

ACTION PLAN

Implementing the recommendations from the Quality Improvement Review of Clinical Quality and Safety for BreastScreen Aotearoa

June 2024



Background

- In May 2023, the Quality Improvement Review of Clinical Quality and Safety for BreastScreen Aotearoa New Zealand (the Review) was publicly released by Health New Zealand | Te Whatu Ora. The Review identified areas that need improvement in breast screening services for women including participation and improved experience for wāhine Māori and Pacific women to achieve equitable access and outcomes.
- Following the release of the Review, Health New Zealand and the Hauora Māori Services Directorate committed to developing an Action Plan to outline how the system collectively will address the review recommendations.
- Since the release, Health New Zealand has been standing up a team to progress the work to ensure there are good systems and processes in place to support the response.
- In October 2023 the *Achieving equity in breast screening coverage in Aotearoa New Zealand* Investment Case was approved and identified 27 initiatives to address the Review recommendations.
- This Action Plan outlines local, regional, and national actions for the first year of implementation to 31 December 2024. It reflects when initiatives will likely begin rather than be completed by. Some initiatives are already underway to set the groundwork for other initiatives to progress.
- Independent governance is provided by Pae Whakaterere.
- This Action Plan is intended for BSA Lead Providers, Support to Screening Providers, Hauora Māori Partners, Pacific Health providers, and wāhine Māori and Pacific women to keep them informed of progress with the Review recommendations.
- It will be reviewed, evaluated and updated each year until the conclusion of the project.



Recommendations

Part one

“There are diverse ways breast screen services are provided across the country. There are siloed solutions and there is little sharing across the country.”

Rec #	Recommendation
1	Develop a comprehensive, coordinated population-based approach to all cancer screening services in Aotearoa New Zealand
2	Monitoring and performance framework for Tiriti responsive co-governance
3	Monitor and support the BSA ICT replacement to ensure fit-for-purpose screening system is delivered
4	Appoint Pae Whakitere to oversee implementation of the Review recommendations
5	Expert working group to support Pae Whakitere
6	Wānanga for a Māori lead community of practice to develop skills and experience to engage with BSA governance at all levels
7	Co-design strategy - Pacific
8	Rapidly increase Māori and Pacific participation to 70%
9	Co-design with Māori and Pacific approaches to achieve equity
10	COVID-19 response and recovery plans - Māori and Pacific
11	Māori data sovereignty
12	Ethnicity data quality
13	Develop a monitoring and reporting framework with Māori, Pacific, consumers and service providers

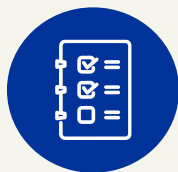


Recommendations

Part two

"Where we want to and need to get to is tino rangatiratanga, so we have control over the things we want to control. This is a little while away. We need to keep that as our goal but get to work with structure and opportunities we currently have."

Rec #	Recommendation
14	Monitor and continuously update evidence-base for development of the BSA programme
15	Develop a plan for research to improve screening pathways for Māori, Pacific, people with lived experience of disability and other groups with higher mortality risk or under-served
16	Cultural safety and anti-racism training
17	Co-design recruitment and retention strategy including opportunities for Māori, Pacific, people with lived experience of disability
18	Co-design a kaupapa Māori accreditation programme for providers
19	Consumer and whānau panel to oversee re-design
20	Consumer engagement plan (partner with HQSC)
21	Clinical co-governance
22	Co-design programme policies
23	Re-design external audit programme
24	Best practice learning system and continuous improvement
25	Adverse Event Management System (AEMS) and Complaint Management policy
26	Training National Cancer Screening Programmes and Lead Provider kaimahi (AEMS)



Initiatives

“One area where we need to concentrate our efforts to increase consumer engagement is at the governance and policy level. Poor performance in this area negatively affects quality improvement processes and outcomes, in terms of creating policy that is not appropriate or creates risks for consumers. By including consumer perspectives, health providers will spend more wisely, and policies will be fit-for-purpose because consumers have been actively involved.”

We have categorised the key themes from the Review into eight workstreams. The 26 Review recommendations are responded to by 27 initiatives that fit into the following workstreams:

1	Touchpoints
2	Improved access
3	Smarter working
4	Discover and design
5	Quality and safety, monitoring
6	Workforce and training
7	Mammograms
8	Project

The initiatives will be delivered over the next three years, together with other Health New Zealand departments, community groups, Lead Providers and Screening Support Service providers.

