

HEALTH WORKFORCE NEW ZEALAND CONTRACTING GUIDELINES FOR DHBs

All you need to know about the HWNZ contracting process

NURSING PORTFOLIO

May 2011

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2. INTRODUCTION

The Health Workforce New Zealand (HWNZ) provides funding for training programmes to facilitate development of a health and disability workforce to meet the future requirements of health and disability services in New Zealand. HWNZ has standardised contracting arrangements across all training programmes.

These Contracting Guidelines are intended to:

- 1) document the standard processes used by HWNZ for Postgraduate (PG) Nursing and Nursing Entry To Practice (NETP), including NETP Expansion Training contracts
- 2) provide a ready reference for District Health Board (DHB) personnel
- 3) clarify the various roles and responsibilities.

The Guidelines address planning, allocation, contracting, reporting and invoicing. By including all of the steps in the cycle, the reader can better understand how those processes relate to one another.

The overall goal is more efficient, timely and accurate administration of HWNZ contracts. HWNZ is looking at all aspects of the process, and further improvements will be introduced in the future.

The information collected during the contracting cycle is essential for provider accountability, and is also critical for workforce data analysis and planning for the future.

HWNZ website:

<http://www.healthworkforce.govt.nz/our-work/investment-relationships-and-purchasing> contains important references such as the Purchase Intentions Plan, Head Agreement template, Service Agreement template and training specifications.

Note: For the avoidance of doubt if any conflict arises between the definitions stated above and those contained in the Head Agreement, Service Agreement and Specification then the definitions contained in the Head Agreement, Service Agreement and Specification shall take precedence.

3. HEAD AGREEMENT

The Head Agreement is an evergreen agreement between the DHB and HWNZ which covers the general terms and conditions for all HWNZ training programmes e.g. Māori health, nursing, and medical. Provisions in the Head Agreement are subject to audit.

There is only one copy of the Head Agreement per DHB signed by the Chief Executive Officer (CEO). The DHB Nursing Contracts Manager should be able to provide you with a copy. Otherwise, a general template for the Head Agreement can be found on the HWNZ website: <http://www.healthworkforce.govt.nz/our-work/investment-relationships-and-purchasing>

The areas covered include but are not limited to:

- Quality requirements: trainee selection and feedback processes etc
- Invoicing and Payments: calculation of actual trainee numbers etc
- Privacy: collection of trainee information
- Reporting: complying with HWNZ reporting requirements.

4. SERVICE AGREEMENT

The Service Agreement falls under the Head Agreement and describes the training services being purchased. Provisions in the Service Agreement are subject to audit. Each DHB Contracts Manager should have a copy of each agreement.

The Service Agreement finalises the volumes and timeframes agreed to with the DHB according to the funding template submitted to HWNZ. The Service Agreement details the purchase unit, volume, price per training unit and the period for which the funding applies. DHBs can only receive funding for services delivered up to the quantities described in the Service Agreements.

Invoicing is limited to the actual volumes up to the maximum per Purchase Unit code (PU code) for the time period as described in the Service Agreement. Changes can only be made to the Service Agreement with HWNZ's agreement, and through a variation to the Service Agreement. Any proposed changes are subject to budget considerations.

5. PG NURSING and NETP TRAINING SPECIFICATIONS

The Specifications describe in detail the training programmes being purchased including trainee and training programme eligibility. The Specifications describe what the funding can be spent on and forms part of the agreement with HWNZ which is subject to audit.

Each Contract Manager has a copy of the PG Nursing and NETP Training Specifications. HWNZ Specifications are also available on HWNZ website <http://www.healthworkforce.govt.nz/our-work/investment-relationships-and-purchasing>

6. ROLES AND RESPONSIBILITIES

In order to ensure an efficient flow of communication, each DHB must notify (in writing/email) the HWNZ Database Administrator of the contact details of those individuals who are responsible for the following:

- Contracting
- Reporting
- Invoicing
- Co-ordination

Please see Section 11 for a full list of HWNZ contacts. In the event that the contact details change then the DHB is to notify the HWNZ Database Administrator

For the purpose of these Guidelines, the individual responsible for contracting at each DHB is referred to as the “DHB Contracts Manager”, the individual responsible for reporting at each DHB is referred to as the “DHB Reporting Administrator”, the individual responsible for invoicing at each DHB is referred to as the “DHB Invoicing Administrator” and the individual responsible for liaising between trainees, the training provider and the DHB is the “DHB Programme Co-ordinator”.

