



HealthCERT Bulletin

Information for the Sector

Issue 32 – June 2023

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Welcome to the June 2023 bulletin

Welcome to the June issue of HealthCERT Bulletin for 2023. I know we say it every year but how have we arrived at the midpoint of the year so fast?

We acknowledge and thank the sector for the ongoing mahi to ensure the quality and safety of health and disability services to people in Aotearoa despite the ongoing challenges of 2023: significant weather events, COVID-19 and national health workforce shortages.

In this June edition, we continue our series of spotlights on knowing your HealthCERT team — our principal advisors describe their work.

Restraint and seclusion are important areas of focus for our work in the sector. Of relevance to this is the Mental Health and Addiction team's update of the *Guidelines for Reducing and Eliminating Seclusion and Restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992*.

The Accident Compensation Corporation (ACC) has recently rolled out a new infection prevention resource. You'll find more information and a link to this later in this issue.

Also included are updates on the implementation of Ngā Paerewa, the results of the most recent sector survey, the release of the second Te Tiriti eLearning module and an update on the work of the Aged Care Commissioner.

Inside: Operating matters Knowing the HealthCERT team • **NZS 8134:2021 Ngā Paerewa Health and Disability Services Standard implementation update** Survey results: Health care providers' feedback on Ngā Paerewa • Home and Community Support Services transition to Ngā Paerewa • Te Tiriti eLearning update • **Sector matters** Update from the Aged Care Commissioner • Updated seclusion and restraint guidelines from the Mental Health and Addictions team • ACC infection prevention and control resource • **Success story** Invitation to submit success stories

Operating matters

Knowing the HealthCERT team

In this bulletin we are featuring the work of our incredibly knowledgeable and hard-working team members Claire Underwood and Jo Noble.

Claire and Jo are HealthCERT's principal advisors. Their role is to support the many processes of our regulatory function and provide guidance and support within our HealthCERT team.

Both registered nurses, Claire and Jo have spent many years working in the public and private sectors. Claire has been with the HealthCERT team for 19 months and Jo joined 12 months ago. Both advisors describe the learning curve as steep and say they couldn't do their jobs without the support of the whole team and that 10 o'clock coffee!

The principal advisors enjoy well-established relationships across the health and disability sector and with HealthCERT's designated auditing agencies (DAAs).

As part of their role, principal advisors:

- assess and process a variety of audits and reconfigurations as well as review and assess sampling plans and itineraries
- allocate technical expert assessors for public hospital audits, and support them on site when needed
- manage corrective actions for public hospitals
- receive and manage direct complaints as well as complaints referred by the Health and Disability Commissioner
- lead and support a range of initiatives to drive quality improvement and lift equity in the health and disability services sector
- provide leadership for projects and stakeholder relationships and communications (such as this bulletin!).

Claire and Jo have a wonderful sense of humour, love coffee and chocolate, and can spin a good yarn over the lunch break!



Claire (left) and Jo (right)

Ngā Paerewa Health and disability services standard (Ngā Paerewa) implementation update

Survey results: Health care providers' feedback on Ngā Paerewa

HealthCERT conducted a survey during April 2023 to gather feedback from the sector on Ngā Paerewa. This regular survey aims to learn more about the sector's understanding of Ngā Paerewa and to gather feedback on the areas that providers would like HealthCERT to provide more guidance on. We received 181 responses from across the country. Of those, 156 (86%) were from health care providers, including 29 (16%) from Home and Community Support Services (HCSS) providers.

Respondents generally felt equipped or somewhat equipped to meet the Ngā Paerewa criteria. The percentage of respondents reporting they felt fully equipped was highest for Section 5 (Infection prevention and antimicrobial stewardship) at 47% and lowest for Section 2 (Workforce and Structure) at 32%. Respondents reported a lack of understanding about some requirements and what to expect from the audit process. Some common issues were that respondents found expectations in certain subsections (such as restraint and seclusion) were unclear and had difficulty understanding how to meet some requirements if they had no Māori or Pacific service users. They expressed a desire for more support and resources, including clearer and more practical sector guidance, more specific examples on certain criteria, and more training and resources for staff.

Providers who had been audited against Ngā Paerewa found that implementing quality systems, focusing on infection prevention and control, engaging with local kaumātua, and having Māori leadership at all levels have been helpful for the audit preparation.

