



31 December 2010

2010 ANNUAL REPORT OF HDANZ'S AUDIT PROGRAMMES

1. INTRODUCTION

The purpose of this report is to provide a summary of HDANZ's audit programme activities completed in 2010. This has been a huge year with the maximum 3 year cycle occurring for designated auditing, a number of changes introduced by the Ministry of Health's DAA handbook, changes by ACC to physiotherapy certification and the continuation of delivery of contract auditing for the Northern DHBs and Clinical Training Agency.

2. OVERVIEW

VISION: "To make an important contribution to the health and well being of New Zealanders"

MISSION: "To work with providers, funders and stakeholders in a robust and positive way that supports the safety and quality of services being assessed for their achievement of recognised health and disability standards."

HDANZ is a nationally based audit company with its main office in Christchurch.

HDANZ is structured by programmes that are aligned as cost-centres and administered by programme coordinators. This allows for cost-effective allocation of auditing resources across programmes to be done in a planned and coordinated manner. For example our current programmes include: DAA, Mental Health NDHBs, Physio / Allied Health, Home Care, Other Certification, Auditor Training, CTA, and Primary Care.

HDANZ's workforce includes maintaining two auditor networks: 1) DAA and other health / disability certification is provided by a diverse national network of qualified and experienced auditors that includes cultural and consumer audits. 2) We also maintain a national network of physiotherapy auditors for working with Allied Health services.

3. AUDIT ACTIVITIES IN 2010

A total of 465 audits were undertaken in 2010 and the following provides a summary of audits completed by programme for Jan - Dec 2010.

Programme	Full Audit	Surveillance Audit	Provisional Audit	Partial Provisional	Verification	Total	Comments
DAA	146 (plus 18 DHB clip-ons) (196 days on-site 2/3 person teams)	61 (25 with 2 auditors and 45 aged care unannounced) (64 days onsite)	14 (3 with one auditor)	4 (0.5 day on-site)	12 (0.5 day on-site)	237	Aged care: DHB clip-ons ceased from mid year overtaken by integrated audit process from 1 August.
Physio / Allied Health	33 (7 multi-sites)	77 (0.5 day visit and also 13 multi-sites)	1		4	110	Plus 24 off-sites and 1 post visit
NMHDHBs	34					34 (71.5 days)	71.5 on-site days (3-4 person teams)
Home Care	2 (2.5 days)	14 (20 days)	1 - preaudit			17	23.5 days on-site
Primary Care	22 (GP reviews)					22 (11 days)	0.5 day on-site visit
HDANZ Other	5 (7.5 days)	6				11	13.5 days on-site and 3 are PHOs
CTA	11					11	1/4 – 30/6
RVA	13					13 (6 days)	Started 28/4 and are 0.5 day on-site
WSMP	5					5	Started 29/7
Overall Volumes for 2010	271	158	16	4	16	465	Approx 436 audit days but many 2/3 auditors
Training	Nearly free courses: Internal auditing - Feb/ March = 4 Internal Audit = with 3 organisations 8086 Auditor = one course 21-25 June 8084 Lead Assessor = 1 completed and 1 in process						

4. HIGHLIGHTS

DAA programme:

1. Ministry of Health issued new requirements in the DAA Auditor handbook February and updated in August.
2. Health select committee heard submissions in April – July on the Auditor General's December 2009 report on aged care and HDANZ delivered a written and oral submission.
3. Market share of aged care providers increased in 2010 from 26 to 37% and this was in large part due to a large organisation first allocating part of their portfolio in April and then the rest of their services in December.
4. HDANZ's strengths continue to be in aged care, disability and mental health; and we are the leading auditing agency in these sectors.
5. 1 August start date for the integrated audit process with DHBs in aged care that has eliminated the duplication between certification and previous routine contract auditing.
6. Managing Director was the audit agency representative on the Standards Committee workshop (Dec) for restraint minimisation and locked units.
7. Attended the New Zealand Aged Care Association (NZACA) conference 13-15 September in Rotorua.
8. Attended the HDC's disability conference in Auckland on 6 December.

