

PMR Narrative		
	<p><b><u>Quality -</u></b> Healthcare NZ DHB internal processes is under review to ensure we are meeting our contractual obligations and due for completion before the next quarters reporting period. As we have implemented our new operating model we have seen as increase in complaints as issues arose that were unforeseen. These have decreased as the new operating model has settled in and we are implementing a remediation training process for the newly formed Service Centre from the trends of issues that have occurred.</p> <p><b><u>Data Quality -</u></b> Healthcare NZ has recently reviewed the client management system data to ensure we are meeting our contractual obligations for performance monitoring reporting. This means that the data from previous reporting periods may vary compared to the current reporting period due to the increase in data accuracy.</p>	
MFC Report		
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