We understand that the transition to Ngā Paerewa has been a significant change for health care providers. We would like to take this opportunity to express our sincere gratitude to all the respondents who took the time to participate in this survey. Your input is invaluable, and it will help us gauge how health care providers are adjusting to Ngā Paerewa. We are working to provide additional resources and training to help providers meet Ngā Paerewa and are confident that the recently released second eLearning module will address some of the concerns respondents raised (for more on the module, see the next page). We will continue to listen to your feedback and make improvements where appropriate to our sector guidance.

Given the survey was anonymous, we encourage you to reach out to us directly by emailing certification@health.govt.nz if you have any specific questions or concerns.

Home and Community Support Services transition to Ngā Paerewa

Although HCSS are not a regulated part of the health sector, from 1 July 2023 HCSS providers will begin to be audited against Ngā Paerewa. For HCSS providers, Ngā Paerewa replaces the Home and Community Support Sector Standards NZS 8158:2012.

We recognise that the HCSS sector will need time to fully implement Ngā Paerewa. As part of the transition from the standard NZS 8158:2012 to Ngā Paerewa, funders for HCSS have agreed to grant a grace period for HCSS to achieve the new aspects of Ngā Paerewa. This means that, for the first audit against Ngā Paerewa during the grace period, each provider will not be given a finding against new and partially new criteria, provided it can demonstrate it is making progress toward implementing the new standards. All publicly funded and contracted HCSS providers must be fully compliant with new standards by 1 February 2024.

Te Tiriti eLearning module

We are pleased to announce the release of the second Ngā Paerewa Te Tiriti eLearning module. You can access the [Second Te Tiriti Ngā Paerewa eLearning module](#) on the Ministry of Health's LearnOnline platform. Please be aware, learners will be asked to create a username and password to access this free online module.

Background

This is the second module HealthCERT has developed to support health and disability providers to meet the requirements relating to Te Tiriti o Waitangi (Te Tiriti) and cultural safety in Ngā Paerewa. Like the first modules, it was developed in partnership with the sector and [Te Apārangi: Māori Partnership Alliance \(Te Apārangi\)](#) to ensure it is fit for purpose.

The first module, published in February 2022, provides a high-level introduction to Te Tiriti and how its principles are applied in the health and disability sector. Access the [First Te Tiriti Ngā Paerewa eLearning module](#) through LearnOnline.

The new module dives deeper into what meaningful actions providers can take to make their services Te Tiriti based. It focuses on how providers can use their organisation's strategies and policies to embed change in their service delivery models.

For more information on both eLearning modules, visit the dedicated page on our website: [Ngā Paerewa: Training and Support](#).

What you'll find in the second module

We have developed this module using the latest research and resources in anti-racism, cultural responsiveness and Te Tiriti application in Aotearoa New Zealand's health and disability sector. Each of the five chapters takes 20–30 minutes to complete. The range of topics include:

- the legal requirements for health and disability service providers to provide Te Tiriti-based services
- the impacts of systemic and interpersonal racism on the health outcomes of Māori
- actions providers can take in their service delivery, design, and strategic accountability mechanisms to provide culturally responsive services.

Additionally, three different health and disability service providers from Whangārei to Timaru share their journeys about implementing the updated Ngā Paerewa criteria related to Te Tiriti. Their stories and experiences provide tangible examples that could inspire ideas for what might be possible in your own local setting.

People who would benefit from this module

The most important attributes people need to benefit from this module are to be curious, interested in learning new things, keen to do the 'right' thing, and have the drive to make changes. While this module has been primarily designed for senior and executive management and leaders, most people will find they can apply the activities and learnings to progressing both their personal and professional development.

Acknowledgements

HealthCERT would like to thank the 70+ stakeholders who participated in developing the second modules, including by attending workshops, sharing your success stories for others to learn from, and being a part of the review processes. This module improved significantly in its quality, relevance, and usefulness as a result of your honest feedback and high-quality engagement.

We hope you enjoy completing the eLearning module and take away some new learnings that encourage your own journeys in providing Te Tiriti-based, culturally responsive health and disability services in your unique care and support settings.

If you have any questions or feedback, please contact the HealthCERT team at certification@health.govt.nz

Sector matters

Update from the Aged Care Commissioner

In March last year, the Health and Disability Commissioner welcomed Carolyn Cooper as Aotearoa New Zealand's first Aged Care Commissioner.

Ms Cooper started her career as a general and obstetrics nurse. She entered management wanting to influence health care outcomes for patients and consumers and to better support those doing the caring.

Since then, Ms Cooper has gained extensive experience across the health sector in New Zealand and Australia. This has included executive leadership roles in district health boards and, just before taking on her role as Aged Care Commissioner, being Managing Director of Bupa New Zealand.

