have been drafted. An aligned minimal requirement for Social & Welfare also needs to be provided by Providers.

If cases are low over the weekend we are confident Maaori providers can stand up. If Saturday/Monday are bad days, we will be able to hand back to the most appropriate provider.

The coordination hub will act as a regulator to ensure Providers don't get overwhelmed.

How do we know where people are at in the system? Patient's can be tracked in the Qlik dashboard. There will be a notification sent to GPs, not facility specific, but will advise transferring to WHQ. As of 14 December GPs, or someone who has that NHI number, will be able to look via BCMS and see who is looking after that patient. Within Clinical Portal you can look via the BCMS system.

Escalation – if you move in one direction out of the service, if there is a change in circumstance, how do we move the person back into the service? Rawiri advised the MERCH system will take care of this.

It was advised that ARPHS will have questions around operational detail to ensure they can align services.

The next challenge will be to measure performance. Want to ensure there are no issues that arise from an equity point of view. We will learn from each of the different models.

The tool shown was a concept tool around decision support for anyone that is doing an assessment. Want to ensure a view of the totality.

It was suggested that there will be a need to align with St Johns assessment/escalation pathways. Yes, and we have been working to align with the HiTH escalation as well.

From a hospital perspective we've been sorting out individual BCMS logins for ED and HITH clinicians - not quite there yet to get access to all via RCP. RCP in-patient context launch is Tuesday, 14th. In the morning it will go live.

5. NEW CLINICAL GOVERNANCE BUSINESS

5.1 Policies/Procedures brought forward for discussion/endorsement

5.1.1 BCMS Acuity Score Translation for Whakaronogorau Paper (Ruth Large)

Noting modifications to fit within operational ability.

Taken symptoms out as we want to use the triage assessment from NCTS. Because we have scripting with the escalations we don't want to have people jumping around unless directed by a clinician. Will be relying on the triage score.

Christine keen to know about clinical escalations that Whakarongorau may have. These are currently coming via Valentia in a spreadsheet.

6. OTHER BUSINESS

Christine proposed that we add Daniel Tsai to the list to cover Pharmacy.
Endorsed by the Group.

The next hui will be held on Thursday, 16 December, 2021.

**Whānau HQ Clinical Governance Group Meeting
Action Items Register for 9 December 2021**

DATE	ITEM	ACTION	DUE DATE	RESPONSIBILITY	COMMENTS/UPDATES	COMPLETE ✓
25.11.2021	4	Whānau Reassurance: Dial back the reassurance if not needed. Deep dive has been done to ensure that we can dial back services if required. Ruth and Maria to connect offline.	9 December 2021	Ruth/Maria	Ruth/Maria to have this discussion prior to 9 December hui.	
02.12.2021	2.3	Child Work: 25% of cases are children and there are some specific issues (kids with no caregiver). This piece of work is a priority and currently sitting with Pam Henry.	9 December 2021	Christine	Item 4.1.1 of this agenda.	✓
09.12.2021	3.3.1	Covid Calculator: Invite Delwyn Armstrong to attend the hui on 16.12.2021.	16 December 2021	Vicky	Delwyn has been invited and will attend. Item 4.3.2 of this agenda.	✓