

Appendix 3: Capability uplift priority areas for investment

The following table provides a high-level view of the capability uplift areas currently prioritised for consideration of investment. Note that the cyber security area is covered separately in Appendix F.

Potential investments in these priority areas will progress the sector towards the longer term target states.

| Capability uplift priority area | Target state |
|---|---|
| Interoperability | <ul style="list-style-type: none"> • Data is surfaced from trusted sources enabling access to integrated information from across disparate systems. • Standardised, secure and reusable integrations that enable new connections to be made easily. • Compliance with national standards and coding sets, in particular the HISO interoperability framework. • The accuracy and completeness of data can be relied on and privacy and security is by design. • Secondary reuse of data is common practice for operational decision making and service planning. |
| Cloud desktop | <ul style="list-style-type: none"> • Standards for desktop capability are defined and included in health service contracts. • Health sector organisations have the choice of consuming a standard cloud delivered health desktop with all basic office and collaboration tools accessible using a health digital identity. • Managed security across environment with consistent, up-to-date security policies that are actively protecting systems. • Simplified commercial model that delivers economies of scale and can extend over time to include a marketplace of certified applications that are available both direct to the sector and on the health desktop. • Data is stored in the cloud providing backup and disaster recovery. • Availability of a base package of modern collaboration tools to enable simple and efficient connectivity in the sector, including access to Hira services as they are published. |
| Advanced analytics | <ul style="list-style-type: none"> • Improved visibility, efficiency and quality of hospital operations and patient care across all settings. • Overall reduction in the number of overdue patients through greater visibility and accuracy of demand and capacity. • Delivery of high frequency, reliable and accurate hospital performance data to provide support for decisions across core hospital performance dimensions. • Self-service for clinicians and service providers leading to enhanced clinical team engagement, improved performance tracking and service improvement. • Reduction in time of collection and analysis of performance reports. • Enhancement of consistency and accuracy of data validation and performance reporting. • Opportunity for comparison across teams and service providers for benchmarking and performance improvement. • Enables improved hospital performance reporting to the Ministry of Health. • Improved re-usability of the existing sector data infrastructure, enabling future adoption of health service management analytic services, greater interoperability and ongoing, easier access to clinical data repositories. |
| National identity and access management | <ul style="list-style-type: none"> • All actors in the health sector have a unique digital identity that underpins access management; consumers, healthcare workers, suppliers/partners, funding and policy makers, devices and applications. • Users have a single set of credentials that are employer and application agnostic allowing them to login anywhere they have access rights. • Development of IDAM standards and a target architecture to support use of the Hira services and to support consistent health workforce IDAM across the health system. |

| Capability uplift priority area | Target state |
|---|---|
| Data sovereignty (including Māori data sovereignty) | <ul style="list-style-type: none"> • Appropriate policies, practises and controls are in place to protect New Zealand health data sovereignty. • Māori have trust that the organisations and systems holding their data do this in a way that respects their mana and the taonga they hold. • Māori are empowered to use data to inform Māori strategy, policy and planning to achieve positive, sustainable outcomes for both Māori and all New Zealanders. |
| National online booking capability | <ul style="list-style-type: none"> • Patients can search and book online for health services, choosing times that suit them rather than being assigned times arbitrarily. • Improved attendance rates for outpatient DHB services due to patient selected appointment times. • Booking services are seamlessly integrated with clinical and health service practice to drive efficiencies. |
| Development of a commercial/procurement framework | <ul style="list-style-type: none"> • Best practice commercial management and procurement is streamlined, enabling better relationships with vendors and more timely delivery of services. • Simplified licensing models. |
| Network and communications | <ul style="list-style-type: none"> • Clear guidance on how the health entities can implement consistent and aligned network and connectivity infrastructure. • A joined up and well-connected public health sector where <i>internal staff</i> and <i>partners</i> can securely access and share services and collaborate with each other. • High performing, reliable and secure network connectivity which <i>consumers</i> will use to access Health based services. • All health services using up-to-date hardware that is supported by the vendor. • Communication is made using unified communications tools with a focus on integration with other collaboration tools. • Future proofed security and network capability (eg, software defined networking). |
| Care pathways | <ul style="list-style-type: none"> • Business process standards developed to underpin technological changes. • There is seamless movement of the patient through the care pathway, with appropriate information following the patient on their healthcare journey. • Smart referrals connected to health pathways that consider the acute, equity and disability context of patient journey. |
| Hybrid cloud platform services | <ul style="list-style-type: none"> • Cloud services are being utilised from the most appropriate service providers. • Ability to quickly stand-up and utilise cloud-based services that are consistent and conform to best practice. • Cloud-based services are secure by design and the underlying data is protected. • Consumption costs are well understood, managed within expected budget baselines and any unexpected cost is minimised. • Supported by an appropriately skilled workforce with a well understood and high-performing operating model. |