

Do good, better.

National
Hauora Coalition



National Hauora Coalition Flexible Funding Pool

**Impact Lab GoodMeasure Report
August 2020**

ACKNOWLEDGEMENTS

We would like to thank Dr Rawiri McKree Jansen, Jonathan Murray and the National Hauora Coalition team who contributed to the preparation of this report by sharing their values, processes, evidence and experiences with us.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

Impact Lab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, Impact Lab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with National Hauora Coalition on its Flexible Funding Pool to learn how this organisation changes lives across New Zealand.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

Sir Bill English
Impact Lab Chairman

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Who we are

The team at Impact Lab share the goal of helping all organisations do good, better.

Our story

Our team at Impact Lab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

"The strength of Impact Lab is a real depth of experience in a public policy context. They understand what evidence would be helpful to enable us to make decisions for the future"

- Debbie Sorenson, CEO, Pasifika Futures

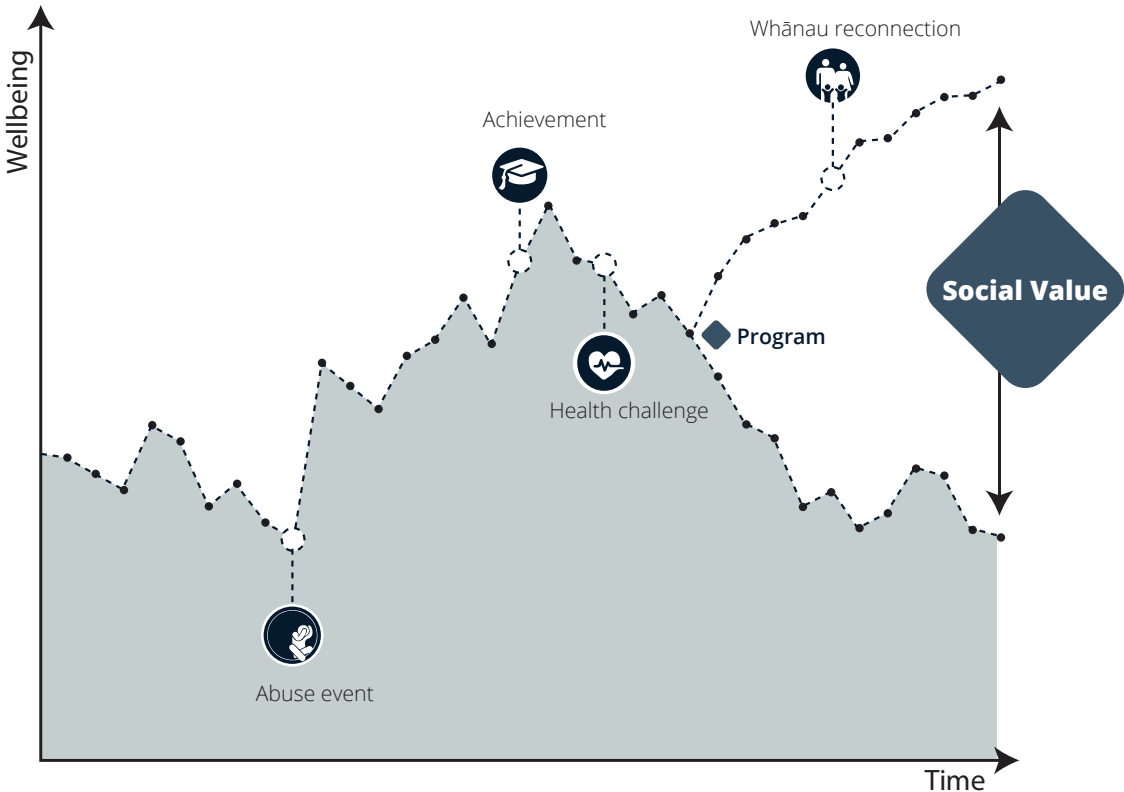
Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Our partners

Impact Lab is proud to be partnering with trust company Perpetual Guardian. Together we are using GoodMeasure to improve strategic grantmaking and support collaboration with grantees by applying a consistent measurement framework.



Understanding social value

Social value is the social impact in dollar terms that a program achieves for participants over their lifetime.

