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Dunedin Office  
Level 9, 481 Moray Place  
Phone: 0800 855 066  
Fax: (03) 474 8582  
Email: performance\_reporting@health.govt.nz

## PERFORMANCE MONITORING RETURN

### Healthcare of New Zealand Limited

**Provider Number:** 244688

**Agreement Number:** 352916/07 Home Support Services

**Agreement Term:** 01 July 2014 to 30 June 2021

**Agreement Manager:** Ashton Kirk

**Agreement Deputy Manager:** Emma Overend

**Agreement Funder:** Hawke's Bay DHB

Reporting Period		
Start Date	End Date	Due Date
<b>01 April 2021</b>	<b>30 June 2021</b>	<b>20 July 2021</b>

Please ensure you complete and forward this Performance Monitoring Return by 20 July 2021. This completed Performance Monitoring Return should be forwarded to:

Performance Reporting  
Sector Services  
Ministry of Health  
Private Bag 1942  
DUNEDIN 9054

**I, the duly authorised person, confirm that the information provided in this report is accurate:**

Print Name: Nico Smit

Signature: 

Position: GM QH&S

Please assist Sector Services in maintaining accurate records:

Please print clearly the name of the person within your organisation to whom Performance Monitoring-related correspondence should be addressed for this agreement:

First Name: \_\_\_\_\_

For Sector Services use only

Date Received	Date Processed

Date: 26/07/2021

Family Name: \_\_\_\_\_

Email address: \_\_\_\_\_

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## Instructions

If you would prefer to send and receive these templates electronically via email, please forward your email address to [performance\\_reporting@health.govt.nz](mailto:performance_reporting@health.govt.nz) and we will email these templates to you (please include your agreement number in the email).

Under the terms of this agreement you are required to provide information on all of the reporting requirements. Please note that your Agreement Manager will be advised if these requirements are not met, and payments may be withheld.

### Front Page

The reporting period of each template and the date for return is specified on the front page of the template.

### Additional Information Section

This section is to advise us of any issues you have, other information you would like us to know or any queries you may have. We will respond to these issues directly or pass them on to your Agreement Manager for resolution. You may also use this section to explain aspects of the reported data, if you believe further clarification is necessary.

### Reporting for each service within the agreement

You should enter your information into the 'Actual Data' column. If the number you are reporting is '0' this should be entered in the relevant field. Please provide an explanation in the Additional Information section for any requested data you are unable to supply as we routinely follow up missing information.

### Narrative Reports

If you are required to submit a narrative report and you are unsure what to write, please refer to the Service Specification section of your agreement. Under the heading Reporting Requirements you will find instructions about the information you should include in your narrative report. If you need further assistance, please contact your Agreement Manager.

### Sending your Performance Monitoring Return to Sector Services

You can return your templates by mail, email or fax to the addresses below. Please note that we only require one copy of your Performance Monitoring Return (for example, if you are sending your return by email or fax, then you do not need to mail a hard copy as well).

Mail:	Performance Reporting Ministry of Health Private Bag 1942 DUNEDIN 9054
Email:	<a href="mailto:performance_reporting@health.govt.nz">performance_reporting@health.govt.nz</a>
Fax:	(03) 474 8582

## ADDITIONAL INFORMATION

Please use this page for any issues you would like to discuss.

### Quality -

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 an 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.

### Data Quality –

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.

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## Important

If you are required to supply reporting which is not in the form of numerical data, such as a narrative (written) report, strategic plan, financial report or data spreadsheet, please enter 'Yes' or 'Y' in the 'Actual Data' column and attach your report to this template. For further information on narrative reports, please refer to the instructions on page 2 of this template.

## Reporting for each service within the contract

<b>8. Medically Fragile Children</b> <b>Purchase Unit: CMI1009 Home Based Support - CMI</b> <b>Purchase Unit Measure: Hour</b> <b>Facility:</b>				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of hours claimed for long-term clients	01 April 2021	30 June 2021	334423	47
Number of long-term clients exiting the service	01 April 2021	30 June 2021	334422	0
Number of long-term clients supported by services at end of period	01 April 2021	30 June 2021	334420	2
Number of long-term clients supported by services at the first day of the period	01 April 2021	30 June 2021	334419	2
Number of new long-term clients starting the service	01 April 2021	30 June 2021	334421	0
Number of visits claimed for long-term clients	01 April 2021	30 June 2021	334424	50
Narrative report as per service specification	01 January 2021	30 June 2021	70022	Y
<b>9. Medically Fragile Children</b> <b>Purchase Unit: CMI1010 Advanced Personal Care for Children</b> <b>Purchase Unit Measure: Hour</b> <b>Facility:</b>				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of hours claimed for long-term clients	01 April 2021	30 June 2021	334423	1056.5
Number of long-term clients exiting the service	01 April 2021	30 June 2021	334422	0
Number of long-term clients supported by services at end of period	01 April 2021	30 June 2021	334420	2
Number of long-term clients supported by services at the first day of the period	01 April 2021	30 June 2021	334419	2
Number of new long-term clients starting the service	01 April 2021	30 June 2021	334421	0
Number of visits claimed for long-term clients	01 April 2021	30 June 2021	334424	146
Narrative report as per service specification	01 January 2021	30 June 2021	70022	Y
<b>10. Registered Nurse Support</b> <b>Purchase Unit: CHC2620 Supported Living- CHC</b>				

