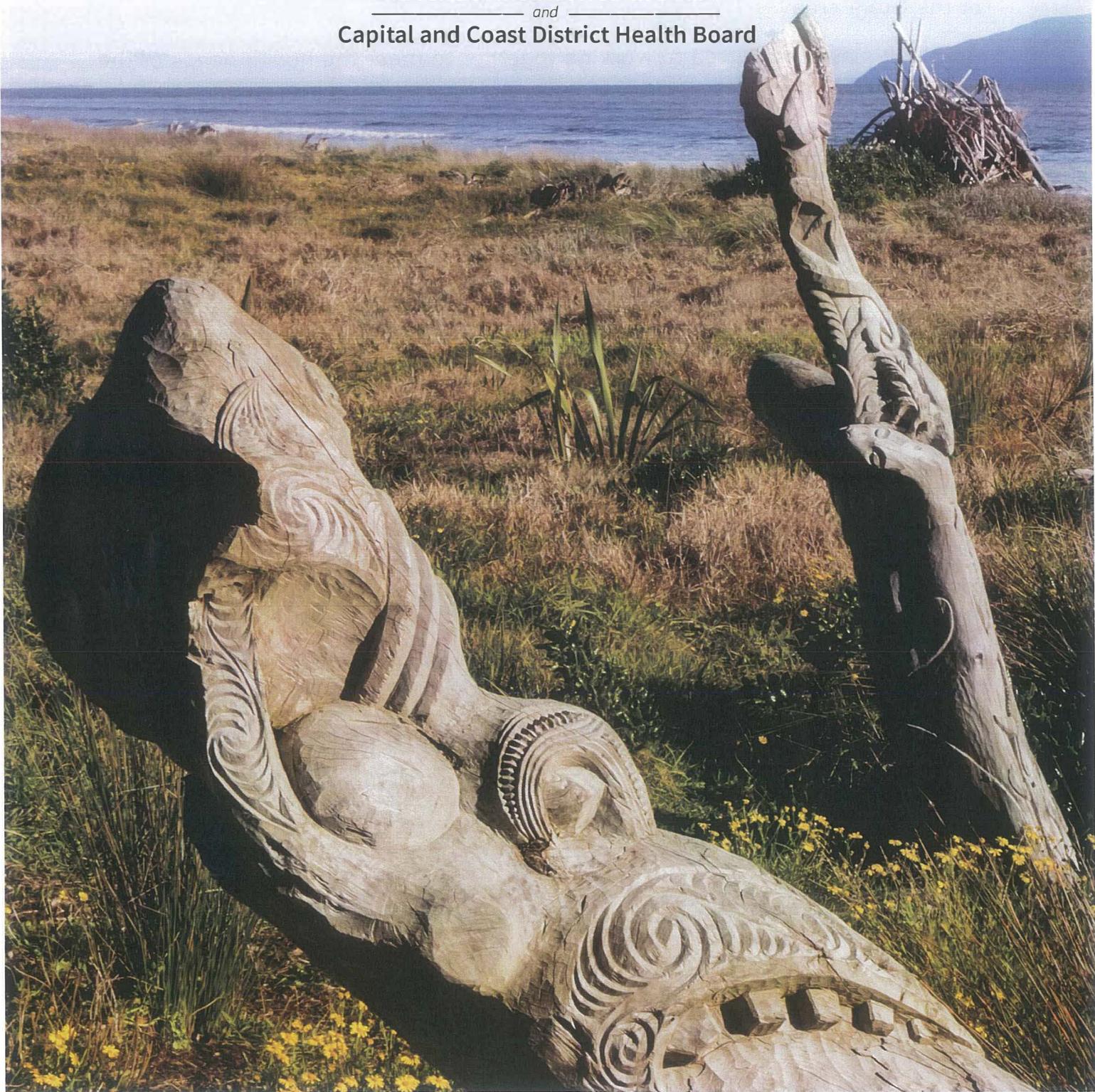


Memorandum of Understanding

between

MidCentral District Health Board
and Capital and Coast District Health Board



Memorandum of Understanding

1 Introduction

This document is a Memorandum of Understanding (MoU) between MidCentral DHB and Capital and Coast DHB. It defines the agreed responsibilities and roles of the two organisations in relation to the provision of health care for residents of the Ōtaki area.

