Te Whatu Ora - Lakes is responsible for a number of health services in the Lakes district, including Rotorua and Taupo hospitals.

As a client of CBS for over 20 years, Te Whatu Ora - Lakes utilises our core products, CostPro, ChargePro, FocusPro, and Hospital At A Glance.

INITIATIVE

Te Whatu Ora - Lakes required a dashboard to show patient acuity, staff workload, and other measures to enable good decision making for Care Capacity Demand Management (CCDM), and to report to the NZNO as part of the Safe Staffing Healthy Workplaces unit.

CCDM Core Data Set is a set of measures that informs plans, reviews progress, and reports to others. Te Whatu Ora - Lakes asked CBS to implement the system in a way that was user-friendly and imports data automatically.

OUTCOME

CBS enabled an **integrated, user friendly** interface that meets their business needs.

The **simple interface** is a webpage where users can find the data they need without technical training.

One example of **intuitive charts** is distinguishing "excess" and "shortfall" instead of "variance" with red and green colours to indicate which is desirable.

Drill-down allows the users to zoom in on one month, ward, or other selection.

Consolidating the data into one system allows filters and drill-downs to apply to all data sources, allowing individual charts to compare data from multiple systems. Automated data imports happen nightly from TrendCare, Datix, Payroll, and CostPro/IntelPlus.

With the use of our analytical platform, FocusPro, analysts from Lakes or CBS can **build new dashboards and reports** without help from software developers.

CCDM provides the **Core Data Set measures** described by the CCDM programme.

HIGHLIGHTS

- The Core Data Set [CDS] dashboard has enhanced and simplified monthly management reporting and submission to NZNO

- Provided greater visibility and use by Clinical Nurse Managers (CNMs) and nurses

- Stakeholders are now seeing value in the outputs

ENDORSEMENTS

"The CNMs now use CDS for their management accountability whereas, previously, they would manually look for data in various systems.

Using it to reply to an official information request, we were able to pull the data quickly and easily for the response. It provides easy access to relevant data in a standardised form - we can find the data we need easily. Reporting for things like OIA requests is fast, easy and reliable."

Maria Strachan, Te Whatu Ora - Lakes TrendCare coordinator

"It's gold-dust for data-driven decision making. At the start of Core Data Set, people didn't see the value. But now seeing measures and trends side-by-side makes it interesting.

Seeing the data makes TrendCare more relevant for nurses, and they can check that it's correct.

Lakes District has gone from being near the bottom [for CCDM Core Data Set] to being one of the top."

Stuart Port, Technical Advisory Service (TAS), CCDM advisor to Te Whatu Ora - Lakes and other districts