Throughout our lives, different events occur which impact our overall wellbeing trajectory. Impact Lab measures the impact on an individual's wellbeing across multiple domains when they're supported by a program to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a program can be
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes,
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a program or intervention helps change lives for the better. We combine the social value with cost information to calculate a program's social return on investment.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.

Map program dimensions

Impact Lab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

Impact Lab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesize literature

Impact Lab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a program can be. We also identify service delivery model features associated with the most effective programs.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a program, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The Living Standards Framework is the New Zealand Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. Impact Lab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.



Year in Scope
April 2019 – March 2020

Range

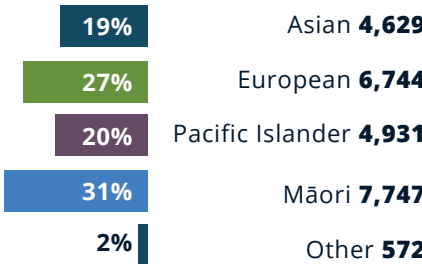
Total claims paid: 47,559

Age

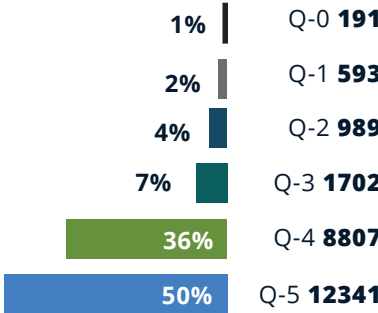
Largest age bracket 46-65

Ethnicity

Total Count 24,623



Quintile (Deprivation Index)



Location:
New Zealand



People Supported by National Hauora Coalition's Flexible Funding Pool

National Hauora Coalition's Flexible Funding Pool (NHC FFP) applies health funding to achieve better access to quality primary healthcare for New Zealand's high needs population.

NHC FFP is delivered via National Hauora Coalition's network of primary care providers. The population served by NHC FFP are patients who face barriers to access and uptake of primary healthcare. Eligible patients are Māori, Pacific and/or New Zealand Deprivation Index (NZDep) quintile 4-5 patients. These are people who need flexible support from New Zealand's health system.

Many of these patients have chronic conditions, multiple morbidities, and face social barriers to accessing healthcare. They need health systems responsive to their social challenges which can also maintain the continuity of their care.

NHC's FFP service gives clinic teams the versatility in their healthcare delivery. They can select from a menu of eleven programs to meet a qualifying patient's needs & allocate funding. Subsidized services can be delivered in a GP's practice, or by referral.

High needs patients who receive NHC FFP services do not experience anything different when they see their doctor. However, the services they receive are better adapted to their needs and supplied at a reduced cost. Without the flexible funding pool and its delivery system, high needs patients would find it more difficult and expensive to access services they need.

NHC's Flexible Funding Pool also reduces the administrative burden for nurses, GPs, and NPs treating high-needs patients. It enables GPs more scope to adapt their services to their patients' needs.



The change journey

National Hauora Coalition’s Flexible Funding Pool provides primary care teams a funding scheme and practice management tool designed to improve access to primary healthcare for high-need patients.

Real-time information

Clinics install the cloud-based practice management software ‘Mohio’ on their practice management system.

Mohio is a decision tool used to support clinical decision making for patients eligible for flexible funding.

Mohio determines whether a patient is eligible to access NHC FFP services.

Mohio shows clinicians:

- Their available FFP budget
- FFP programs for which a patient is eligible
- Patient medical history
- Patient medical alerts

Clinic teams use Mohio to efficiently claim their FFP funding.

Flexible support

Using Mohio’s guided forms clinicians select from a menu of flexible funding services they can allocate to a patient:

- Cardiovascular disease triple therapy
- Integrated support for long term conditions – a comprehensive assessment, care plan, and up to 4 specified visits per diagnosis
- Smoking brief advice and cessation support
- Urgent support funds
- Multidisciplinary Intervention – to ensure continuity of care in the transition of care to provider clinics or other services
- GP or Nurse in home – Palliative/End of Life Care – 6 home visits in 6 month period

- Sexual Health – cervical smear
- Sexual Health - Long term contraception
- Reduced cost access to podiatry
- Youth sexual health and contraception
- After hours – reduced cost of access

Primary care teams provide most services in their practice. Some are provided by referral.

NHC FFP allocates health funding and subsidies administrated via Mohio to all the above services.

