



21 May 2019



Dear [REDACTED]

**Re: OIA request – healthcare policy development**

Thank you for your Official Information Act request received 8 May 2019 seeking the following of Waitematā District Health Board (DHB):

- *As I mentioned I have been working on a project, with the guidance of [REDACTED] relating to how each hospital in New Zealand develops and monitors their own policies.*

*I think there are some significant duplications and potential patient risk in this practice, but the aim, at this stage, is to understand more.*

*What I wish understand (is) how much time, on average, would be spent on:*

- *developing a new policy that is small and/or simple*
- *developing a new policy that is large or complex*
- *reviewing a policy*

*In order to quantify the hours it would be ideal but not critical if I could put a financial figure to the hours spent. I wonder if there is a standard hourly charge for each class of staff doing the type of work (ie if it is legal review what would the average cost of that be, if it is a clinical review is there a standard \$ cost/hour for this time).*

*An estimate or a range for these 3 tasks and for the hourly cost would be fine for this purpose. This is just a high-level overview and there will be no name-specific references.*

*It would be excellent to understand a typical flow chart and the type of people who would get involved in this - you mentioned you had one that you use. Given that I have never had to develop health care policy (obviously!) something like that would really help me be more accurate, if you were able to share it.*

In response, all DHB staff (clinical and non-clinical) are involved in the development and/or review of policies relevant to their roles. Timeframes for completion can vary, dependent on the type of policy content, the research required (national/international) to identify best-practice, consultation processes and authorisation processes.

Scheduling of consultation and committee meetings for sign-off can impact on the timeframe for completion.

It is impossible to place a dollar value on the cost of policy development work as it is a part of a staff member's overall work as an employee at Waitematā DHB. The DHB does not separate the cost of policy development work against other types of work performed by staff as this serves no purpose. Therefore, this data does not exist.

Waitemata DHB is committed to the ongoing development of a best-practice Controlled Documents framework, which includes:

- policies
- procedures (including business rules)
- protocols
- guidelines
- strategies
- emergency preparedness plans
- terms of reference
- information sheets (patients and staff)
- clinical forms (including care pathways, bundles of care)

This is to ensure that staff can work in safe and consistent ways that are proven to be effective in delivering the highest possible standard-of-care directly or indirectly to patients/clients/consumers and to fulfil legislative and corporate governance requirements.

The DHB ensures that Controlled Documents comply with current legislation and are based on best-practice, are accessible to staff, are kept up-to-date and that their introduction is supported by appropriate communication and training.

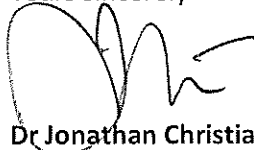
The flow chart referred to in your questions is enclosed to assist your understanding of policy development at Waitematā DHB.

I trust that this information meets your requirements. Waitematā DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

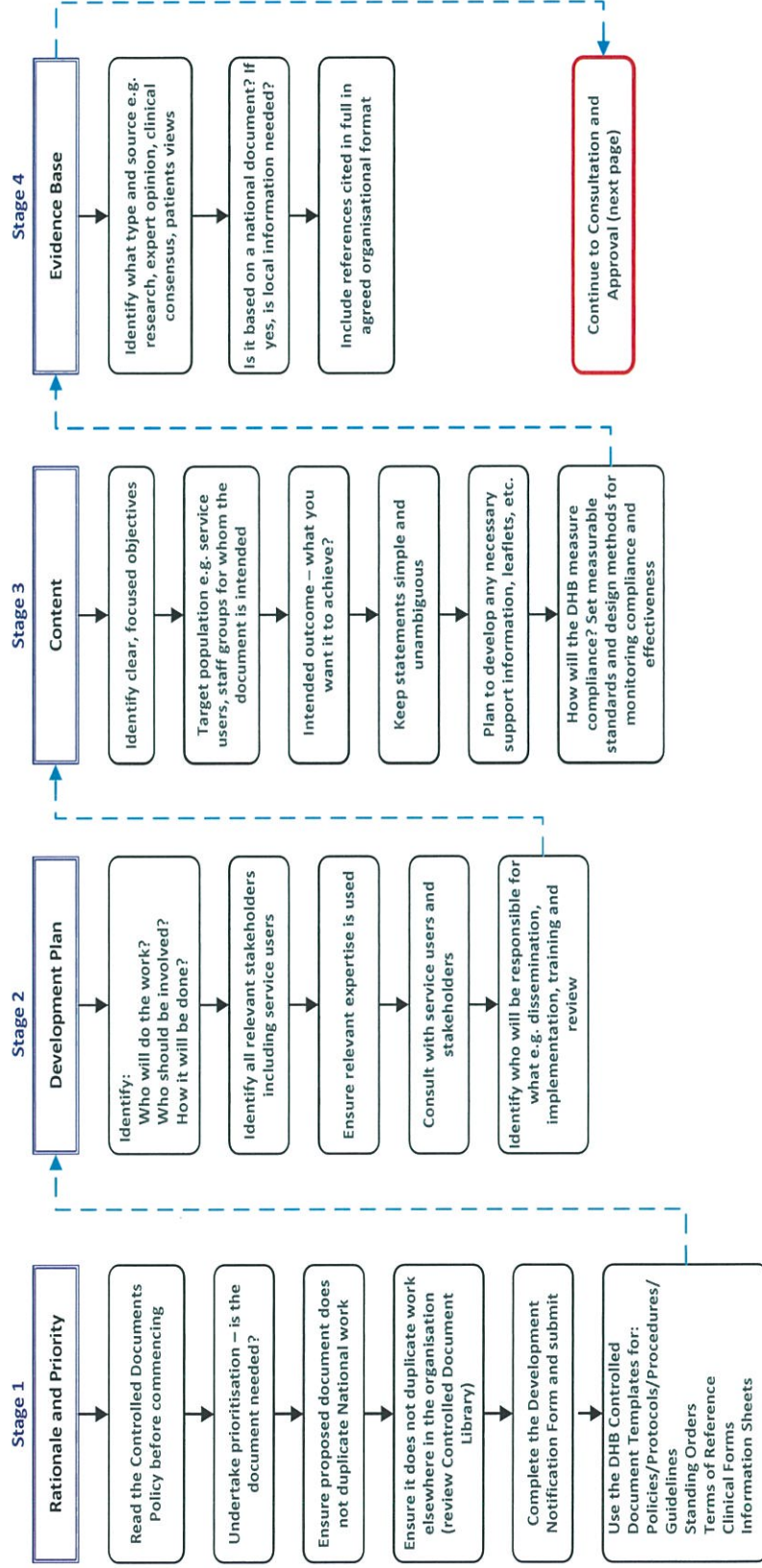
If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

