



Information Technology  
Proactive Release: 22 May 2020

07 May 2020

9(2)(a)  
[REDACTED]

Email: 9(2)(a) [REDACTED]

Dear 9(2)(a)

**Official Information Act (1982) Request**

I write in response to your Official Information Act request, received by us on 18 March 2020, via transfer from the Ministry of Health under section 14 of the Act. Thank you for your understanding of our need to defer this response preparation due to the national COVID-19 response requirements, and alert levels in April 2020.

You requested the following information.

<https://www.health.govt.nz/our-work/digital-health/maturity-assessments>

- 1. Can you please provide me a breakdown of the number of Digital Maturity Assessments (DMAs) conducted by health organisation type (e.g., DHB, PHO etc...)**
- 2. For each organisation which has undergone an assessment, can you please provide me assessment results?**
- 3. For each organisation which has undergone an assessment, can you please provide me recommendations made, as result of the DMA.**

As context to this response, Counties Manukau Health (CM Health) provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). We receive more than \$1.6 billion from the Government to deliver these services. Our services are delivered via hospital, outpatient/ ambulatory and community-based models of care. There are also several specialist services provided for our community, via other metro Auckland DHBs, including tertiary surgical/ medical services, some mental health and addiction services. We employ more than 7,500 FTE staff, and see more than 118,000 people in our Emergency Department each year, and we contract with a variety of community providers and services to deliver further services for our community.

You may be aware that the Digital Maturity Assessment (DMA) process is part of a new model and approach for the health sector, undertaken for the first time in 2019. We are one of five early-adopter DHBs, and see this first assessment round as a valuable opportunity to establish a baseline position, from which we can improve. The value of being able to be compared against 'like' DHBs is an additional value.

As with all assessment tools of this nature, these result reflects a snapshot of where we are now, but this does not reflect where we aim to be when the initiatives we have 'in-flight' now reach their full implementation. We consider the DMA process and assessment results in that context.

Our responses to each of your questions are below.

**1. Can you please provide me a breakdown of the number of Digital Maturity Assessments (DMAs) conducted by health organisation type (e.g., DHB, PHO etc...).**

Counties Manukau DHB and CM Health undertook a DMA process with the support of the following organisations - two Primary Health Organisations (PHOs), six Community Providers and two Residential Care Providers.

**2. For each organisation which has undergone an assessment, can you please provide me assessment results?**

The DMA assessment results are only provided as a combined response per DHB health system. We can provide these summarised overall region results, by each element of the assessment process. The results are summarised below (**Tables 1-4**).

**Continuity of Care Maturity Model (CCMM)**

The CCMM assessment results for the region are shown below.

The region overall is at Stage 0 (62% achievement) for the Continuity of Care Assessment maturity model. Movement to the next stage occurs at 70% achievement.

Stage Achievement	Overall	Primary Care	Acute Care	Community Services	Residential Care
	0	0	2	0	0
% Accomplishment	46%	36%	59%	45%	43%
Stage 7	31%	20%	39%	35%	29%
Stage 6	41%	31%	51%	35%	47%
Stage 5	31%	21%	44%	32%	29%
Stage 4	42%	29%	51%	41%	48%
Stage 3	47%	37%	62%	50%	39%
Stage 2	56%	53%	71%	53%	47%
Stage 1	62%	48%	80%	61%	59%

Table 1

**Electronic Medical Record Adoption Model (EMRAM)**

The EMRAM assessment results for the region are shown below (Stage 0):

Score	<b>0.0900</b>
Stage Achievement	<b>0</b>
% Achievement	<b>66%</b>
Stage 7	N/A
Stage 6	62%
Stage 5	73%
Stage 4	59%
Stage 3	29%
Stage 2	89%
Stage 1	89%

Table 2

### **Outpatient Electronic Medical Record Adoption Model (O-EMRAM)**

O-EMRAM assessment results for the region are shown below (Stage 2):

Score	<b>2.1700</b>
Stage Achievement	<b>2</b>
% Achievement	<b>58%</b>
Stage 7	52%
Stage 6	40%
Stage 5	32%
Stage 4	96%
Stage 3	37%
Stage 2	100%
Stage 1	100%

Table 3

**3. For each organisation which has undergone an assessment, can you please provide me recommendations made as result of the DMA?**

The HIMSS recommendations are for each element of the assessment, rather than each organisation and are summarised as:

- **CCMM**

The recommendations for CCMM component are that in order to make further progress on higher stages, focus on working through capabilities that will be either the next logical step in the continuity of care journey, or items that will strengthen continuity of care foundations.

- **EMRAM**

The recommendations for EMRAM cover the necessary requirements to move beyond Stages 1 and 2, which includes solutions for non-DICOM image storage, and electronic clinical documentation for nursing and allied health staff.

- **O-EMRAM**

The recommendations for O-EMRAM cover the necessary requirements to move to Stage 3, which includes electronic prescribing solutions, and clinician charting at the point of care.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Pepulea'i Margie Apa".

Pepulea'i Margie Apa  
Chief Executive Officer  
**Counties Manukau Health**