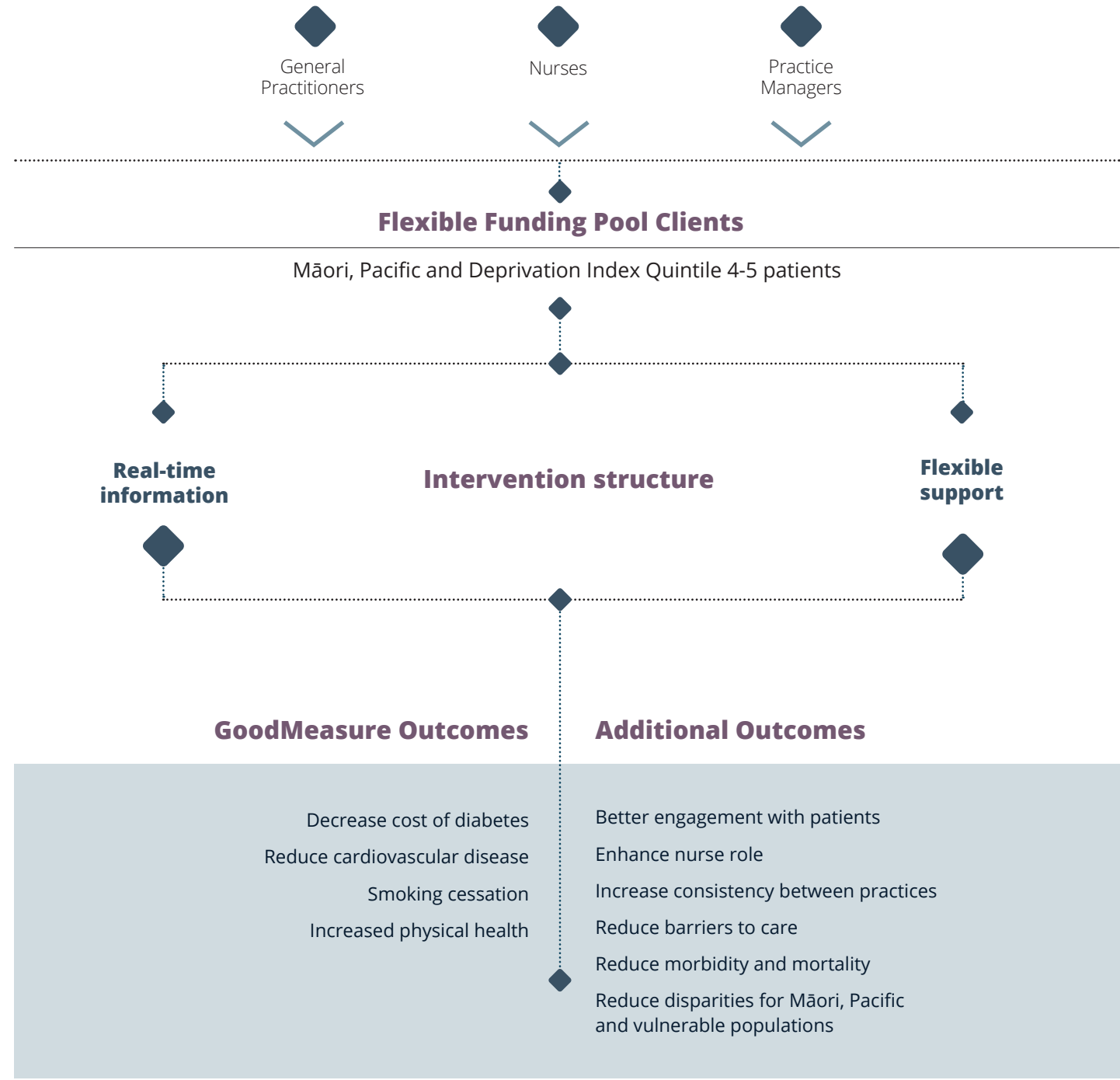
NHC FFP provides performance bonuses to practices who meet goals aligned to national health targets.



Outcomes Map

The outcomes that National Hauora Coalition aims to achieve via its Flexible Funding Pool and how these are reflected in the GoodMeasure calculation.

Referral channels



GoodMeasure results summary

We expect National Hauora Coalition’s Flexible Funding Pool to deliver **\$3,076,058** of measurable good to New Zealand society.

