

# Universal Child Health Services Child Health Information Link (CHIL) Hub

## Proposal for Change Survey Results



## Introduction

The Northern Region DHBs are implementing the National Child Health Information Platform (NCHIP) in 2019. NCHIP is an IT system that takes information on a child's progress through the 29 pre-school health milestones and collates it into a single integrated data set. The project to implement NCHIP has developed following several years of planning and consultation with stakeholders throughout the Northern Region.

Waitematā and Auckland DHBs recognise the importance of Te Tiriti o Waitangi and believe it provides a framework for developing high performing and efficient health systems that honour the beliefs and values of Māori patients, is responsive to the needs and aspirations of Māori communities, and achieves equitable health outcomes for Māori and other high priority members of our communities.

This proposal outlines Auckland and Waitematā DHBs' plan to implement a shared coordination service, the Child Health Information Link (CHIL) Hub, to support the NCHIP platform. A survey was developed to gain an understanding from providers of the universal child health milestone services about how the proposed change will enhance services provision, help inform implementation plans and minimise any unintended consequences.

Thirty-six responses were received. The consultation period was extended from four to six weeks following stakeholder requests for more time. Ten new and two revised responses were received in the extension period.

Further opportunities for feedback were held with two groups whose service would be most impacted by this proposal for change. Firstly, the Primary Health Care organisations represented by the Alliance Partnership Leadership Group (APLG) and Alliance Leadership Team (ALT) which includes senior managers from Primary Health Organisations and Auckland and Waitematā DHBs. Secondly, Te Puna Manawa HealthWEST the organisation which is currently contracted to provide the National Immunisation Service (NIR) and Outreach Immunisation Services (OIS) across Auckland and Waitematā DHBs.

As a result of these additional steps, release of the Summary of Feedback to Stakeholders was postponed to July 2019. It was previously scheduled for the week of 11<sup>th</sup> March 2019.

The survey results and consultation session discussion are presented in this paper. In alignment with the purpose of the consultation, the results will help to inform implementation plans and enhance service provision.

Lastly, we would like to acknowledge all stakeholders who provided feedback, both in writing and verbally, on the consultation document.

# Summary

## Key Themes

- **Shared view of child health milestones**
  - 75% of respondents agreed or strongly agreed that it will be helpful to have a shared view of child health milestones at the point of care
- **Knowing which other providers are also providing care for a child**
  - 89% agreed/strongly agreed that knowing which other health providers are also involved would be helpful in their care of a child
- **Access to collated data**
  - 79% agreed/strongly agreed that providing an aggregated view of milestone status for all the children in their care will be helpful for their service planning
- **Connected Registers**
  - 57% agreed/strongly agreed that the NCHIP, NIR and Kainga Ora-Healthy Housing services should be brought together
- **Repatriation of National Immunisation Register to DHBs' management**
  - There was concern from PHOs and the current NIR/OIS provider about repatriating the NIR. This was mainly expressed as:
    - loss of service/community integration by functional separation of the NIR and OIS.
    - concern for possible loss of expert NIR/PMS support to general practices
    - concern for potential loss of long established relationships
    - complexity of managing the immunisation data systems
- **Compressed timelines**
  - some stakeholders indicated the consultation was too short (in response the DHBs' extended the consultation to 15 February 2019)
  - some stakeholders felt the time allowed to introduce the Coordination Hub was overly ambitious (1 July 2019). Repatriation of the NIR by 1 July 2019 was also considered overly ambitious.
- **Implementation issues raised**
  - were requests for Counties Manukau Health to be included in the systems
  - situating the system in the DHBs was perceived by some as removing front line staff from the community. (The consultation is essentially about back office administration functions, the intent of the change is to free up administration time for front line staff).
  - more information is needed about how the electronic updates between GP and NIR could operate (currently ImmsNet).

