

21 January 2025

Jeeves Ponzi  
[fyi-request-28570-5aca86d0@requests.fyi.org.nz](mailto:fyi-request-28570-5aca86d0@requests.fyi.org.nz)

Tēnā koe Jeeves

## Your request for official information, reference: HN200066878

Thank you for your email on 30 September 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*'At the recent Parliamentary Health select Committee, Chaired by Mr Sam Uffindell, Commissioner Professor Lester Levy spoke ineloquently about something he referred to as 'Productivity' at Te Whatu Ora.*

*His statement (which is recorded on Parliamentary Vimeo) suggested that 'Productivity' at TWO was not good, and he referenced something about "since Covid", and then 'since 2012'.*

*Can you please, as a matter of urgency ( I note you have responded to Mr Farrer of Curio Polls notoriety within 12 days- so I expect the same)- Define the exact nature of the measurement being used to gauge 'Productivity' at TWO, what Unit is used, and what that Unit measurement was at - in 2012, since Covid (whenever the Professor was referring to), and the latest statistic for where that measurement is now.*

*You have not yet responded to my previous Urgent request- so that has been forwarded to the Ombudsman as a complaint.*

*As a matter of assistance- I will be sending two OIA requests to you for each time you delay your response, just so your remaining Frontline Staff have plenty to keep busy with.'*

## Response

Productivity as measured by: Case weighted discharge (CWD) / full time equivalent employee (FTE).

### Numerator

Case-weights (a relative value for inpatient discharges) limited to publicly funded events excluding private hospital and emergency department, day-case events.

### Denominator

FTE including a calculation for outsourced staff (i.e. locums) for all staff types including medical, nursing, allied, support & management & admin.

An estimate of outsourced FTE is calculated and included in the FTE figure.

CWD per FTE For Full Financial Years	
2012-2013	13.0467
2023-2024	11.1104

With regard the statement in your request: *“As a matter of assistance- I will be sending two OIA requests to you for each time you delay your response, just so your remaining Frontline Staff have plenty to keep busy with’*. Please note that under section 18(h) of the Act, a request can be refused if it is frivolous or vexatious, or the information is trivial.

## How to get in touch

If you have any questions, you can contact us at [h.nz.OIA@tewhatuora.govt.nz](mailto:h.nz.OIA@tewhatuora.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



**Danielle Coe**  
Manager (OIA) Government Services  
Health New Zealand | Te Whatu Ora