BreastScreen Aotearoa Review Implementation Action Plan

Who	To 30 June 2024 we will commence.....			
<p>Local Community Engagement Community-led initiatives</p>	<p>Local</p> <ul style="list-style-type: none"> Co-design pilots are underway in Kirikiriroa with wāhine Māori and in Counties Manukau with Pacific women to inform the BSA screening pathway. 	<p>Local/Regional</p> <ul style="list-style-type: none"> Continue to trial different ways to engage with wāhine Māori and Pacific women in partnership with BSA Lead Providers, e.g. Māori for Māori services. Establish and trial a service in a health setting in partnership with key BSA stakeholders using a health needs assessment, to support wāhine Māori and Pacific women to access screening services. Work with Māori and Pacific partners to recruit and retain kaimahi. 	<p>Local/Regional/National</p> <ul style="list-style-type: none"> Design and implement an invitation strategy in partnership with key stakeholders to support the roll-out of the BSA replacement ICT system, starting in Te Manawa Taki. Develop and implement a partnership engagement approach that is locally-led, regionally coordinated, and nationally supported. 	
<p>Regional Regional coordination Ensuring resources Remove barriers to access</p>	<p>Regional</p> <ul style="list-style-type: none"> Support BSA Lead Providers to trial new and different ways to offer alternative screening hours 	<p>Local/Regional</p> <ul style="list-style-type: none"> Establish and trial a service in a health setting in partnership with key BSA stakeholders using a health needs assessment, to support wāhine Māori and Pacific women to access screening services. Work with Māori and Pacific partners to recruit and retain kaimahi. 	<p>Local/Regional/National</p> <ul style="list-style-type: none"> Update public-facing educational resources and the Time To Screen website with interim updates/content, led by community and whānau voice. Create a Provider Toolkit with tailored regional content, as well as overarching national content, to use that best suits each provider. 	
<p>National Actions to enable an equitable breast screening service</p>	<p>National</p> <ul style="list-style-type: none"> Review funding for Screening Support Service providers to ensure they have the tools and resource to support wāhine Māori and Pacific women to access screening and broaden their reach. Develop training along the BSA pathway to support engagement with priority breast screening participants. Work with BSA Lead Providers to identify efficiency improvements in production planning. Begin reviewing the National Policy and Quality Standards and monitoring and align with Ngā Paerewa in consultation with key stakeholders. Develop an agreed research programme into improving breast screening pathways for priority populations. Develop a Kaupapa Māori accreditation for providers. Establish a kaupapa quality improvement community of practice with Māori and Pacific providers across breast screening to share learnings and support those working with priority populations in the BSA programme. Recruit and appoint a part-time lead clinical Radiologist to ensure the BSA Programme continues to have the resource to maintain clinical safety. 			<p>Local/Regional/National</p> <ul style="list-style-type: none"> Design and deliver a comprehensive programme of cultural safety and competency training across the BSA workforce lead by Māori and Pacific partners. Identify geographical areas of priority population groups and develop data sharing agreements with wider stakeholders to improve targeted support to access BSA. Carry out a series of co-design workshops/wānanga to develop and pilot new solutions that better serve wāhine Māori and Pacific women. Implement the BSA Workforce Development Strategy and Action Plan with a specific focus on recruitment and retention of Māori and Pacific kaimahi.

BreastScreen Aotearoa Review Implementation Action Plan

Who	To 31 December 2024 we will commence.....		
<p>Local Community Engagement Community-led initiatives</p>	<p>Local</p> <ul style="list-style-type: none"> Continue with co-design pilots in Kirikiriroa with wāhine Māori and in Counties Manukau with Pacific women. 	<p>Local/Regional</p> <ul style="list-style-type: none"> Touchpoint: Trial a targeted breast screening campaign with a large employer or other organisations with significant wāhine Māori and Pacific representation and offer support to participate in the BSA programme. 	<p>Local/Regional/National</p> <ul style="list-style-type: none"> Implement a national awareness strategy led by whānau voice which is locally targeted, regionally coordinated, and nationally supported. Provide updated public-facing educational resources that will be nationally available via HealthEd. Finalise BSA web content, (likely migrated to new Health New Zealand consumer-facing website). Integrate screening services including breast, bowel, and cervical screening in partnership with Screening Support Service providers. Support BSA Lead Providers to trial new and alternative screening locations. Consult with Iwi Māori Partnership Boards, communities, localities, and Support to Screening Service providers to ensure a partnership approach to decisions on new locations. Begin consultation on revised National Policy and Quality Standards, adverse events and open communications policies with the community.
<p>Regional Regional coordination Ensuring resources Remove barriers to access</p>	<p>Regional</p> <ul style="list-style-type: none"> Supporting Lead Providers, Screening Support Service providers and regional stakeholders (both contracted and non-contracted) to engage and collaborate to better serve priority group participation in breast screening. 	<p>Local/Regional</p> <ul style="list-style-type: none"> Create a Partner Toolkit of communications assets for agencies and organisations that opt to be part of the initiative. Increase accessibility and reach of breast screening mobile units in partnership with BSA Lead Providers. 	
<p>National Actions to enable an equitable breast screening service</p>	<p>National</p> <ul style="list-style-type: none"> Work with Te Aho o Te Kahu in analysing cancer data and registers to develop models of integrated cancer screening services to enable a greater whānau/aiga based model of service. 		