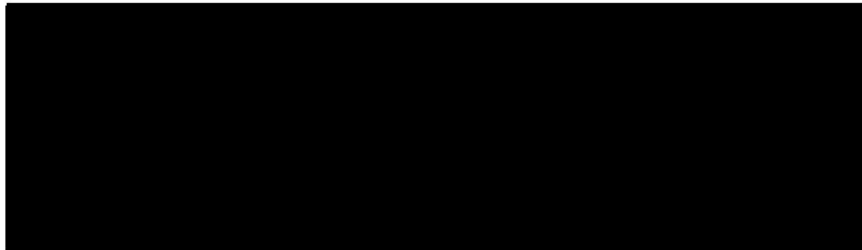


Northern Region Health  
Coordination Centre  
Level 9  
Bledisloe House  
24 Wellesley Street West,  
Auckland CBD, Auckland 1010

22 December 2021



#### Official Information Act request – Covid-19 Home Isolation Performance

I refer to your official information request dated 22 November 2021 and transferred to Auckland DHB by Waitematā and Counties DHB for the following information:

**I would like to make a request relating to Auckland District Health Board’s performance in providing care to COVID-19 cases in community isolation.**

**The Ministry of Health guideline “Managing COVID-19 in the community” published on the Ministry website earlier this month states that it is one of the responsibilities of district health boards providing care for COVID-19 cases in community isolation to ensure “adequate daily reporting on risk and performance” is submitted to the Ministry of Health.**

**I request copies of all such daily reporting produced by Auckland District Health Board, dated since the beginning of this month.**

I am responding on behalf of the Northern Region Health Coordination Centre (NRHCC), the COVID-19 response and vaccination team set up by the Northland, Waitematā, Auckland, and Counties Manukau DHBs.

The NRHCC has worked with the Ministry of Health (MoH) in developing the Whanau HQ programme, otherwise known nationally as COVID-19 Care in the Community.

The Whanau HQ programme, including its supporting systems have been rapidly developed, daily communications with the Ministry of Health (MoH) during this development have been by way of meetings/verbal updates. At this time the NRHCC do not provide written daily reporting to the MoH with regards to “risk and performance” of the Whanau HQ programme.

The OIA enables people to request official information from Ministers and agencies, including NRHCC. However, the OIA only applies to information that is already held by NRHCC. There is no obligation on NRHCC to create information in order to respond to a request.

The information you are seeking in this case is not held by NRHCC but would need to be created in order to respond to your request.

I am therefore refusing your request under section 18(g) of the OIA, because NRHCC does not hold any official information.

I am, however, able to advise that the NRHCC have developed a localised set of indicators which include:

- 95% of people are registered in BCMS within 4 hours of receipt of referral.
- All these people were contacted for an initial assessment within 24 hours of the receipt of a referral.
- Oximeter despatched the day following receipt of referral (maximum 24 hours).
- Three calls are made to 100% of these contacts daily to undertake health checks, however not all calls are answered.

All of the above mentioned KPI's are currently being met.

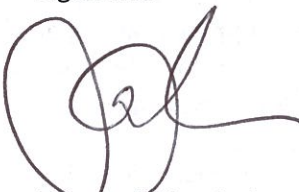
Whanau HQ and the care it provides is consistently being improved – specific recent enhancements, include:

- The piloting of new models with Māori and Pacific providers who are able to provide holistic clinical, social, welfare and mental wellbeing support
- Immediate clinical assessment using information already available to quickly identify those who are high risk and needing special clinical, social or mental health support
- Reduction of the time taken between a positive test and the first clinical assessment
- The launch of a Hospital in the Home initiative across all three DHBs for cases needing a lot of health support
- Door knocking for those not able to be contacted, particularly those isolating alone
- The establishment of a CIQ Clinical Governance Group with the purpose of identifying emerging risks and trends, so that issues can be addressed.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

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

Ngaa mihi



Fepulea'i Margie Apa  
Chief Executive  
Counties Manukau Health