

Ngā kaiārahi i te kaupapa Programme leadership

- Mr Wi Keelan is the programme's kaumātua and cultural advisor. Mr Keelan is affiliated with Ngāti Porou, Ngāti Kahungunu and Ngāpuhi and has experience in senior roles as a Māori health leader, specifically in Māori mental health.
- Dr Clive Bensemman, Counties Manukau Health clinical lead integrated care mental health and addictions, is the programme's clinical lead.
- Dr Rees Tapsell, Waikato District Health Board mental health and addiction services director of clinical services, chairs the programme's sector leadership group. Dr Tapsell is affiliated with Te Arawa.
- Dr Janice Wilson, Commission chief executive, chairs the programme's stakeholder group.
- The programme has expert nursing input and advice.
- A Māori advisory group and consumer advisory group are an integral part of the programme.



Mō te Kupu Taurangi Hauora o Aotearoa About the Health Quality & Safety Commission

The Commission is leading the mental health and addiction programme at the request of the sector. The programme is funded by district health boards.

We are a Crown entity that works with consumers, families and whānau, health professionals, service providers and other organisations to improve the quality and safety of health and disability support services.



Mō ētahi atu kōrero To find out more

For programme updates, see our website (www.hqsc.govt.nz/ourprogrammes/mental-health-and-addiction-quality-improvement) and subscribe to our e-digest (using the subscribe button at the bottom of our home page).

Ngā poutama oranga hinengaro-mahitahi

The mental health and addiction quality improvement programme

Te mahi tahi ki te whakapai ake i ngā
ratonga hauora hinengaro me te waranga

Working together to improve mental
health and addiction services



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

New Zealand Government

He kaupapa whakapiki kounnga hei whakarei i ngā whakamaimoatanga A quality improvement approach to enhance care

The Health Quality & Safety Commission is leading a five-year mental health and addiction quality improvement programme.

The programme uses an evidence-based quality improvement approach, which includes identifying and testing different ways of improving health services, so that people receive high-quality and safe care and support.

It aims to:



improve the experiences consumers and their families and whānau have with mental health and addiction services, resulting in better health



reduce variability in the access to, and quality of, mental health and addiction services so consumers receive the same high-quality care, no matter who or where they are



build skills and a culture of quality improvement leadership in the mental health and addiction sector workforce, and strengthen leadership



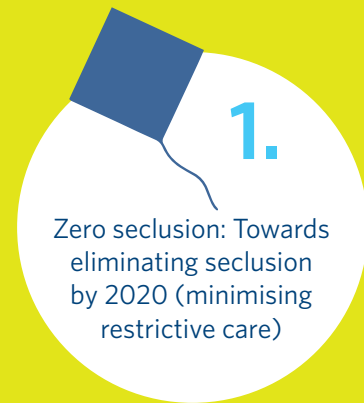
share learnings across service providers and encourage quality improvement and safety



measure the impact and effectiveness of quality improvement initiatives.

He aro ki ngā wāhanga matua e rima Focus on five priority areas

The programme focuses on five priority areas.



For each project, we will consider opportunities for improvement and look at ways to embed quality improvement. We will consider data sources and people's experience of services.

For example; in 'Connecting care', we will look at ways to improve the processes around transitions of care so consumers receive continued support. In 'Learning from serious adverse events and consumer experience' we will learn from when things go wrong and the impact that has on the consumer, so we can prevent these adverse events happening again.

Te tikanga ki ngā kiritaki What it means for consumers

Consumers' experience of using mental health and addiction services is central to our work. By involving consumers from the beginning, we can identify best practice in care, support and treatment. It is important consumers' rights are upheld and harm is reduced when they are accessing services. Consumers will experience improved services as a result.

Te tino whai wāhi mai o ngā kiritaki Strong consumer involvement

Consumers are involved in the programme in a number of ways.

There is consumer representation on the programme's stakeholder group and leadership group, in the staff team and through the consumer advisory group. There is also family and whānau input into the programme at leadership group level and as part of the national consumer engagement advisor's responsibilities.

The Māori advisory group includes tāngata whaiora (Māori consumers), whānau and provider representatives from around the country. The group provides advice and makes recommendations to the Commission that are informed by evidence and international, national and local knowledge. The group focuses on strategies to improve mental health and addiction services for tāngata whaiora and their whānau.