Some outcomes such as the social value of reduced morbidity cannot be directly measured with available data.

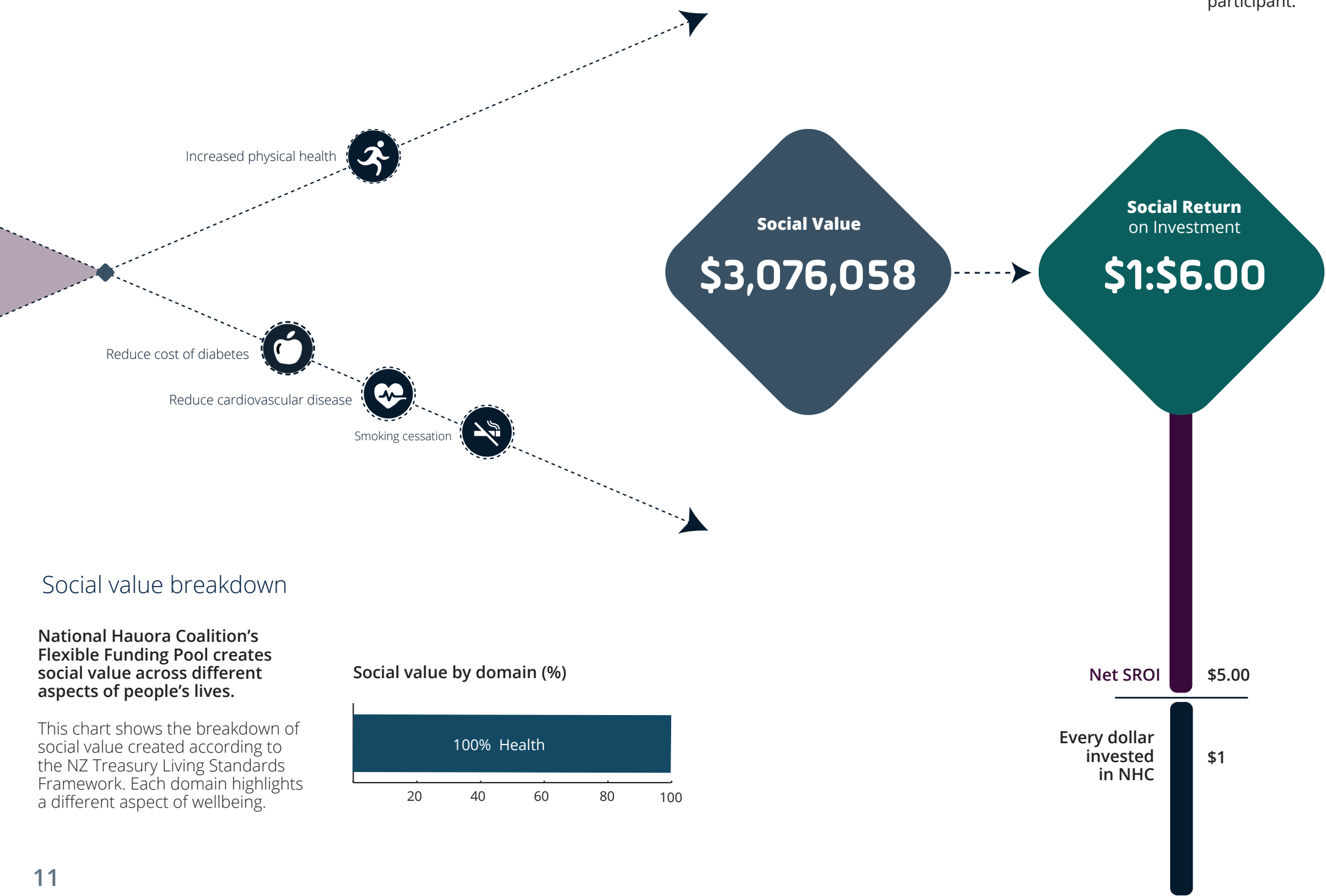
When we consider the operating costs of National Hauora Coalition’s Flexible Funding Pool, we can calculate the social return on investment that is generated for every dollar that is invested in the program.

