

# CCDM



Issue 4 December 2014

## Newsletter

CARE CAPACITY DEMAND MANAGEMENT

### Overview

Welcome to the December 2014 Safe Staffing Healthy Workplaces newsletter. This quarterly newsletter is to keep you up to date with the Care Capacity Demand Management programme (CCDM) news and events.

If you have any questions or comments to make about any of the stories in this newsletter, please contact either your DHB CCDM coordinator or e-mail Lisa Skeet, Unit Director at [lisa.skeet@dhbss.health.nz](mailto:lisa.skeet@dhbss.health.nz)

### In this issue:

- SSHW Unit Governance Group Co-Chairs Update
- Director Update
- Advisory Groups Update
- Healthy Christmas torte recipe

### SSHW Unit Director Update

2014 has been a year of programme consolidation and CCDM socialisation for DHBs, the health unions and other CCDM key strategic stakeholders. This year the Unit has worked on activities aimed at consolidating the programme within DHBs, continuing to expand the workforce participation and standardising the programmes resources. A focus in future CCDM newsletters will be on providing brief definitions of aspects of the programme aimed to help spread CCDM knowledge in bite-sized, easy to understand, language.

Collaboration and shared learning across the sector has supported the Unit to enhance the tools based on stakeholder experience and feedback. The external evaluation this year will also provide an independent overview of the key improvement areas in which to focus our energy and resources.

The SSHW Unit acknowledges that we are working in an environment in which DHBs are faced with a number of competing priorities. However CCDM is a long-term goal and the work needs to be focused and sustainable

### Co-Chair's Update

#### Season Greetings

As 2014 draws to a close it is timely to reflect on the development and maturing of the CCDM programme which is an outcome of the Report of the Safe Staffing/Healthy Workplaces Committee of Inquiry.

The CCDM programme is now well established in the majority of DHBs and this year saw the commissioning of an independent evaluation, to guide the ongoing strategic development of the programme. The governance group are meeting on December 18 to discuss the plan for sharing the report with DHBs and the unions early in 2015. The report will form the basis for the decisions on

the priorities going forward.

On behalf of the SSHW Unit governance group we acknowledge all the stakeholders involved in the collective vision and development of safe staffing healthy workplaces in DHBs. The collective skills and wisdom from all stakeholders in generating the change required to build sustainable workforces, resilient health systems and the achievement of quality patient journeys is acknowledged.

We wish all stakeholders a peaceful holiday, Merry Christmas and we look forward to continuing the work into 2015.

### SSHW Unit Governance Group

**Julie Robinson** Director of Nursing, Bay of Plenty DHB. **Hilary Graham Smith** Associate Professional Services Manager NZNO. **Julie Patterson** CEO Whanganui DHB. **Warwick Jones** Assistant National Secretary PSA. **Martin Chadwick** Production and Capacity Planning Manager, Counties Manukau DHB. **Mike Ardagh** Professor of Emergency Medicine Canterbury. **Marion Guy** NZNO President. **John Pine** General Manager Human Resources, Southern DHB. **Jane O'Malley** Chief Nurse MoH (ex-officio). **Mick Prior** Manager Strategic Employments Relations DHB Shared Services(ex-officio).

to ensure the full benefits are realised. We look forward to outlining our strategic goals for the 2015/2016 year in the next quarterly newsletter.

### The Next Steps

- Consider the recommendations in the CCDM Evaluation Report and decide on the strategic priorities for the year ahead.
- Continue to support strategies that will maximize DHB utilisation of validated acuity tools.
- Work responsively with DHBs who are at differing stages of CCDM implementation.
- Support advisory group leadership of the CCDM programme pilots and fit for purpose acuity systems.
- Continue to refine and enhance the programme, in accordance with stakeholder experience and feedback.
- Provision of standardised programme tools.
- Provision of new Mix and Match staffing methodology software.

### Acknowledgements

I echo the Co-Chairs acknowledgements of all the stakeholders involved in the programme. Your work and commitment to supporting and enabling CCDM within the DHB sector can not be over estimated.

Finally a special thank you to the rest of the SSHW team, your knowledge, skills and professionalism is only enhanced by your commitment and passion for the work.

**A safe and very Merry Christmas to all.**

## Expanding the CCDM Programme to include Maternity, Allied Health and District Nursing.



### Maternity Staffing Advisory Group - From 2011 to present.

The advisory group was established to ensure that the CCDM programme is accessible and fit for maternity in DHB secondary, tertiary and primary settings.

- The Maternity Advisory Group trialed the CCDM Mix and Match methodology in 2011 at Nelson/ Marlborough DHB. Findings showed the acuity system in TrendCare required further modification before it could be used for the CCDM staffing methodology (Work analysis and FTE Calculation).
- This year the TrendCare 3.5 version upgrade includes the NZ enhancements for the maternity module.
- Currently there is a phase of watch and wait as the TrendCare 3.5 version is available for use and feedback.

