

13 August 2021

NZ Health Justice

By email: fyi-request-15561-79bfcd70@requests.fyi.org.nz
Ref: H202108929

Tēnā koe NZ Health Justice

Response to your request for official information

Thank you for your request transferred to the Ministry of Health (the Ministry) under the Official Information Act 1982 (the Act) on 15 June 2021. You specifically requested:

“a copy of the most recent performance management report you have received from HealthCare NZ Limited.”

The Ministry has identified two documents within the scope of your request below.

- *‘Performance Monitoring Return’*

This report contains information on the most recent performance management reporting between 1 April 2021 and 30 June 2021 for Hawkes Bay DHB.

- *‘HealthCare New Zealand PMR Narrative’.*

Please note some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.

“Furthermore, please provide us with 1) a definition of “missed care” as it applies to HealthCare NZ Limited, and 2) the rate of missed care reported by HealthCare NZ over the past 12 months.”

The Ministry’s Disability Directorate defines “missed care” as instances when a worker does not attend a booked appointment. Providers have to report under Disability Directorate Home and Community Support Services contracts on a separate measure of a worker not turning up within 15 minutes of the agreed time. DHBs do not require reporting against missed care, instead requiring reporting of the number of rostered visits cancelled. This is not the same as missed care.

“We also seek clarification as to how much funding, if any, HealthCare NZ Limited receives from Hawke's DHB for missed care.”

The Ministry does not hold information relating to this part of your request. On 12 August 2021, the Ministry transferred this part of your request to the Hawkes Bay District Health Board (HBDHB) for response. You can expect a response from HBDHB in due course.

Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Ministry of Health website at: www.health.govt.nz/about-ministry/information-releases.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Adri Isbister', is positioned above the typed name.

Adri Isbister
**Deputy Director-General
Disability**