Both DHBs are committed to working together to meet the health needs of the Ōtaki community.

2 Background

The Ōtaki community is a ward of Kāpiti District Council. It is part of the MidCentral DHB district, while the remainder of the Kāpiti district is part of the Capital and Coast DHB district. Residents of Ōtaki have historical links to both MidCentral and to Capital and Coast DHB services.

Ōtaki is a high needs community with an older population, a high proportion of Māori, and high levels of deprivation. Despite this, health outcomes for the residents of Ōtaki have been better than those of Horowhenua, which has a similar demographic profile. This is attributed to the availability of comparatively robust primary care services and the historical access Ōtaki residents have had to specialist services at both Palmerston North and Wellington hospitals.

At a public meeting in 2000 the Chief Executives of Capital and Coast and MidCentral DHBs agreed that Ōtaki people could choose where to access specialist services. In 2003/2004, access arrangements for Ōtaki residents were formalised in a pamphlet produced by the Kāpiti Health Links Group.

In November 2018, the Chief Executives of the two DHBs met and renewed their commitment to arrangements for the provision of health care to the Ōtaki community. It was agreed that Ōtaki residents would continue to enjoy the existing service arrangements and that the two DHBs would work closely to support the Ōtaki community.

3 Purpose of the MOU

The purpose of the MOU is to ensure that there are clear agreed arrangements between the two DHBs for Ōtaki residents to access health services.

4 Key Principles:

- 4.1 MidCentral DHB receives Population-Based Funding for the residents of Ōtaki and has overall responsibility for funding and providing health and disability services for the population.
- 4.2 The preference is that wherever possible Ōtaki residents will access services from MidCentral DHB, but they can choose to access non-acute, specialist services from Capital and Coast DHB if it is more convenient, for example, to be nearer to family or social support.
- 4.3 It is agreed that the DHBs will:
- work cooperatively to ensure people in Ōtaki get the healthcare they need;
 - openly share information/concerns in an ongoing manner;
 - deal positively with issues that arise and resolve them in a timely manner; and
 - be constructive in dealings with each other.
- 4.4 Each of the parties will use reasonable endeavours to effect the Purpose of this MOU.

5 MidCentral DHB is Responsible for Providing Health and Disability Services

- 5.1 MidCentral DHB has overall responsibility for funding and providing health and disability services for the population of Ōtaki.
- 5.2 All services delivered in the Ōtaki community will be provided by MidCentral DHB. This includes, for example, general Mental Health and Addiction services, District Nursing and Home and Community Support Services to residents within the Ōtaki area.
- 5.3 All acute services for the Ōtaki community will be provided by MidCentral DHB. This will usually be from Palmerston North Hospital.
- 5.4 Ambulance services for the Ōtaki community will be provided by St John Ambulance and will transport people to Palmerston North Hospital unless the individual's condition has a specific clinical protocol to take them elsewhere (such as a major trauma or STEMI (a type of heart attack)).
- 5.5 MidCentral DHB will provide non-emergency hospital services, including outpatient hospital appointments and surgical services, at the most appropriate MidCentral facility for Ōtaki residents.

- 5.6 If a person is convalescing in Ōtaki, MidCentral DHB will provide any district nursing or other community based support that is required, irrespective of where they are from or where they have had their inpatient event.

