

Counties Manukau District Health Board



WorkForce Census of the Community, NGO and Primary Care Health Sector

FINAL REPORT

September 2005



By 4PM Group Ltd

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WorkForce Census of the Community, NGO and Primary Care Health Sector Report

Introduction:

In July, 2004 Counties Manukau District Health Board set out to do a Workforce Census of the Community NGO and Primary Care Health sector following on from an internal Workforce Census.

4PM Group Limited was engaged as the project team to facilitate the Workforce Census. This entailed meeting with a CMDHB Governance group who were key stakeholders in relation to the Census.

The CMDHB Governance group along with the project team were to scope and develop the Census project and provide specific input into the Census questionnaires in order to provide Workforce information for strategic planning purposes.

The project purpose is to provide data relating to the Workforce that is serving CMDHB's populations within the community, NGO and Primary Health care sectors.

Aims of the Workforce Census

The Project Aims were as follows:

1. Inform short, medium and long term Workforce planning initiatives in the community, NGO¹ and Primary Health care sectors and contribute to ensuring that our future workforce needs will be met;
2. Provide a census of the size, demographic characteristics, qualifications, experience and location of employment of the health workforce serving the Counties-Manukau residents for strategic planning; and
3. Identify key workforce development risks to implementing CMDHB's District Strategic Plan and service/health gain priorities.

4PM Group's role as project facilitator (in consultation with the CMDHB Governance Group) was to design the survey tools and gather data from the survey's via a district-wide census that provides raw clean data ready for future analysis.

¹ Non-Governmental Organisation

THE SCOPE OF THE WORKFORCE CENSUS

As set out in the project plan the scope of the census included both Provider Organisations and Individual survey questionnaires covering the following:

1. Organisations and independent providers that are funded and/or contracted by CMDHB i.e. Maori, Personal Health, GPs, Pharmacies, Dental, Mental Health, and Health of Older People providers;
Note: these CMDHB funded/contracted organisations form the 'core' scope of the census.
2. Other independent providers i.e. Lead Maternity Carer midwives;
3. Selected Health & Disability NGO providers who provide primary health care services to CMDHB residents and have workforce located within the CMDHB boundaries. I.e. Plunket, Family Planning Association (fpa), Council of Christian Social Services, Action on Smoking & Health NZ (ASH); and
4. Other selected organisations funded by the Ministry of Health/government who provide primary health care services to CMDHB residents and have workforce located within the CMDHB boundaries. I.e. Auckland Regional Public Health Service, Manukau City Council, Accident Compensation Corporation (ACC), Intensive Home Visiting Service.
Note that not all NGO providers or government-funded providers are included in the survey scope due to the large number of providers. The providers selected are those with a significant-sized primary health care workforce. These organisations will be encouraged to provide information on their health workforce but are not part of the 'core' scope of the census. Some of these organisations may be able to provide their own workforce data instead of surveying their members.

The census survey excluded the following Provider and Individual types:

1. Private providers who are not specifically included within the scope above;
2. Private surgical hospitals;
3. Volunteer organizations that are not one of the selected NGO or other government-funded providers (e.g. National Heart Foundation, Asthma Foundation, Barnados);
4. Alternative health providers (e.g. acupuncturists, traditional Maori healers);
5. Provider arm staff (CMDHB staff);
6. Providers based in Otahuhu. (While many CMDHB residents go to Otahuhu for treatment it is excluded due to being part of Auckland DHB);
7. Radiology and laboratories (as this information is easily obtainable); and
8. Volunteers or unpaid workers that work for organisations included within scope of survey (note: total number of volunteer staff will be collected as part of provider questionnaire).

Recipients of the survey will be all organisations included within the scope outlined above, and all primary health care professionals working at these organisations (excluding volunteers). The survey covers both clinical and management staff.

The estimated number of respondents is up to 600 organisations and 5000 individual staff.

METHODOLOGY

1. Project Plan, Scope and Objectives were developed in consultation with CMDHB Governance Group and signed off in April 2005.
 2. Survey Questionnaires for Workforce Census Individual and Provider Organisations were developed in consultation with CMDHB Governance Group.
 3. Survey Questionnaires were tested among a sample cross section of Provider Organisations and Individuals.
 4. Received and reviewed the CMDHB Provider contact lists for communication and survey purposes.
 5. Contact Lists were updated and confirmed through phone, online searches, directory assistance and clarification from CMDHB.
 6. Communications strategy comprising of a letter from CMDHB Chief Executive, prior meetings with CMDHB Sector groups, article and phone contact and site visits were utilised in order to communicate the Workforce Census to the CMDHB Health Sector.
 7. Survey Workforce Census were sent out and gathered back in via mail or on site drop off & pick-up. In some instances it was via email or fax.
 8. Returned surveys were then entered into the Access Database system for handover to CMDHB.
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KEY RESULTS:

Workforce Census Output Achievements

Project team

4PM Group was appointed as the external project team to facilitate the Workforce Census.

The Survey Census

From the 334 Providers contacted and surveyed the response rate was 275 Providers (or 82%). From the 4902 Individual questionnaires sent out we received 2637 survey questionnaires responses back (or 54%).

Please find a detailed breakdown and analysis of the Workforce Census Survey results in Table 1 and Table 2 by specific health sectors sub categories e.g. Dentists, General Practitioners practices, PHO's, Health of Older People, and Maori.

TABLE 1: CMDHB WORKFORCE CENSUS – BY PROVIDER ORGANISATIONS

ORGANISATIONAL QUESTIONNAIRES

ORGANISATION	DEN	GPS	PHOS	HOP	MAO	MH	PRO	PER	PHA	TOTALS
O/Q SENT	44	97	8	39	5	13	17	37	75	335
O/Q TOTAL RESPONSE	41	73	6	32	4	11	15	30	64	276
PERCENTAGE COMPLETED	93%	75%	75%	82%	80%	85%	88%	81%	85%	82%

TABLE 2: CMDHB WORKFORCE CENSUS – BY INDIVIDUAL WORKFORCE MEMBERS

INDIVIDUAL QUESTIONNAIRES

ORGANISATION	DEN	GPS	PHOS	HOP	MAO	MH	PRO	PER	PHA	TOTALS
I/Q SENT	202	918	150	1739	52	625	159	452	605	4902
I/Q TOTAL RESPONSE	149	562	54	801	26	294	48	289	414	2637
PERCENTAGE COMPLETED	74%	61%	36%	46%	50%	47%	30%	64%	68%	54%

KEY TO TABLES:

DEN – Dentists; GPs – General practitioners; PHO – Primary Health Organisations; HOP – Health of older people providers; MAO – Maori providers; MH – Mental health providers; PRO – Regional contracted providers; PER – Personal health providers (includes Pacific providers, hospices, youth providers and other providers such as NGOs); PHA – Pharmacies.