In determining who the DHB will nominate to fulfil the three roles, please note the following:

DHB Contracts Manager – this is HWNZ’s first point of contact for all contract matters relating to PG Nursing and NETP training, who is addressed or copied in on all communications. This person has an understanding of HWNZ contract processes and links within their DHB’s service areas to provide a central point of communication. The DHB Contracts Manager does NOT necessarily have to have contract signing authority, nor a title that incorporates the word “contracts”.

DHB Reporting Administrator – this person has an understanding of computer spreadsheets, databases and data entry. They have the contacts within their DHB to enable them to collate all of the information about trainees needed to meet the reporting requirements.

DHB Invoicing Administrator – this person is the key contact for the invoicing processes. They have the links within their DHB to enable them to invoice accurately (i.e. they are made aware of trainee movements that need to be reflected in the Training Units invoiced).

DHB Programme Co-ordinator – this person is the liaison between the trainees, the training provider and the DHB Reporting Administrator. They will record the progress of the trainees. This role has contractual requirements described in the Specification.

One individual may fulfil more than one of these roles, at the DHB's discretion.

7. PROCESS MAP FOR NURSING TRAINING

Step 1 HWNZ RELEASES PURCHASE INTENTIONS PLAN

Step 2 HWNZ SENDS FUNDING LETTER

Step 3 DHB PROMOTES TRAINING PLACES

Step 4 DHB RECEIVES AND SUBMITS FUNDING TEMPLATE

Step 5 TRAINING VOLUMES CALCULATED

Step 6 HWNZ PREPARES SERVICE AGREEMENT

Step 7 DHB SIGNS AND RETURNS SERVICE AGREEMENT

Step 8 HWNZ SIGNS SERVICE AGREEMENT AND RETURNS ONE COPY TO DHB

Step 9 HWNZ SENDS REPORT ONE TEMPLATE TO DHB

Step 10 DHB REPORTING ADMINISTRATOR UPLOADS THE REPORT ONE INTO HWNZ DATABASE

Step 11 DHB SUBMITS MONTHLY REPORTS

Step 12 SECTOR SERVICES SENDS APPROVED PAY SCHEDULE TO DHB

Step 13 DHB SENDS INVOICE TO SECTOR SERVICES

Step 14 HWNZ APPROVES INVOICE AND THE DHB IS PAID

Step 15 HWNZ SENDS REPORT TWO TEMPLATES TO DHB

Step 16 DHB COMPLETES REPORT TWO

8. STEP BY STEP GUIDE TO FOLLOWING THE PROCESS MAP FOR PG NURSING and NETP TRAINING

Step 1 HWNZ RELEASES PURCHASE INTENTIONS PLAN

HWNZ releases its Purchase Intentions Plan for the relevant contracting period. This Plan reflects priorities and influences such as the National Health Targets, relevant strategies, Government directives, budget, and feedback from providers and key stakeholders. The Purchase Intentions document can be viewed at www.moh.govt.nz/HWNZ.

Step 2 HWNZ SENDS FUNDING LETTER

A Funding Letter is mailed to each DHB Contracts Managers by early September. It outlines the DHB's funding allocation available for eligible trainees (based on Population Based Funding Formula (PBFF)), when the Funding Template will be emailed and when the Funding Template is to be returned to HWNZ. (Step 4)

Step 3 DHB PROMOTES TRAINING PLACES

The DHB will promote HWNZ funding to DHB and Ministry of Health funded health and disability service providers within the DHB geographical area to announce that there are limited funded training positions available in the upcoming calendar year.

Step 4 DHB RECEIVES AND SUBMITS FUNDING TEMPLATE

The Funding Template will be emailed to the DHB Contracts Manager in the time frame announced in the Funding Letter. The DHB Contracts Manager oversees the DHB process and interacts with the programme co-ordinators who assess the requirements, allocate trainees, and confirms final trainee details.

In accordance with the Head Agreement and Specification, DHBs must ensure that only eligible trainees will fill the positions included in the Funding Template.

The DHB will request places up to the budget allocation figure in the base allocation table. Any additional requests will be recorded in the additional request table. The DHB needs to note on the Funding Template trainees who will be in training for only part of the year, and/or those training part-time. Once the DHB has determined their request for trainee positions, this template is sent to the HWNZ Analyst.

DHBs often receive late applications for PG Nursing training funding. It is recommended that DHBs have a waitlisting system in place for late applicants to replace any trainee's who withdraw between the DHB submitting the funding template to HWNZ and the start of the training programme.

Please note that the funding requests cannot be approved until all PG Nursing or NETP Funding Templates have been received from all DHBs.

Step 5 TRAINING VOLUMES CALCULATED

Any requests within the allocated budget for eligible trainees and programmes will be accepted. Any additional requests will be funded through under spent allocations of other DHBs (where available) and is redistributed using PBFF. (See Appendix 1 for more information.) If further funds are required, the HWNZ Contracts Manager will ask the HWNZ Purchase Board if more funding is available.

The DHB needs to hold full details of each trainee who is to be in the funded positions, so that they can complete the Report One and monthly reporting.

Step 6 HWNZ PREPARES SERVICE AGREEMENT

Once the HWNZ Contracts Manager has confirmed the DHB's funding (including any approved requests for additional funding), HWNZ draws up the Service Agreement.

The Service Agreement sets out the maximum number of Training Units funded, payment terms and the specific terms on which the DHB will provide the training services being purchased. The full agreement to provide funds for training consists of the Service Agreement, Head Agreement and PG Nursing or NETP Training Specifications.

When the Service Agreement is completed, the HWNZ Contracts Manager instructs the HWNZ Contracts Administrator to send it to the DHB Contracts Manager.

Step 7 DHB SIGNS AND RETURN SERVICE AGREEMENT

The DHB Contracts Manager ensures that a person who has the authority to sign a legally binding contract on behalf of the DHB signs the Service Agreement, and returns both copies of the signed Service Agreement to the HWNZ Contracts Administrator.

Step 8 HWNZ SIGNS SERVICE AGREEMENT AND RETURNS ONE COPY TO DHB

Once both copies of the signed Service Agreement are received by HWNZ both copies are then signed and each page initialled by the Contracts Manager or person who has the authority to sign a legally binding contract on behalf of HWNZ.

One copy of the Service Agreement signed by both parties is retained by HWNZ and the other is returned to the DHB for their records.

Step 9 HWNZ SENDS REPORT ONE TEMPLATE TO DHB

On receipt of the signed Service Agreement by the HWNZ Contracts Manager, the HWNZ Database Administrator emails the DHB Reporting Administrator a template spreadsheet (known as Report One Template Spreadsheet.)

The HWNZ Database Administrator may send the Report One Template Spreadsheet to the DHB Reporting Administrator in the absence of a signed contract in order to ensure that the reporting requirements are current. However, it should be noted that the DHB will not receive payment until the contractual and reporting requirements are complete.

Step 10 DHB REPORTING ADMINISTRATOR UPLOADS THE REPORT ONE INTO HWNZ DATABASE

The DHB Reporting Administrator is responsible for entering the trainee details, demographics and programme details directly onto the Report One Template.

The required information is to be entered under the Report One tab and not under the tab headed "glossary". The existing columns should not be edited or amended in any way. The Report One template is generated via a computer based system and therefore it requires the information to be entered in a very specific method. The information should not be reformatted or abbreviated (e.g. the date must be entered with year represented with YYYY not YY). No commas or brackets should be used.

The information submitted to HWNZ should always be checked against the current service agreement.

The DHB Reporting Administrator logs onto HWNZ database and uploads the completed Report One template. A 'how to' guide and training is available on the reporting process. Trainees' details must be submitted via Report One before payment is authorised and this should be done without delay.

Step 11 DHB SUBMITS MONTHLY REPORTS

The DHB Reporting Administrator continues to provide HWNZ with up to date information for all Trainees on a monthly basis. The DHB Reporting Administrator completes a Monthly Report on HWNZ Online database by copying the previously submitted data over to the next month, and then submitting accurate and up to date information for the new month amending the information to reflect trainee movements in and out of training programmes.

As per the Head Agreement, all funded, eligible trainees are funded for any month when they are receiving training on the 15th of that month. For example, trainee A leaves the training programme on 8 March. The DHB is not entitled to be paid for trainee A for March, and they should delete that trainee from the March Monthly Report.

Conversely, the DHB can be paid for trainee B who leaves training on the 17 March. The DHBs are entitled to be paid for trainee B for the month of March, but must remove that trainee for the April Monthly Report.

Each time the Monthly Report is submitted by the DHB Reporting Administrator, HWNZ Online database displays a white, red or green flag next to the name of each Trainee. A green flag indicates that the trainee has been accepted as eligible for funding. If a trainee has either a white or red flag next to their name then the Reporting Administrator must contact the HWNZ Database Administrator to resolve the issue.

In the event that two DHBs submit reports containing details for the same trainee then the HWNZ Online Database displays a red flag against that trainee's name and the HWNZ Database Administrator checks the information and contacts the appropriate DHB Reporting Administrators.

It is crucial that DHBs follow the progress (in training, completed or withdrawn etc.) of trainees during the training programme in its entirety and that DHBs maintain accurate written records as this reporting documentation provides the basis for accurate invoicing and is subject to financial audit.

Step 12 SECTOR SERVICES SENDS APPROVED PAY SCHEDULE TO DHB

Once the data in the HWNZ Online database is accurate and complete, Sector Services sends the DHB Invoicing Administrator an Approved Pay Schedule via email which specifies the actual trainee volumes up to the maximum dollar amounts that HWNZ is able to pay the DHB for that month. This is based on the volumes submitted in Report One and is limited to the maximum per PU Code for the time period as described in the Service Agreement.

HWNZ can only authorise payments providing it receives an appropriate invoice from the DHB and all reporting requirements have been met according to the Head Agreement, Service Agreement and the PG Nursing or NETP Training Specifications.

Step 13 DHB SENDS INVOICE TO SECTOR SERVICES

On receipt of the Approved Pay Schedule, the DHB Invoicing Administrator raises an invoice and emails the invoice with the Approved Pay Schedule to HWNZ@moh.govt.nz which is received by Sector Services. The invoice is then checked by Sector Services who contact the DHB Invoicing Administrator in the event of any discrepancies. Invoices must meet the requirements in the Head Agreement and volumes must match those in the monthly report.

Please note that the payment for the final service month, or the final month in each Semester for PG Nursing is subject to the completion of Report Two.

Step 14 HWNZ APPROVES INVOICE AND THE DHB IS PAID

When Sector Services have completed their verification process they produce a Service Invoice Header. The Service Invoice Header and Approved Pay Schedule are forwarded to the HWNZ Contracts Manager for approval. If there are any inconsistencies the HWNZ Contracts Manager contacts the DHB Contract Manager in order to resolve matters. Once any issues are resolved, the HWNZ Contracts Manager approves payment, and Sector Services makes the payment to the DHB.

Steps 10 to 13 repeat each month until the last month of the service agreement term.

Step 15 HWNZ SENDS REPORT TWO TEMPLATES TO DHB

Report Two is made up of two components. The first part is the **Report Two Outcomes** template. At the end of each Semester for PG Nursing and the end of each NETP intake, the HWNZ Database Administrator sends each DHB Reporting Administrator a Report Two Outcomes template spreadsheet together with specific instructions on how to complete it. The Report Two Outcomes template which is based on the Report One template records individual trainee's results. e.g. Successfully Completed, Failed or Withdrew.

The second part of the Report Two template, known as **Report Two Evaluative**, is completed online. A link to the website with username and password details is emailed by the HWNZ Database Administrator to the DHB Reporting Administrator. The Report Two Evaluative collects feedback on the programme from the trainees and supervisors.