6 Access to Services at Capital and Coast DHB

- 6.1 Residents of Ōtaki may choose to register with a general practice team from the Capital and Coast district if this is more convenient for them.
- 6.2 Residents of Ōtaki may choose to access non-emergency specialist and hospital services, including outpatient and elective surgery, through Capital and Coast DHB if it is more convenient for them. This can be arranged for Ōtaki residents through their GP.
- 6.3 Access for Ōtaki patients will be subject to the same prioritisation, access criteria and resource constraints as apply to all other Capital and Coast residents. Ōtaki residents will not be excluded because of their domicile.
- 6.4 If an Ōtaki resident chooses to convalesce within the Capital and Coast DHB area (for example, staying with a friend or relative), Capital and Coast will provide any district nursing or other community based support that is required.
- 6.5 MidCentral DHB will fund Capital and Coast DHB for services provided to Ōtaki residents through the Inter District Flow mechanism.

7 Transport

Both DHBs are committed to working together on transport options as much as possible so people can get to and from the relevant services. This work will be done in conjunction with Regional Councils.

8 Mental Health and Addiction Services

Mental Health and Addiction services for Ōtaki residents are the responsibility of MidCentral DHB, however, it is agreed that the two DHBs will look at opportunities for their Mental Health services to work together, particularly in relation to crisis services.

9 Information Issues

- 9.1 Information will be shared between team members of both organisations on the basis of good faith and to the best of each other's knowledge.

Neither will be held responsible for failing to provide information that was not available at the time of referral.

- 9.2 All referral information shared will be done so in accordance with the Privacy Act 1993, and the Health Information Privacy Code 1994. Any other information will be shared only with family/whānau's informed consent. Where either provider fails to meet his or her duties under the Code of Rights, a family/whānau member may initiate a complaint using the organisation's complaint procedure. If the outcome is not satisfactory to them, they may exercise their right to complain to the Health and Disability Commissioner.
- 9.3 There will be six-monthly reviews of activity to ensure that the impacts of patient volumes on either DHB are consistent with expected patterns of care. Where there is significant change in practice this will be reviewed between the DHBs.

10 Term

- 10.1 This MoU will be reviewed every two years. This MoU can be reviewed at other agreed times on the request of either party.
- 10.2 Amendments to the document can be made and appendices added at any time by mutual agreement.

11 Issue Resolution

Both MidCentral and Capital and Coast are committed to ensuring Ōtaki residents have access to quality health care.

- 11.1 Issues that arise relating to the care of individual patients (for example, complaints) should be dealt by the relevant DHB through the usual channels such as Customer Relations.
- 11.2 Should service-level issues arise, each party will use their best efforts and act in good faith to agree to a resolution promptly.
- 11.3 The services directly involved in the issue should try to resolve the dispute in the first instance.
- 11.4 The following are the key contact points for service-level issues:
- MidCentral DHB:
Locality Manager: Angela Rainham
Angela.Rainham@midcentraldhb.govt.nz
06 350 8303

• Capital and Coast DHB
Director of Community Partnerships: Taulalo Fiso
Taulalo.Fiso@ccdhb.org.nz
027 237 2998

- 11.5 Should first attempts to resolve an issue fail to achieve a satisfactory resolution, it will be escalated to General Manager level.
- 11.6 In the event that this does not produce a satisfactory outcome, the issue will be escalated to the Chief Executives.
- 11.7 All parties will continue to comply with all obligations of this MoU until the dispute is resolved to ensure Ōtaki residents have access to services.


Initials


Initials

MEMORANDUM OF UNDERSTANDING

SIGNING PAGE

Parties

MIDCENTRAL DISTRICT HEALTH BOARD
CAPITAL AND COAST DISTRICT HEALTH BOARD

MidCentral and Capital and Coast agree to work together in accordance with the terms and conditions set out in this Memorandum of Understanding.

SIGNATURES

For MidCentral DHB:

Name: Kathryn Cook
Position: Chief Executive Officer
Date:

For Capital and Coast DHB:

Name: Fionnagh Dougan
Position: Chief Executive Officer
Date:

