



Memorandum of Understanding (MoU)

Safe Staffing Healthy Workplaces Unit & TrendCare Systems Ltd

Date: 21 January 2020

Purpose

The purpose of this Memorandum of Understanding (MoU) is to provide clarity and agreement around the nature and scope of the relationship between the Safe Staffing Healthy Workplaces (SSHWS) Unit and TrendCare.

The MoU does not in any way constitute a contract or binding agreement on either party but is intended to facilitate the working relationship and combined activities of the parties.

Current

The NZ Ministry of Health (MoH) have endorsed the use of TrendCare as the safe staffing acuity tool for all acute-care patients, including maternity and mental health, cared for by the midwifery and nursing workforce.

As of today's date, 19 DHBs hold licences for the TrendCare software with the last DHB planning to implement TrendCare in early 2020.

What the SSHWS Unit is looking for from the relationship

The SSHWS Unit is tasked with assisting DHBs and their union partners to improve capacity demand matching in DHBs and across the NZ health sector. TrendCare is a powerful IT system that has a range of functions that can support the execution of this task. Therefore, the SSHWS Unit is interested in working with TrendCare to maximise the functionality of the system as it relates to the implementation of the Care Capacity Demand Management (CCDM) Programme.

The role of SSHWS Unit / Consultants

- The SSHWS Unit Consultants will advise DHB's when they believe a DHB requires additional training most appropriately supplied by TrendCare. The SSHWS Unit will support and facilitate DHBs connecting with TC nurse consultants as required.
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- The SSHW Unit Consultants will support DHBs with data accuracy queries, which supports CCDM implementation.
- SSHW Unit Consultants will support DHB's and CCDM union partners to understand and implement the CCDM Acuity Road Map and associated Acuity documents.
- The SSHW Unit Consultants will support the CCDM union partners to understand the use of the TrendCare system for effective CCDM implementation.
- The SSHW Unit may undertake a 'Standard 2' assessment with a DHB. This may result in a TrendCare improvement plan being developed with the DHB, with progress monitored against this.
- The SSHW Unit Consultants will attend DHB TrendCare workshops, where relevant.
- The SSHW Unit Consultants will attend DHB TrendCare Coordinator 'User Group' meetings, to keep informed of user requests and TrendCare developments.
- The SSHW Unit will co-ordinate meetings between CCDM Advisory Groups and TrendCare, when TrendCare developments relate to these specialty groups.
- The SSHW Unit Consultant, facilitating any meeting with TrendCare, will record meeting minutes and actions and circulate to TrendCare.
- The SSHW Unit will explore, with DHB agreement, mass data extraction/interface to facilitate New Zealand-wide data analysis.
- The SSHW Unit will progress the development of a staffing methodology for all non-acuity generating workforces, i.e. allied health, through supporting DHBs develop and implement standardised maintenance-bank data sets.
- The SSHW Unit will support DHBs to use TrendCare data to provide a high-quality integrated data picture, on the demand for nursing and allied health services and the variance between demand and supply for these services.
- All SSHW Unit Consultants will respect their access to TrendCare software and understand their responsibilities and the DHB's responsibilities in relation to TrendCare intellectual property.
- Where the TrendCare product has been supplied pro-bono and is on SSHW Unit laptops, an agreement is in place between the SSHW Unit and TrendCare to protect the intellectual property relating to the TrendCare product and future product development.

What TrendCare is looking for from the relationship

To support the 20 DHB's across New Zealand, in November 2019, TrendCare appointed 2 full-time New Zealand based TrendCare Nurse Consultants.

The role of TrendCare / Nurse Consultants

- TrendCare will provide an annual refresher/upgrade workshop to the SSHW Unit.
- TrendCare will alert the SSHW Unit in a timely manner if any concerns are raised regarding possible interface issues with national systems and platform upgrades.
- TrendCare will provide agendas to the SSHW Unit for all DHB workshops conducted by TrendCare nurse consultants.

- TrendCare will liaise closely with the SSHW Unit team, the relevant unions and professional colleagues to keep them informed of TrendCare product changes, DHB TrendCare usage and any research studies undertaken to validate the use of TrendCare in New Zealand.
- TrendCare will work with the SSHW Unit to standardise customisable data banks, wherever possible, in the system.
- TrendCare will conduct TrendCare workshops for DHB user sites to facilitate the productive use of the TrendCare System across all DHBs.
- TrendCare will provide updates and training on new functions and features in the TrendCare system.
- TrendCare will provide first-line clinical support for TrendCare users, including nursing, allied health and medical staff using the system.
- TrendCare will provide training and support to all DHB TrendCare Co-ordinators.
- TrendCare will conduct refresher and upgrade workshops to all DHB's.
- TrendCare will conduct training workshops as requested by DHB's and/or the SSHW Unit.
- TrendCare will conduct User Group meetings annually to;
 - 1) obtain feedback on customer satisfaction with the product and TrendCare support,
 - 2) obtain requests for product enhancements and
 - 3) to demonstrate new enhancements for the next release.
- TrendCare will provide training and support to the SSHW Unit team so that they are well informed in the use of the TrendCare system, how to measure data accuracy and to interpret TrendCare reports.

What the parties will be careful to preserve in the relationship

The relationship between TrendCare and the SSHW Unit is not in the nature of a formal business relationship and each party is an independent entity.

The SSHW Unit sees its role as supporting DHBs to get the best return on investment from the TrendCare system, for the benefit of the CCDM programme.

TrendCare will endeavour to ensure that the SSHW Unit is keep abreast of activity in the DHBs.

The SSHW Unit will endeavour to not get in the way of the business relationship that exists between TrendCare and its licensees.

Communication between TrendCare and the SSHW Unit

Communication between the TrendCare CE and the SSHW Unit will generally be through the SSHW Unit Director.

General questions needing to be addressed to TrendCare regarding the system will generally go through the SSHW Unit Consultant.

Questions that arise through the Unit's direct work within DHBs will generally be coordinated through the DHB TrendCare Coordinator and copied to the SSHW Unit acuity email.

Cost sharing

In general, costs will fall where they lie; each party will cover their own costs of any joint work. Notwithstanding, from time to time the parties may elect to propose and put in place limited contractual arrangements relating to a specific activity or development.

Review period

This MoU will be reviewed as required or at a minimum bi-annually

Cherrie Lowe

Chief Executive
TrendCare

SIGNATURE

C. J. Lowe

DATE

22/01/2020

Bridget Smith

Director
Safe Staffing Healthy Workplaces Unit

SIGNATURE

Bridget Smith

DATE

21.1.2020