Step 16 DHB COMPLETES REPORT TWO

On receipt of the Report Two templates, the HWNZ Database Administrator reviews the data submitted to ensure that the format of the data is correct (e.g. use of abbreviations is not possible in Report Two¹). If the data is in the correct format then the HWNZ Database Administrator uploads the information into the HWNZ Online database. If the format is incorrect the Report Two Outcomes is returned for the DHB Reporting Administrator to amend and re-submit.

Once the trainee outcomes data is uploaded it enables a detailed profile of each trainee to be created which can then be used by HWNZ for analytical purposes and to monitor the performance of the Training Programme.

Only once the Report Two Outcomes and Evaluative components are finalised will payment be made for the final month of the training programme.

¹ HWNZ is currently amending its database to make it more user-friendly and to allow use of abbreviations

DEFINITIONS

Approved Pay Schedule – the document that is generated by Sector Services and which sets out the actual volumes up to the maximum per PU Code as described in the Service Agreement that HWNZ pays to DHBs for the Training Programme funded by HWNZ. The document also contains other information such as the Purchase Unit Code, name of the DHB and time period to which the payment relates so that the DHB Invoicing Administrator is able to raise an appropriate invoice.

HWNZ – the Health Workforce New Zealand, Ministry of Health.

HWNZ Analyst – the person who calculates Training Units and evaluates programme performance.

HWNZ Contracts Administrator – the person who drafts Service Agreements to the instructions of the HWNZ Contracts Manager and organises the process around the signing of Service Agreements.

HWNZ Contracts Manager – the person who is responsible for the management, control and administration of budgets and contracts for a portfolio of training programmes.

HWNZ Database Administrator – the person who is responsible for ensuring all reporting functions are up-to-date and accurately completed by the training providers in accordance with the provisions stated in the Head Agreement, Service Agreement and training Specification. The DHB Database Administrator also provides training and support for parties using the HWNZ Online Database.

HWNZ Online Database – a reporting and monitoring tool for HWNZ and training providers. Its purpose is to record the names, demographic data and programme information of all trainees on all training programmes funded by HWNZ.

DHB Contracts Manager – the person who is nominated by the DHB as the first point of contact with HWNZ for matters related to contracts and service agreements.

DHB Invoicing Administrator – the person who is nominated by the DHB to raise invoices and manage queries relating to the training programme that is funded by HWNZ.

DHB Programme Co-ordinator – the person who is nominated by the DHB to be the liaison between the trainees, the training provider and the DHB Reporting Administrator.

DHB Reporting Administrator – the person nominated by the DHB to complete all of the reporting functions on behalf of the DHB that are required by HWNZ as detailed in the Head Agreement and Specification.

Eligible Trainees – means Trainees who meet the eligibility requirements detailed in the relevant specification for whom the DHB has provided information to HWNZ via the Report One Trainee Database.

Funding Letter – before DHB's advertise training positions, HWNZ send a letter stating the DHB's funding allocation and a deadline to have the Funding Template returned electronically to HWNZ.

Funding Template – the template which the DHB use to request funding. It contains a base allocation table and an additional allocation table. The dollar amount of the base allocation table is to sum to a maximum of the DHB's funding allocation. Any requests in excess of the funding allocation are to be entered into the additional request table and are subject to availability.

Head Agreement – an evergreen written contract between HWNZ and the training provider which specifies the general terms and conditions for all subsequent Service Agreements which fall under the overarching Head Agreement.

Monthly Reporting – an electronic schedule of information submitted by the DHB directly into the HWNZ Online Database based on the trainee information submitted in Report One. This is then edited to reflect any changes in that month's trainee record.

Purchase Unit Code – a code that is generated by HWNZ for each training programme that is purchased so that the name of the training programme can be identified from the code used.

Report One Trainee Database – an electronic schedule of information about trainees currently training in the Training Programmes purchased under each Service Agreement. This information is updated by the DHB and submitted to HWNZ on a monthly basis as a Monthly Report.

