

20 June 2016

Ms Natalie Wilson

E-mail: fyi-request-4043-b5c2abf5@requests.fyi.org.nz

Dear Ms Wilson

Request for Information under Official Information Act 1982

I write in response to your Official Information Act Request dated 22 May 2016, transferred by the Minister of Health on 24 May 2016. You requested the following information:

***“How much was the total paid by Counties Manukau DHB to Tim Keogh and April Strategy for the workshops and analysis in its “Values Week” in 2015.
Was correct MBIE tender process used for this contract?”***

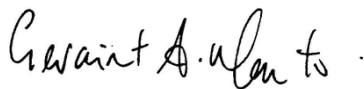
We paid a total of \$102,919.13 to April Strategy for all work which contributed to our Values Refresh, including the Values Week in 2015. This investment equated to approx. \$13.81 per employee.

Evidence shows that measures of patient experience are robust, distinctive indicators of health care quality. (*Manary et al, New England Journal of Medicine, 2013*). There is also a real co-relation between good staff interactions meaning improved patient engagement (*Boorman 2009, Kings Fund 2012*). Hospitals with higher staff engagement have significantly fewer mistakes, lower mortality, fewer hospital-acquired infections, increased staff morale and satisfaction. We understand that an organisation that lives its values, improves patient outcomes, delivery of care, communication with patients and between staff members. The Values Refresh project has been essential in increasing our focus as a DHB on patient safety and experience.

The MBIE tender process was not used for this contract, as Government Rules of Sourcing were not mandatory for DHBs at the time this arrangement was entered into.

I trust this satisfactorily answers your request.

Yours sincerely



Geraint A Martin
Chief Executive