Social value generated for each participant:	\$262
Measurable benefits as proportion of program cost:	600%
Cost of the program per participant:	\$39

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development’s (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

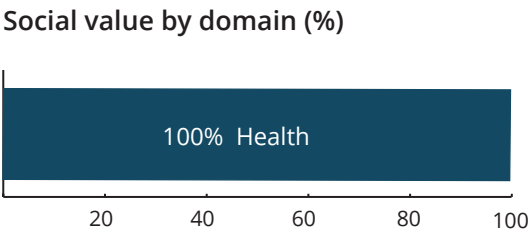
- Definitions**
- Jobs and Earnings:** Freedom from unemployment
 - Income and Consumption:** People’s disposable income
 - Health:** People’s mental and physical health



Social value breakdown

National Hauora Coalition’s Flexible Funding Pool creates social value across different aspects of people’s lives.

This chart shows the breakdown of social value created according to the NZ Treasury Living Standards Framework. Each domain highlights a different aspect of wellbeing.



GoodFeatures

GoodFeatures are a tool that allows service providers to compare the features of their unique service offerings to the features of effective practice in comparable programs identified in international academic literature.

Infrastructure	<div></div> <div>The program uses electronic information systems that are compatible across organizations to manage the care of people with moderate to severe mental health conditions.</div> <div>The program provides patients with high-needs health reminders and alerts GPs that patients have received them. GPs that patients have received them.</div>
Financing	<div></div> <div>The program measures subsidy effects by capturing service-use rates for low income patients versus median to higher income patients.</div> <div>The program aligns payment incentives in primary care with overall health system goals to avoid perverse incentives.</div>
Continuity	<div></div> <div>Patients with multiple morbidities can see the same doctors over time.</div> <div>The program uses a client journey mapping process, capturing patients' interactions with health professionals when they are receiving multi-disciplinary healthcare.</div> <div>The program provides people with moderate to severe mental health needs navigation within the health system as well as to social services outside the health system like housing.</div>
Cardiovascular Disease	<div></div> <div>The program includes predictors for cardiovascular disease risk assessment that include measures of socioeconomic deprivation and for multiple ethnicities to identify high-risk subpopulations that might otherwise be undertreated.</div> <div>Polypill based preventative medications for cardiovascular disease are used for Māori patients due to evidence of increased adherence relative to other forms of medication among Māori and non-Māori.</div>
Simplification	<div></div> <div>People with chronic conditions needing multiple treatments receive treatments which are as simplified as possible.</div>
Smoking Cessation	<div></div> <div>The program engages non-smokers who have some kind of relationship to the smoker with materials to increase their support, empathy, and follow-up with smokers.</div>
Diabetes and Depression	<div></div> <div>The program provides adults with diabetes education to prevent and manage depression due to high rates of co-morbidity.</div>

References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

Becerra, V., & Gracia, A., et al. "Cost-effectiveness and public health benefit of secondary cardiovascular disease prevention from improved adherence using a polypill in the UK." *BMJ Open*, vol. 5, iss. 5, 2015.

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Forno, E., & Saglani, S (eds.). *Severe Asthma in Children and Adolescents*. Springer Nature Switzerland AG, 2020.

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Scott, M. K., et al. "Utilization of general practitioner services in New Zealand and its relationship with income, ethnicity and government subsidy." *Health Services Management Research*, vol. 16, no. 1, 2003, 45-55.



Whether you're funding change-making organisations or delivering the services that make a difference, GoodMeasure simplifies impact measurement so you can learn what works and make a bigger impact.

We take great pride in providing a research process that our customers can trust. GoodMeasure's power comes from calculations using multiple reputable data sources, including the Treasury Living Standards Framework for Wellbeing. GoodMeasure also uses the best of the worldwide evidence about what works. This includes published literature and evidence databases from world renowned academics and impact organisations.

Contact us

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Understanding social value


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 **Helping you do good, better.**

Our team

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Sir Bill English
Impact Lab Chairman