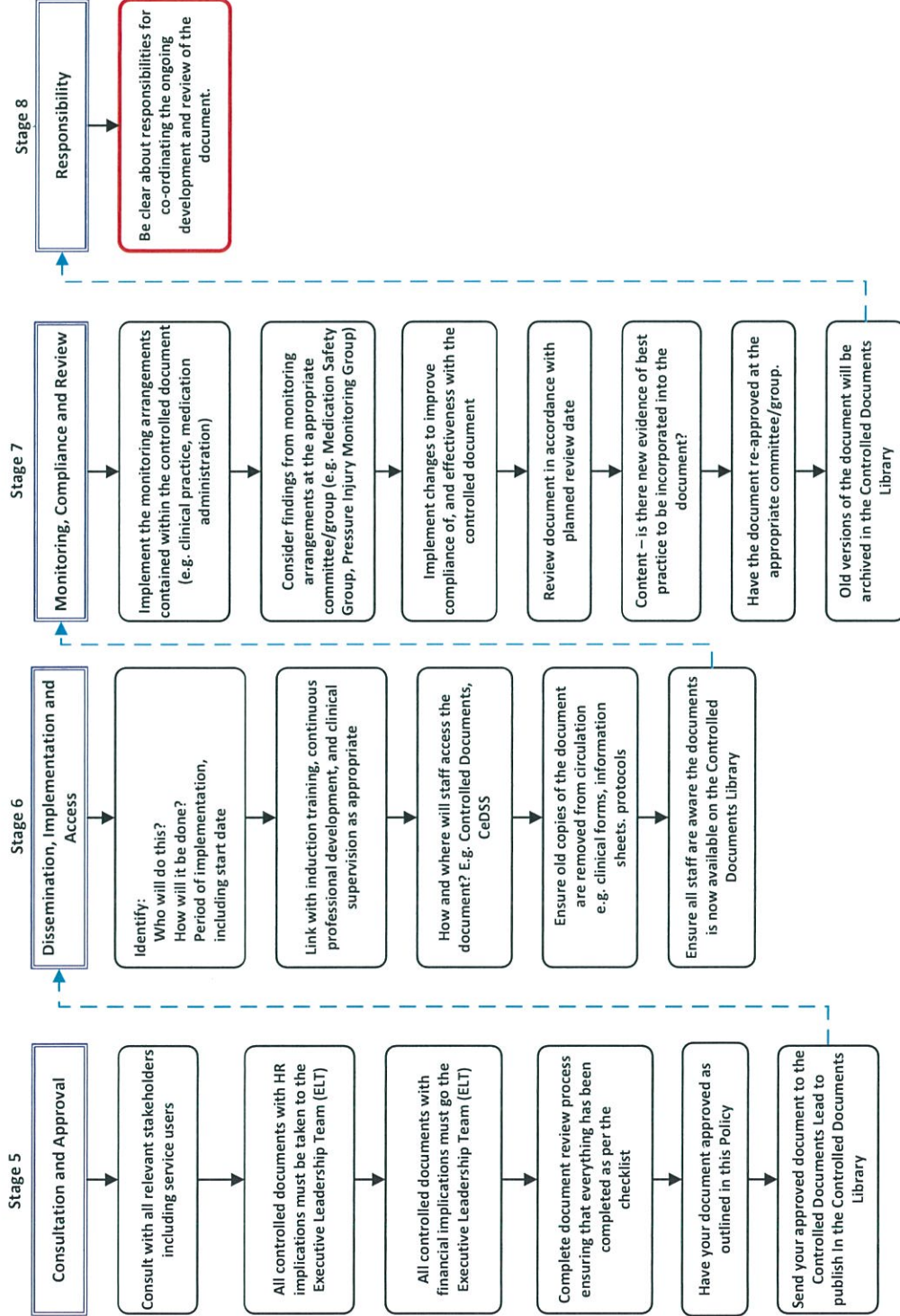
Yours sincerely



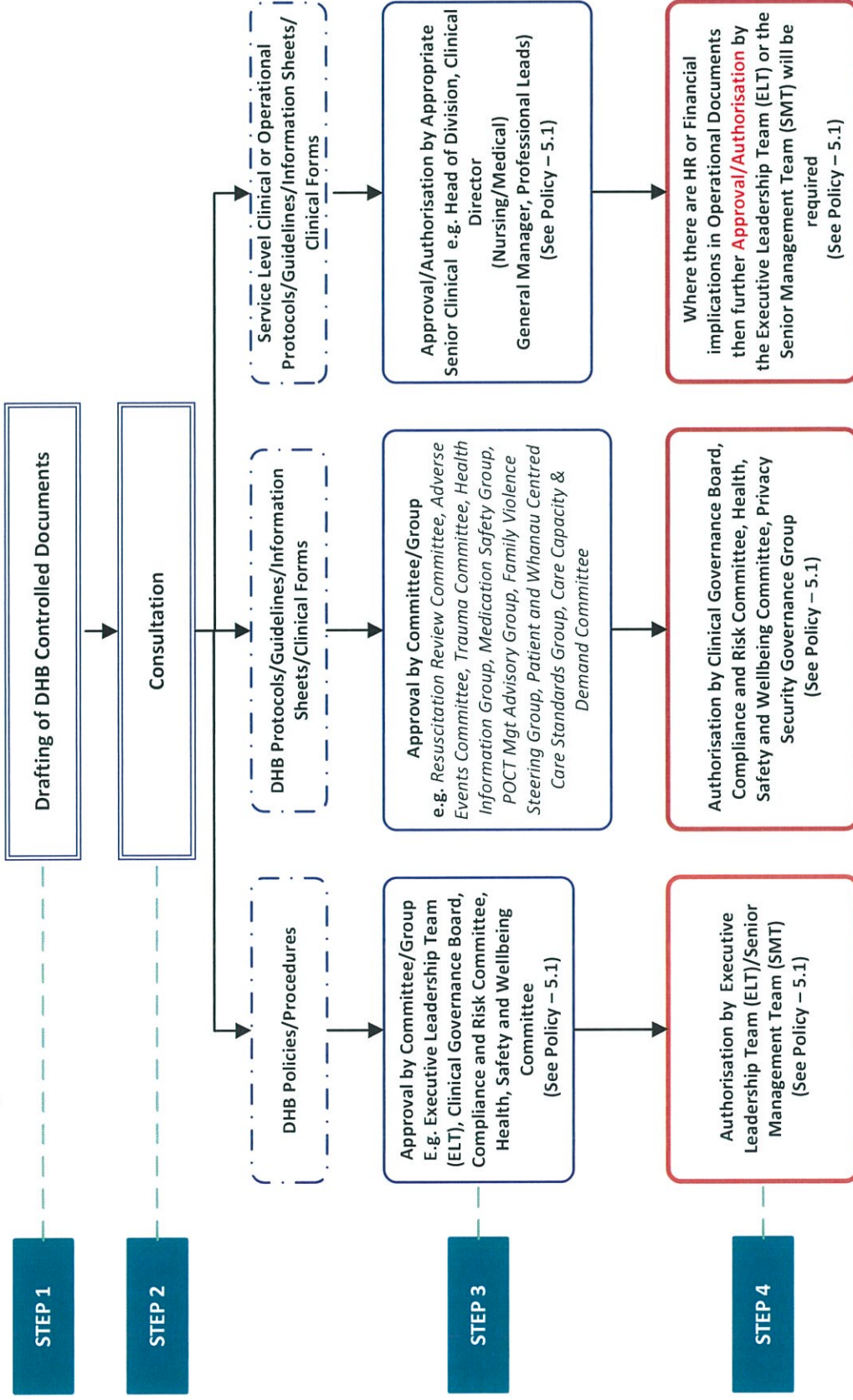
**Dr Jonathan Christiansen**  
**Associate Chief Medical Officer**  
**Waitematā District Health Board**

# Waitemata DHB – Controlled Document (Policies) Development Process





# Waitemata DHB - Summary Flowchart of Controlled Documents Development Process



## Publication of Controlled Document(s)

