

**EMS Prioritisation and portal reporting Update April 2024**

Priority 2

* **Please upload all Priority 2 (P2) service requests to the portal**

P2 requests are automatically added to a waitlist when submitted and remain in the Portal system. When funding is available, those on the list will access this first.

* An amendment will be made shortly to enable Assessors to view a full list of P2’s submitted under their portal log-in (these are currently searchable via NHI).

Change in Prioritisation

* In the next few weeks there will be a change made to enable Assessors to change a P2 to a Priority 1 (P1).
* In the meantime, if there is a change in need requiring reprioritisation from a P2 to a P1, please email [helpdesk@enigma.co.nz](mailto:helpdesk@enigma.co.nz) with the request.

Assessors will need to inform the helpdesk of the relevant priority indicator (for example, communication, education etc.) and whether their clinical lead has reviewed the P1 request or there is service monitoring of P1/P2s.

* Please include rationale for change in prioritisation on the P1 prioritisation form. The prioritisation form will need to be uploaded with the application documents once you are linked with Enable/Accessable.

Prioritisation Sign off/Monitoring

From 18 March 2024, EMS assessors must complete the prioritisation form to determine whether an EMS service request for a disabled person falls under priority one or priority two. All P1 requests (except band one) continue to require either:

1. a review by a nominated clinical lead, **or**
2. the assessment service can manage a quality process through monitoring the percentage of priority one applications being submitted by their service in the EMS Portal.

Option a) Review by Clinical Lead

* EMS assessors determine priority status using the Prioritisation form.
* Assessors request review by Clinical Lead (P1’s only), then once reviewed, the assessor uploads the application to the portal as per usual process (this includes uploading the prioritisation form along with the usual documentation once you are linked to Enable or Accessable). P2 requests do not need Clinical Lead review.

Option b) Quality monitoring by Clinical Lead (Director of Allied Health)

* EMS assessors still determine priority status completing the Prioritisation form and upload this with P1 service requests.
* A nominated Clinical Lead/Director of Allied Health manages a quality monitoring process for the service using the prioritisation reporting function within the EMS portal.
* The intention of the monitoring process is to support consistent application of the priority criteria across regions/service, so funding remains available for people with the highest needs. Reports will be able to be viewed providing visibility of the volumes/proportions of P1 and P2 applications across regions and services.
* P1/P2 ratios relevant to each region will be compared to the national average. There may be some differences for specialist services, though generally there should be reasonable consistency across the country.
* Whaikaha will be working with the Directors of Allied Health to support the monitoring process. For others seeking to use the reporting process, such as sole practitioners, please contact Whaikaha to inform them of this intention and to access support [contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz).

Logistics for nominated Clinical Leads/Directors of Allied Health

* Priority reports will be visible on the EMS portal from 10.4.24.
* Clinical leads will be able to view the P1/P2 ratios for their region and engage in the clinical lead monitoring process comparing these to the national average.
* To view the ratios select the “priority report” option in the reporting section of the portal. Please see the “EMS Priority Quick Start Guide’ document for details.
* Filters will be able to be applied to the reporting, for example, by region or service (such as Ministry of Education, community service, child development service).
* Please note this process is currently best set up for Directors of Allied Health to act as Clinical Lead in a Te Whatu Ora setting, though additional filtered reports can be viewed as outlined above so there is some flexibility.
* Directors of Allied Health who will be monitoring reporting but are not currently EMS assessors, please email [helpdesk@enigma.co.nz](mailto:helpdesk@enigma.co.nz) to ask for a reporting account to be created.

Please note all Assessors will be able run the report when logged into the portal. The report will show their own individual P1/P2 ratios, as well as the national numbers. NB/ This does not change the outlined prioritisation sign off/monitoring process above.