GoodMeasure for National Hauora Coalition's Flexible Funding Pool

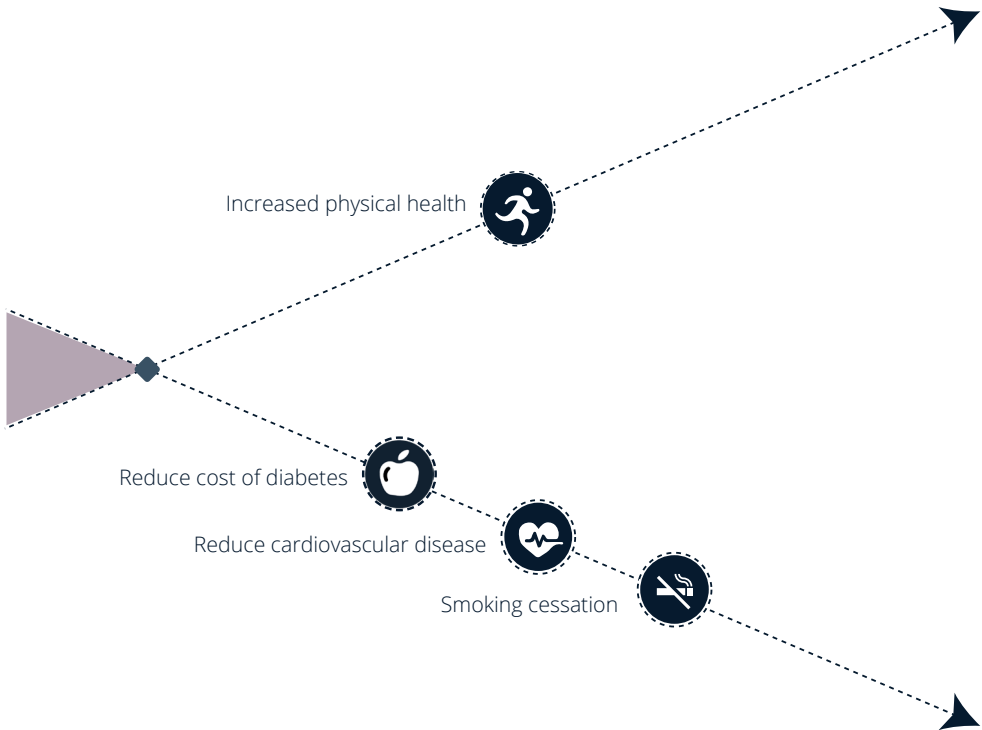
What does the National Hauora Coalition Flexible Funding Pool project do?

NHC FFP provides tailored service funding for Maori, Pacific or deprivation index quintile 4 or 5 patients.

NHC FFP gives clinic teams a practice management tool they can use to claim flexible funding for high needs patients, manage clinical care, and provide them with services from a specialised menu. The flexible funding scheme incentivises primary care teams to provides quality care aligned with national health targets.

Whom does National Hauora Coalition's Flexible Funding Pool Serve?

NHC's FFP patients are people who face barriers to accessing primary healthcare via conventional funding and services. They are people whose needs require a more flexible health-service focused on particular, relevant areas of health.



GoodMeasure Outcomes

These outcomes directly contribute to this year's social value calculations.

- Decrease cost of diabetes
- Reduce cardiovascular disease
- Smoking cessation
- Increased physical health

Additional Outcomes

These outcomes do not directly contribute to this year's social value calculations

- Better engagement with patients
- Enhance nurse role
- Increase consistency between practices
- Reduce barriers to care
- Reduce morbidity and mortality
- Reduce disparities for Māori, Pacific and vulnerable populations

National Hauora Coalition's Flexible Funding Pool impact

Social Value
\$3,076,058

Social value definition

Social value generated for each participant	\$262
Measurable benefits as proportion of program cost	600%
Cost of the program per participant	\$39

When we take into account the operating costs of National Hauora Coalition's Flexible Funding Pool we can calculate the social return on investment that is generated for every dollar in the program.

Social Return on Investment

\$1:\$6.00

Every \$1 invested in National Hauora Coalition Flexible Funding Pool results in \$6.00 returned to NZ



Appendix

Below is a list of definitions of key terms contained in this report

Amount invested

The dollar amount that has been invested in a specific program, in New Zealand dollars.

Cost per person

The dollar amount invested in the program divided by the number of people supported by the program (include those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your Impact Lab results. Impact Lab refer to domains as per the New Zealand Treasury's living standards framework domains.

Population

The group of people supported by the program, in terms of age, gender, and ethnicity.

Programs

The services delivered by the provider for the amount invested

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the program to the amount invested in it

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, with the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) license. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (Impact Lab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/ organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure (including all ROI calculations and impact numbers) (together, the Information) is accurate and reliable. However, the Information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