<b>Purchase Unit Measure: Hour</b>				
<b>Facility:</b>				
<b>Reporting Unit</b>	<b>Start Date</b>	<b>End Date</b>	<b>ID</b>	<b>Actual Data</b>
Number of hours claimed for long-term clients	01 April 2021	30 June 2021	334423	5
Number of long-term clients exiting the service	01 April 2021	30 June 2021	334422	nil
Number of long-term clients supported by services at end of period	01 April 2021	30 June 2021	334420	1
Number of long-term clients supported by services at the first day of the period	01 April 2021	30 June 2021	334419	1
Number of new long-term clients starting the service	01 April 2021	30 June 2021	334421	nil
Number of visits claimed for long-term clients	01 April 2021	30 June 2021	334424	5
Narrative report as per service specification	01 January 2021	30 June 2021	70022	Y
<b>11. MH Household Management</b>				
<b>Purchase Unit: MHA20DH Adult community support services- Non-Clinical Staff-UoM hour</b>				
<b>Purchase Unit Measure: Hour</b>				
<b>Facility:</b>				
<b>Reporting Unit</b>	<b>Start Date</b>	<b>End Date</b>	<b>ID</b>	<b>Actual Data</b>
Number of hours claimed for long-term clients	01 April 2021	30 June 2021	334423	311
Number of hours claimed for short-term clients	01 April 2021	30 June 2021	334417	nil
Number of long-term clients exiting the service	01 April 2021	30 June 2021	334422	nil
Number of long-term clients supported by services at end of period	01 April 2021	30 June 2021	334420	9
Number of long-term clients supported by services at the first day of the period	01 April 2021	30 June 2021	334419	9
Number of new long-term clients starting the service	01 April 2021	30 June 2021	334421	nil
Number of short-term clients supported by services during the period	01 April 2021	30 June 2021	334416	nil
Number of suicides of current clients	01 April 2021	30 June 2021	3816	nil
Number of visits claimed for long-term clients	01 April 2021	30 June 2021	334424	233
Number of visits claimed for short-term clients	01 April 2021	30 June 2021	334418	nil
Staff turnover ratio	01 April 2021	30 June 2021	301516	nil
Narrative report as per service specification	01 January 2021	30 June 2021	70022	Y
Number of NGO Board member changes (NGOs only)	01 January 2021	30 June 2021	301517	nil
Number of NGO Governance meetings held (NGOs only)	01 January 2021	30 June 2021	301518	nil
<b>12. MH Personal Care</b>				

<b>Purchase Unit: MHA20DH Adult community support services- Non-Clinical Staff-UoM hour</b>				
<b>Purchase Unit Measure: Hour</b>				
<b>Facility:</b>				
<b>Reporting Unit</b>	<b>Start Date</b>	<b>End Date</b>	<b>ID</b>	<b>Actual Data</b>
Number of hours claimed for long-term clients	01 April 2021	30 June 2021	334423	287
Number of hours claimed for short-term clients	01 April 2021	30 June 2021	334417	nil
Number of long-term clients exiting the service	01 April 2021	30 June 2021	334422	nil
Number of long-term clients supported by services at end of period	01 April 2021	30 June 2021	334420	1
Number of long-term clients supported by services at the first day of the period	01 April 2021	30 June 2021	334419	1
Number of new long-term clients starting the service	01 April 2021	30 June 2021	334421	nil
Number of short-term clients supported by services during the period	01 April 2021	30 June 2021	334416	nil
Number of suicides of current clients	01 April 2021	30 June 2021	3816	nil
Number of visits claimed for long-term clients	01 April 2021	30 June 2021	334424	38
Number of visits claimed for short-term clients	01 April 2021	30 June 2021	334418	nil
Staff turnover ratio	01 April 2021	30 June 2021	301516	nil
Narrative report as per service specification	01 January 2021	30 June 2021	70022	Y
Number of NGO Board member changes (NGOs only)	01 January 2021	30 June 2021	301517	nil
Number of NGO Governance meetings held (NGOs only)	01 January 2021	30 June 2021	301518	nil
<b>16. IBT Guaranteed Hours</b>				
<b>Purchase Unit: PMR0001 Performance Reporting</b>				
<b>Purchase Unit Measure: Not Available</b>				
<b>Facility:</b>				
<b>Reporting Unit</b>	<b>Start Date</b>	<b>End Date</b>	<b>ID</b>	<b>Actual Data</b>
Number of cancelled hours that were replaced	01 April 2021	30 June 2021	334501	
Number of rostered visits	01 April 2021	30 June 2021	334502	122572
Number of rostered visits cancelled	01 April 2021	30 June 2021	334503	8145