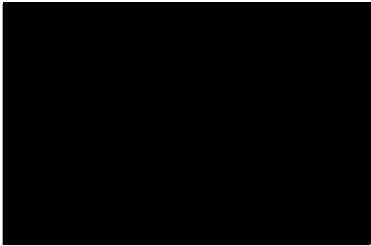




Waitematā
District Health Board
Best Care for Everyone

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02 December 2019



Dear 

Re: OIA request – information about the West Adult Community Mental Health Services Team

Thank you for your Official Information Act request received 08 November 2019 seeking information about key performance indicators and discharges for Waitematā District Health Board's (DHB) West Adult Mental Health Services Team.

Adult Mental Health Services are provided to adults between 20 and 65 years-of-age residing in the Waitematā district areas of North Shore, Waitakere and Rodney and include:

- Community-based care providing outpatient appointments, operating from three community mental health sites and two satellite sites.
- Acute inpatient and alternatives to acute inpatient care, such as respite care and peer-led services.
- Emergency / acute / crisis assessments 24/7.
- Access to specialist ongoing rehabilitation and extended care residential facilities (where the residential support needs are provided by non-government organisations and clinical needs are met by Waitematā DHB).

Our responses to your questions are provided below:

I am specifically seeking information regarding how the West Adult Mental Health Services Team is assessed for performance and what their target Key Performance Indicators (KPIs) are.

There are a number of KPIs for community adult mental health services that have been agreed nationally and are also reported locally.

These include:

- Community treatment days per service-user - average number of treatment days in a three-month period of community care provided by community mental health and addiction services. The number of treatment days is a measure of the intensity of treatment within the community.
- Pre-admission community care - percentage of admissions to the mental health and addiction acute inpatient unit(s) in the reference period for which a community service contact was recorded in the seven days immediately preceding that admission.
- Post-discharge community care - percentage of overnight discharges from the mental health and addiction service acute inpatient unit for which a face-to-face community service contact was recorded in the seven days immediately following that discharge.
- Average number of family/whānau contacts per service-user.
- Percentage of service-users with a wellness plan.
- Percentage of discharges with a discharge summary.
- Percentage of eligible new referrals who received a routine enquiry about intimate partner violence.
- Access rates to services as a percentage of the population (across services rather than by team).

I would also like access to the number of patients discharged and reason for discharge in the last three years.

The table below shows the number of people discharged from the West Adult Mental Health Services Team from 1 January 2017 to 21 November 2019, as reported in our patient management system. The number of referrals received by the West Adult Mental Health Services Team for the period you have enquired about were 3,923 in 2017, 4,088 in 2018 and 3725 from 1 January to 21 November, 2019.

Adult Mental Health Services aim to work alongside the person and their family/whānau to support the person's recovery. Interventions include recovery planning, support, medications, talking therapies and other non-medication, evidence-based treatments provided by clinical staff from a range of disciplines.

Number of Discharges	2017	2018	2019 (to 21-Nov)	Total
Treatment completed	3448	3910	3421	10779
Transfer of care to another DHB	104	98	80	282
Transfer to another team or specialty within Waitematā DHB	285	108	190	583
Other (e.g., duplicate or inappropriate referrals, patient uncontactable, etc)	48	13	38	99
Total	3885	4129	3729	11743

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community 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 consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Murray Patton', with a stylized flourish at the end.

Dr Murray Patton
Acting Director
Specialist Mental Health and Addictions Services
Waitematā District Health Board