- In 2015 the group will meet to discuss maternity sector engagement with the CCDM programme and strategic priorities under the national advisory group umbrella.
- Expressions of interest will be sought to implement the CCDM methodology using the upgraded TrendCare system.

For information and enquiries contact: [Tania.forrest@dhbss.health.nz](mailto:Tania.forrest@dhbss.health.nz)

#### MEMBERS

**Norma Campbell** NZ College of Midwives (NZCOM) Leader. **Bernard McIlhone** MERAS Organiser. **Kate Weston** NZNO Professional Nurse Adviser. **Jenny Woodley** NZCOM representative. **Jenny Humphries** Midwifery Leader Christchurch. **Margret Norris** Midwifery Leader (Bay of Plenty). **Leona Dann** Regional Midwifery Director (MidCentral). **Jane Pannu** NZNO Delegate and Associate Charge Midwife (Capital & Coast).

## District Nursing Advisory Group

From 2012 to present.

- In collaboration with TrendCare Australia, the advisory group embarked on a journey (2 years so far), to develop a patient acuity system for District Nursing and also the community setting in general.
- One of the challenges has been to build a web-based patient acuity module with a robust set of requirements which will take TrendCare into the community setting rather than just the inpatient hospital settings. This necessitated a new set of requirements for the TrendCare system which are very different from predicting patient care requirements in hours per patient per day - where the staff and patients are in one setting.

- We are nearly at the stage of being able to pilot the module in 2 DHBs (early 2015) and 2 settings in Australia.

For information and enquiries contact: [Tania.forrest@dhbss.health.nz](mailto:Tania.forrest@dhbss.health.nz)

#### MEMBERS

**Denise White** Clinical Nurse Specialist (MidCentral DHB) Leader. **Rowanne Bridge** Charge Nurse Manager Rodney District Nursing & Continence and Ostomy Service, Older Adults & Home Health Waitemata DHB. **Maree Gladstone** Clinical Nurse Manager, District Nurse Service (Hawkes Bay DHB). **Karen Cournane** District Nurse Leader, (Southern DHB). **Donna Ryan** NZNO Organiser. **Melanie Terry** District Nurse (Nelson Marlborough DHB).



# Allied Health Advisory Group

From 2012 to present.

The Allied Health Advisory Group was established to support activities which would lead to allied health participation in the full CCDM programme.

- Allied have started from scratch in terms of access to the tools required to participate in the CCDM staffing methodology.
- The advisory group has decided to focus their work on inpatient allied health settings and the therapies only. This will ensure the group manages the scope of the work in the first instance.
- The group is in the process of developing a national core data set – with indicators that will provide valuable information about AH (therapies) staffing. A supplementary data dictionary will

support the appropriate use and application of the core data set in a software programme.

- To date the advisory group is engaging with DHBs who are using the TrendCare AH module in order to test what reporting capability the TrendCare system provides which is aligned to the national core data set.
- A warm welcome to **Huia Swanson** who has very recently joined the SSHW Unit as the Programme Consultant – Allied Health. Huia is a Social Worker by profession and has had extensive experience within the New Zealand health sector. Huia's main focus will be the facilitation of the SSHW Allied Health Advisory Group work programme. Once Huia has had time to settle in, a further update will be provided on the progress of this work.

For information and enquiries contact [Huia.swanson@dhbss.health.nz](mailto:Huia.swanson@dhbss.health.nz)

## MEMBERS

**Martin Chadwick** Production and Capacity Planning Manager, Counties Manukau DHB.

**Sue Waters** Chief Health Professions Officer, Auckland DHB. **Russell Simpson** Executive Director of Allied Health, Lower Hutt DHB. **Kim Fry** Executive Director of Allied Health, Whanganui DHB. **Hilary Exton** Director of Allied Health Nelson Marlborough DHB. **Sue McCullough** PSA Organiser. **Gabrielle Scott** Physiotherapist Leader MidCentral DHB. **Tamzin Brott** Head of Division Allied Health Medicine and Health of Older People and Surgical and Ambulatory Services, Waitemata DHB.



# Mental Health and Addictions Advisory Group

2014

- The Mental Health Advisory Group is focused on improving TrendCare utilisation across DHBs and the advisory group is a great vehicle for providing a national perspective on how this can be achieved.
- The implementation of a Work analysis and FTE Calculation pilot (Mix and Match) is current work in progress and we look forward to the recommendations that will ensure the CCDM Programme is suitable and accessible to mental health services.

- Work with TrendCare to develop the Train the Trainer Mental Health workshops
- Develop Business Rules for consistent use of TrendCare in Mental Health settings in NZ
- Work with TrendCare to facilitate timing studies to accurately capture the workload
- Intensity of inpatient mental health services in NZ.

