



# Full steam ahead for CCDM

The Care Capacity Demand (CCDM) Programme is full steam ahead with a signed letter of agreement and an agreed work plan outlining what will be delivered and by when.

CCDM 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.

The Letter of Agreement is like a contract between the DHB, unions including NZNO, PSA and MERAS and the Safe Staffing Health Workplaces Unit. It states what each of the three parties is responsible for, how we will work together and what the expected outcomes are.

“Having this formal agreement highlights how committed we all are to rolling out CCDM and making changes,” says Chris Lowry, general manager hospital and healthcare services.

The work plan, which is part of the Letter of Agreement, lists all the activities that will happen from now until June 2018. Activities include making improvements to Trendcare, setting up working groups and reviewing IOC procedures around how we manage staff levels.

“Our partnership charter with CCDHB outlines a key goal – together we successfully lead the implementation of the Care Capacity Demand Management (CCDM) programme to deliver better patient outcomes by ensuring safe staffing and healthy workplaces,” says Suzanne Rolls,

NZNO professional nursing adviser.

“NZNO alongside CCDHB have worked hard to establish the underpinning framework for the CCDM programme. Like any journey, we need a map. That is what our workplan is. It will enable NZNO members to be involved in the programme and finding solutions in regards to safe staffing.”

“The PSA is pleased to be working with the DHB, unions and the Safe Staffing Healthy Workplaces Unit to deliver excellent outcomes for staff and patients.

“What’s good for workers is good for patients, because where staff are well supported and properly resourced they can deliver the world-class healthcare New Zealanders deserve.

“When unions and workers are involved in decision-making, we can help provide innovative and positive solutions. The need for progressive thinking is particularly strong in mental health and addiction services, where the majority of PSA members at CCDHB work.

“Trendcare has already delivered good gains in mental health, and we look forward to further refinement in order to deal with the complex and unpredictable nature of our members’ work.” says Erin Polaczuk, PSA National Secretary.

A copy of the Letter of Agreement and the work plan are available on the staff intranet.



Answer three questions correctly and go into the draw to win two Embassy theatre tickets donated by the Wellington Hospitals Foundation. This months questions are:

1. What does CCDM stand for?
2. What is the goal for the RMOS roster change - a 40, 50 or 60 hour working week?
3. What information can you find out about using the new Our Place tool?

Email your answers to us at: [healthmatters@ccdhb.org.nz](mailto:healthmatters@ccdhb.org.nz) with the subject line “Health Matters Competition” before 18 December. We’ll announce the winner each month in Health Matters.

WIN  
MOVIE  
TICKETS

Congratulations to this months winner - Sharron Leach, associate charge nurse manager, Otorhinolaryngoscopy Theatre (ENT).