

# BIG TICK TO MOVE FORWARD WITH CCDM PROGRAMME

We have been given a big tick to move forward with the Care Capacity Demand Management (CCDM) programme. DHBs wanting to take part in the national programme need to complete a discovery phase to assess their readiness.

The Safe Staffing Healthy Workplaces Unit, who carried out the assessment, is confident we have the leadership, relationships and base systems in place – and that we are well placed to start. We are now working on a plan of how we roll the CCDM programme out.

The key findings in the discovery phase were:

- There is recognition from all levels of the organisation that CCDHB has dedicated staff who are committed to providing high quality care to patients.
- The DHB and health union partnership is recognised as being the foundation for the successful implementation of the CCDM programme and that ongoing open engagement and collaboration is required to make the partnership success real.
- CCDHB does have a challenging set of demands, capacity, cost and funding pressures.
- To maintain a high level of service the majority of staff surveyed are putting in a high work effort and at times this is viewed as being under recognised by the organisation.
- Evidence of silos existing within the DHB and there would definitely be benefits to coordinating and joining the different pieces. Consistent communication messages are seen as key.

A copy of the discovery report is available on the intranet for to staff to read.

The CCDM programme is about better matching staff resources to patient demand so we can improve patient care, make the best use of resources and provide a better work environment for our staff at the front line. It is a partnership between the DHB and health unions facilitated by the Safe Staffing Healthy Workplaces Unit.