For information and enquiries contact [Brenda.Hall@dhbss.health.nz](mailto:Brenda.Hall@dhbss.health.nz)

## MEMBERS

**Alex Craig** ADON Waitemata DHB (Co-Chair). **Christin Watson** NZNO Organiser- Christchurch (Co-Chair). **Paul Stewart** CNM- Southern DHB (Otago). **Peter Ireland** PSA Organiser- Central. **Jennie Rae** NZNO delegate- RN Taranaki DHB. **Bronwyn Bowyer** PSA Nurse Member - Whanganui DHB. **Mathew Keen** PSA Allied Health member- Mid Central Health DHB. **Kim Fry** Allied Health Advisory Group Member. **Anne Brebner** Te Pou & NZ College Mental Health Nurses (Te Ao Maramatanga) .

Looking to 2015

- Complete the Mix and Match Pilot Evaluation and share the results with the sector





## Mid Term Forecasting Group

### 2013 to present

The Safe Staffing Healthy Workplaces Mid Term Forecasting Advisory Group (MTFAG) was set up with the purpose to guide and assist the Unit to undertake further investigation into the current practices nationally and internationally to accurately forecast and analyze capacity against demand during the midterm (i.e. during the financial year). Part of the work was to develop a sector scan for all DHBs in order to gain further understanding of the local activity being undertaken and where the pockets of innovation and challenges lie. The scan has initially been completed by nine

DHBs and an interim report is being prepared from the information received which will initially go back to the nine DHBs and the SSHW Governance group for review and decision on the way forward.

### MEMBERS

**Mike Ardagh** Canterbury DHB and SSHW Unit Governance Group member.

**Trevor Richardson** Bay of Plenty DHB. **Paul Greateorex** MidCentral DHB.

**Dot McKeen** Counties DHB. **Cathy Lesniak** Waitemata DHB. **Deborah Labuschagne** Waikato DHB. **Donald Hudson** Nelson Marlborough DHB.

**Megan Boivin** Southern DHB.

**Wishing  
you a  
safe,  
happy  
and peaceful  
Christmas  
and New Year  
- from the  
SSHW Unit**



## Festive Fare

Gabrielle Scott an Allied Health Advisory Group member promises this healthy chocolate Christmas torte made with coconut oil is a winner for your vacation or staycation (stay at home) over the Christmas period.

### INGREDIENTS

#### For the base

- 1 1/2 cups almond meal
- 1 cup hazelnuts (or almonds if you don't want the hazelnut flavour)
- 2 tbsp coconut oil melted or soft
- 1 egg
- 1 tbsp maple syrup or honey
- 1 tsp vanilla extract or essence

#### For the caramel filling

- 200 g pitted Medjool dates (soaked in boiling water for at least 10 minutes)
- 1 cup coconut cream
- 1 tbsp soft or melted coconut oil
- 1 tsp vanilla extract or essence
- 1 tsp sea salt or himalayan pink salt

#### For the chocolate topping

- 100 g coconut oil
- 6 tbsp raw cacao powder
- 1 tsp raw honey
- 1 tsp vanilla extract

### Instructions

Preheat oven to 180 °C/ 355 °F. Grease a 22cm tart tin.

Place 1 cup of the hazelnuts in a food processor. Reserve 2-3 tablespoons for later. Grind and process into fine meal. Add the almond meal, coconut oil, egg, maple syrup and vanilla. Mix again until the mixture comes together.

Scoop the mixture out and make it into a large ball. Place and flatten between 2 sheets of baking paper (about 50x50cm). With a rolling pin, roll out the base to about 3mm thick. When rolling, start from the middle and roll to the edges in different directions. Peel the top layer of baking paper off, then flip the base over the tart tin.

If your base breaks a little just fill in any gaps with your fingers. Make sure the area where the sides and the base meet is a little thicker if possible. Place a round layer of baking paper over the base and fill with baking beads. Bake in the oven for 10 minutes, remove the baking beads and bake for a further 10 minutes or until golden brown. Set aside to cool in the tin.

Now for the filling. Drain the water from the soaked dates. In the food processor, whiz the dates, coconut oil and vanilla until they form a thick paste. Add the coconut cream or milk and salt, whiz again until really smooth (about a minute, scrapping the sides as you go). Spread the caramel mixture over the base and place in the freezer for about 20-30 minutes. You can sprinkle the crushed hazelnuts over the base before adding the caramel or sprinkle on top of the chocolate layer.

Now for the chocolate topping. In a double boiler (a bowl placed over simmering water) melt the coconut oil, honey and vanilla. Stir until combined. Sift in the the raw cacao powder and whisk continuously until smooth. About 20-30 seconds, you don't want to overcook it. Pour the chocolate topping over the caramel and spread with a spatula. Sprinkle with crushed hazelnuts. Place in the freezer for 5 minutes.

Slice and serve with whatever you like – If it is a hot day you might like to serve straight from the freezer to ensure the caramel keeps its form.