Report Two Evaluative – an electronic schedule of information submitted by DHBs directly onto the HWNZ Online Database that is focused on the Training Programme provided by each training provider rather than trainee specifics.

Report Two Outcomes - a template of information completed by DHBs based on the outcomes of individual trainees who have either completed a stage of their training or have completed the training in its entirety.

Sector Services Payments – the person who checks and processes invoices for payments that relate to the purchase of training programmes funded by HWNZ as well as dealing with payment queries that arise from internal and external sources (e.g. HWNZ, Ministry of Health, DHBs).

Service Agreement – an agreement entered into by HWNZ and the training provider that specifies the terms and conditions (including funded trainee numbers, price and payment details) of the service provided by the training provider and which falls under the overarching Head Agreement.

Service Invoice Header – the internal document that is generated by Sector Services Payments once an invoice from the DHB Invoicing Administrator is received and sets out the full payment details together with invoice numbers, contract number etc.

Trainee – a person enrolled in a HWNZ funded programme.

Training Programme – means an organised schedule of activity that may include academic and clinical experiences that are required to be completed by a Trainee to a pass a relevant qualification.

Training Provider – an organisation that delivers a relevant training programme that meets the requirements of the specification.

Training Specification – the document that outlines the requirements for training. The specifications for Nursing are: 1/B46 Nursing Entry to Practice (NETP) Programme Specification, 1/B51 Specification for Nursing Entry to Practice (NETP) Expansion Programme and 1/B48 HWNZ Postgraduate Nursing Specification which can be viewed at: <http://www.healthworkforce.govt.nz/our-work/investment-relationships-and-purchasing/specifications#nursing>

Training Unit – the NETP programmes are 10 to 12 months in length and trainees are equal to 1 Training Unit as the programme cannot be completed on a part time basis. In PG Nursing a Training Unit is equal to a Postgraduate Certificate or each year of a Postgraduate Diploma or Masters programme. Refer to Appendix Two for the PG Training Unit Calculator Guide.

Variation Agreement – means an additional agreement that is entered into by HWNZ and the training provider if HWNZ agrees to alter the volume of funded trainees from the initial Service Agreement volumes.

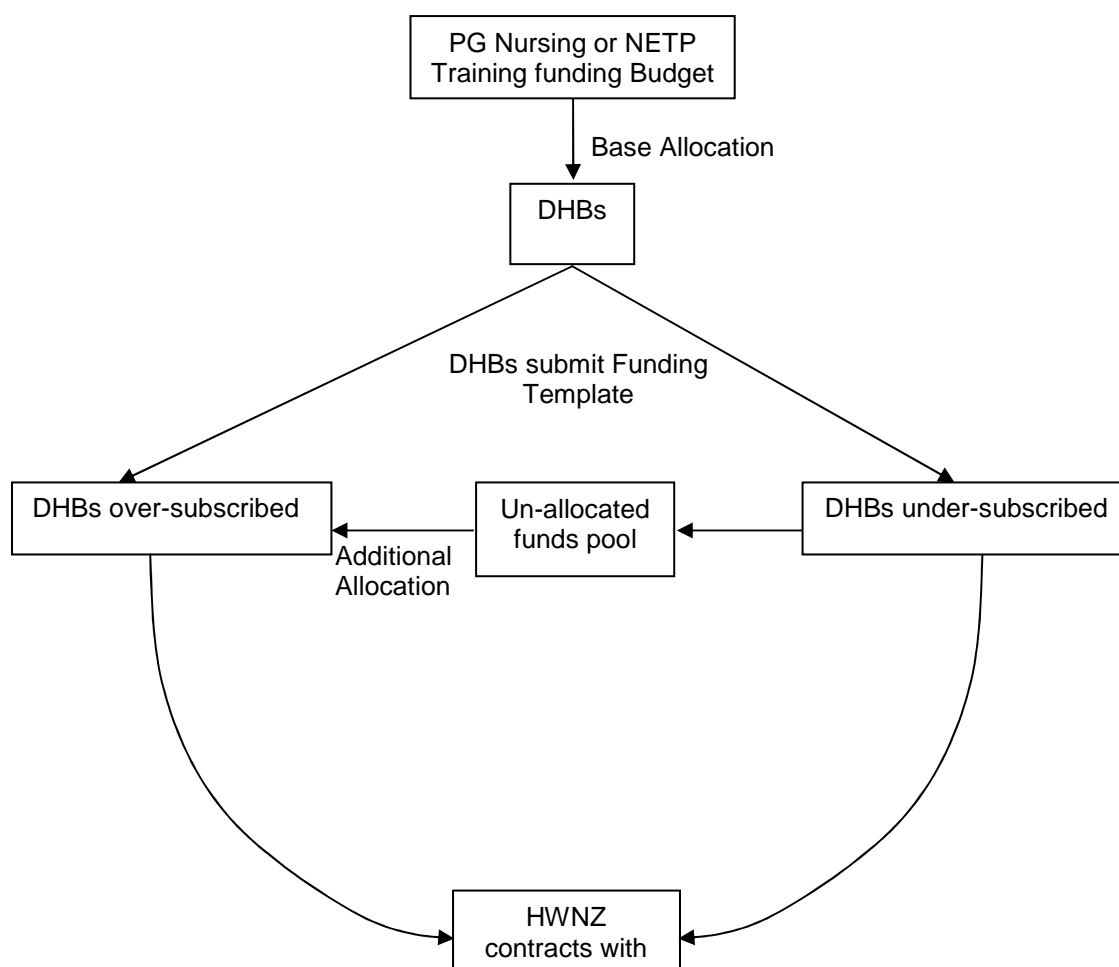
Note: For the avoidance of doubt if any conflict arises between the definitions stated above and those contained in the Head Agreement, Service Agreement and Specification then the definitions contained in the Head Agreement, Service Agreement and Specification shall take precedence.