With an ageing population in Aotearoa, the demand for general health and disability services and aged care services is set to increase. However, feedback from consumers, whānau and sector groups indicates greater oversight is needed to protect older people's rights when they

are using health and disability services. Several reports have also identified issues in the sector — for example, that older people are afraid of raising issues and lack visibility around home and community support services.

‘The role is about making a tangible difference for older people and their whānau and giving them greater confidence in the quality and safety of their health care,’ says Ms Cooper.

The Code of Health and Disability Services Consumers’ Rights (the Code) protects the right to access safe, high-quality health care for all people in Aotearoa. Located within the Office of the Health and Disability Commissioner, the Aged Care Commissioner is a statutory decision-maker on complaints that protect older people’s rights under the Code. This covers services delivered at home, in primary or community care, in care homes and in public and private hospitals.

Support for the Aged Care Commissioner role comes from a dedicated team with a focus that goes beyond dealing with complaints. More broadly, the team is committed to advising, championing, and monitoring improvement in health and disability services to contribute to better outcomes for older people.

‘We want to support quality improvements in the sector, not only by resolving complaints in a timely manner, but also by collaborating with partners in the system, including older people and their whānau, carers and communities and sector leaders and providers,’ Ms Cooper says.

Providing care in a consistent and culturally appropriate way for all older New Zealanders is critical. The Health and Disability Commissioner is committed to supporting the Government’s Te Tiriti commitments by ensuring that older people in Aotearoa receive that kind of care, which in turn upholds their dignity and mana.

Since taking on her role as Aged Care Commissioner, Ms Cooper has been focused on connecting with diverse groups of older people to hear from them first-hand about their experiences of health and disability services.

The Aged Care Commissioner’s role does not include responsibility for issues such as family violence (elder abuse), housing, or retirement income. Instead, the Aged Care Commissioner works with agencies directly involved in these issues to ensure that older people affected by them have access to the support they need.

Updated seclusion and restraint guidelines from the Mental Health and Addictions team

In April 2023, Manatū Hauora published updated guidelines about reducing and eliminating the use of seclusion and restraint when working with people being treated and cared for under the Mental Health (Compulsory Assessment and Treatment) Act 1992. Aligned with the requirements of Ngā Paerewa, these guidelines will help shift practices towards an environment that is free of restraint and seclusion, and maintains people’s autonomy, dignity, and mana. Manatū Hauora developed these guidelines with advice and insight from people with lived experience, Māori, and clinical advisors.

The following resources support the implementation of the new guidelines and help services communicate these important changes to staff:

- a set of forms for recording the use of seclusion in accordance with the guidelines that the National Directors of Mental Health Nursing developed with lived experience and cultural advisors, which include:
 - initiation of seclusion
 - authorisation to seclude for more than two hours
 - authorisation to seclude for more than eight hours
 - ending seclusion
 - seclusion event evaluation
 - continuous observation and engagement recording
- two flowcharts/diagrams
- a PowerPoint presentation explaining the new guidelines and key changes you need to be aware of.

The guidelines will come into force on 1 July 2023, giving services time to inform staff and make any changes to policies and procedures that are needed. Access the [Guidelines for Reducing and Eliminating Seclusion and Restraint under the Mental Health \(Compulsory Assessment and Treatment\) Act 1992 and related resources](#).

ACC Infection Prevention and Control resource

New Zealand Aseptic Technique

A globally recognised way to reduce the risk of healthcare-associated infections is to take a consistent approach to aseptic technique.

In partnership with experts across the health sector and Te Whatu Ora Hutt Valley, Capital & Coast and Counties Manukau, ACC has developed the New Zealand Aseptic Technique (NZAT). This set of resources for aseptic technique is designed for all health professionals who undertake procedures that may introduce infection, in any clinical setting.

NZAT is free to access and has been developed here in Aotearoa New Zealand to complement other education packages such as the Aseptic Non-Touch Technique.

You can access a suite of free resources at LearnOnline.health.nz to support you and your organisation to use the NZAT. Creating a login to access them takes less than two minutes. The resources consist of:

- an in-person education package to deliver training to staff
- an audit package to determine current practice and knowledge of aseptic technique principles and identify learning opportunities
- an online eLearning module for health care workers to contribute towards their professional development
- an aseptic technique policy template, which supports organisations to comply with Ngā Paerewa.

For more information and to access the resources, visit LearnOnline.health.nz.

Invitation to submit success stories

You can submit a success story to include in the next issue of the bulletin. Tell us your stories of innovation and endeavours in continuous quality improvement.

Email your stories to us at certification@health.govt.nz.