Northern DHBs mental health and addictions programme

1. Report prepared 15 September 2010 for this programme's results in 2009 / 10. A total of 27 audits were completed with provider organisations noting that some of these included contracts with more than one DHB. Because this year of the programme involved the second round of contractual auditing a comparison of performance was completed using the audit tool sections comparing the results of this audit with their previous one. The overall results for these 27 providers shows the total findings per provider decreased on average by 54%. Of these 27 providers, only 5 have had an increase in findings from their initial audit in 2006/07 and in all but one service (+22) this increase was minor. Other key points are:
 - The total findings per provider decreased on average by 18.6.
 - The overall range of findings decreased but there is still a wide range likely due in part to the different organisations and services.
 - All sections of the audit tool show a consistent improvement across sections of 52 to 55%.
 - Part B's of the audit tool (service specific sections) range of findings decreased by 65%.
2. The programme has continued for another year 1/7/10 - 30/6/11 and these audits are well underway and scheduled.

Home Health

1. New Zealand Home Health Association had a change of CEO from Jane Cummings to Julie Haggie.
2. NZHHA would like to see the Home and Community Support Standard become compulsory.
3. NZHHA conference held in Auckland on 1-3 September.

4. Lisa Cochrane, HDANZ Director, is on the Standards New Zealand committee to review and update the standard in 2011.

Physio / Allied

1. The year started with changes by ACC, the main one being a change in certification period from 3-4 years with a 2 year surveillance rather than at 18 months. In addition, 6 month certificate extensions could be awarded at the next surveillance.
2. This sector continues to be under significant financial strain. Current ACC contract has been extended to Nov 2011.
3. HDANZ automated ACC's new annual monitoring return requirement between audits using our *onTrack* web-based system and this is progressing well.

HDANZ Certification / Other auditing

1. We have community based services that continue to achieve certification with the health and disability sector standards.
2. Managing Director is approved for ACC's Workplace safety management practices audit (April).
3. Commenced RVA accreditation audits and this is working well.

NZQA Auditor Training

1. Delivered a number of training courses for internal auditing and 8086. Have two assessors from RNZCGP's Cornerstone accreditation completing 8084 course.
2. For 2011, plan to change the internal auditing from a two course to one day workshops. This should be more affordable and generate further interest for these skills.

Miscellaneous

1. *onTrack* web-based programme continues for the 3 standards of 8134, home health and allied health. It is due for review and update early in 2011.
2. Cornerstone practice accreditation by the College of GPs rolls on with 428 cycle 1 accredited and 52 cycle 2.
3. Oct / 10: Labour and the Green Party released their report into aged care.

4. IN CONCLUSION

First of all a couple of big thanks you's. One goes out to all the services we have worked with this year and the privilege it has been to meet with your staff, clients, residents and families – keep up the great work. Second is the high praise for the HDANZ office team and auditors especially during such a busy year. It is only fitting that we also reflect on the wild and rude awakening at 4.36 am on 4th September with the 7.1 shake.

- First I went to our office and it didn't even lose power and continues to hold up well to the aftershocks. It was strange driving the streets and seeing the damage without even going into the central city. By about 11am it felt like a whole day had passed.
- Appreciated the calls of support from HealthCERT and many others after the earthquake.
- When the earthquake hit a good number of the country's GPs were tucked up in the city's hotel rooms having completed the first day of their annual conference with the College of General Practitioners (RNZCGP). It is understood that many of the hotel were 12 storeys or so up. They evacuated out into the city streets in various stages of dress including at least one in his underwear.

- Boxing day aftershock was a not so gentle reminder that the earth isn't quite finished.

Best regards to all and looking forward to 2011.

Jim DuRose Managing Director