9. APPENDIX ONE: REALLOCATION OF FUNDS

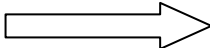
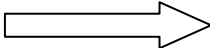
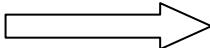
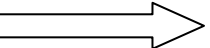
Figure 1 demonstrates how PG Nursing and NETP Training funding is allocated. The Base Allocation is calculated for each DHB by PBFF.

- If a DHB cannot fill its Base Allocation, the DHB can contract with HWNZ at the lower amount and the difference is transferred to the un-allocated funds pool.
- If a DHB requests more funding than its Base Allocation, the request will be included in a redistribution process which uses the same principles as the Base Allocation. In the contract between HWNZ and the DHB, there will be a table for the Base Allocation and the Additional Allocation.

Figure 1: Allocation of Nursing Training funding



10. APPENDIX TWO: PG NURSING TRAINING UNIT CALCULATOR

Qualification	No of Papers	Training Unit Value for each Paper		Completing the Paper in one Semester ⊥	Completing the Paper over two Semesters ⊥	Completing the Paper over four Semesters ⊔
PG Certificate *	2	0.5		0.5	0.25 in each semester	NA
	3	0.33		0.33	0.165 in each semester	NA
	4	0.25		0.25	0.125 in each semester	NA
PG Diploma ⁿ	2	0.5		0.5	0.25 in each semester	NA
Masters without Prescribing Practicum	1	1		NA	0.5 in each Semester	0.25 in each Semester
	2	0.5		0.5	0.25 in each Semester	NA
Masters with Prescribing Practicum	1	1		NA	0.5 in each Semester	0.25 in each Semester
	2	0.5		0.5	0.25 in each Semester	NA

* This may also be equivalent to 1st year of a Postgraduate Diploma or Master's Degree

ⁿ Equivalent to 2nd year of Postgraduate Diploma or Master's Degree

⊔ When completing the funding template providers must only include training that occurs in the contracted training period

⊥ This also applies to Summer School.

A trainee studying 2 Papers concurrently across a Semester must be entered twice on the Report One template, once for each Paper at 0.25 Training Unit for each paper

If a trainee's circumstances do not fit with the examples in the Calculator then please contact the HWNZ Monitoring Analyst

11. HWNZ CONTACTS LIST

1) HWNZ Contacts:

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