

16 June 2020

Via Email: [REDACTED]

Supplementary response to a request for official information

Dear [REDACTED]

Further to our response 14 April 2020, and your subsequent email 31 May 2020 asking;

- 1. Please note the breakdown of hours for PC is still required. I appreciate that you do not differentiate between PC and HM but request all clients with complex code Medium, High and Intensive total hours be provided as 1-10, 11-20, 21-30, 31-40 and 40+ hours per week as has been provided by other DHB's with the same case mix coding.***

Supplementary response

NMH is unable to provide a breakdown of the number of clients by hour band for Personal Care (PC), as other DHBs have provided, due to our bulk funding arrangements. What we can report is the average hours delivered and the range of delivered hours per week as per the Case Mix Model, as outlined in Table 1.

TABLE 1

Home Care Support Service (HCSS) Code	Average hours delivered per week	Range of delivered hours per week	Number clients per code
Non Complex 1	0.84	0.5-9.27	671
Non Complex 2	0.95	0.25-4.4	199
Non Complex 3	1.52	0.75-8.5	376
Complex Low	2.64	0.75-16.1	440
Complex Medium	4.57	0.5-21.2	649
Complex High	7.7	1-32.5	98
Intensive intervention	3.55	1-11.84	4

- 2. If a NASC manual is not held can the support allocation guidelines used for older person's health please be provided.***

The guidelines for support allocation to a HCSS code are based on InterRAI Contact Assessments, as outlined in Table 2 on the following page.

TABLE 2

Waitlist Urgency	Low	Moderate	High
	Assessment Urgency 1-2	Assessment Urgency 3-4	Assessment Urgency 5-6
Service Urgency 1	Non-Complex 1	Non-Complex 3	Complex Low
Service Urgency 2	Non-Complex 2	Complex Low	Complex Low
Service Urgency 3	Non-Complex 3	Complex Moderate	Complex Moderate
Service Urgency 4	Complex Moderate	Complex High	Complex High

This supplementary response has been provided under the Official Information Act 1982. You have the right to seek an investigation by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or phone 0800 802 602.

Yours sincerely

Dr Peter Bramley
Chief Executive

14 April 2020

██████████
Via Email: ██████████

Response to a request for official information

Dear ██████████

Thank you for your request for official information, as a partial transfer of Part 1 and Part 4 (of 4) from the Ministry of Health, received 18 March 2020 by Nelson Marlborough Health (NMH)¹ where you seek the following information:

PART 1. The NASC manual for older persons health

NMH is not aware of a published National Assessment and Service Coordination (NASC) manual for older persons health however the Ministry of Health revised and published *Long-term Residential Care for Older People* on 13 February 2019 <https://www.health.govt.nz/publication/long-term-residential-care-older-people-what-you-need-know-2012> which details NASC role and involvement in this process.

PART 4. The number of over 65's receiving long term HCSS in each region (please record personal care and household management separately) ***a) 1 – 10 hours b) 11 – 20 hours c) 21 – 30 hours d) 31 – 40 hours e) 40+ hours***

The number of people over 65 years in the Nelson Marlborough region receiving Home Care Support Services (HCSS) as of end-February 2020 was 2575.

Clients receiving HCSS are allocated a case-mix level code to indicate their level of need; Non Complex Level 1, 2 and 3, Complex Level Low, Medium, High, or Intensive Intervention – seven codes in total. Based on the case-mix level, and an assessment undertaken by the HCSS provider, services are tailored to meet client needs and could include personal care and/or household management to support them in their home.

As such, personal care and household management cannot be differentiated under the case-mix model, and HCSS providers are not contracted to deliver a specific number of hours to meet care needs of the individual.

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¹ Nelson Marlborough District Health Board

If you have any questions about this decision please feel free to email our OIA Coordinator OIArequest@nmdhb.govt.nz. I trust that this information meets your requirements. NMH, 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.

Yours sincerely

Dr Peter Bramley
Chief Executive

cc: Ministry of Health via email: SectorOIA@moh.govt.nz