

5<sup>th</sup> October 2021

s9(2)(a)

Dear s9(2)(a)

### Official Information Act Request for – CT & MRI Scan Referrals

I write in response to your Official Information Act request received by us 16<sup>th</sup> July 2021, you requested the following information:

1. **Total number of CT scan referrals per year from 2017 to current date**
  - a. **Breakdown of numbers by Maori and Non-Maori**
  - b. **Date of referral for scan & Date scan completed**
  - c. **Number of incomplete referrals**
2. **Total number of MRI scan referrals per year from 2017 to current date**
  - a. **Breakdown of numbers by Maori and Non Maori**
  - b. **Date of referral & Date of scan complete**
  - c. **Number of incomplete referrals**

We contacted you on the 26<sup>th</sup> July 2021 and again on the 2<sup>nd</sup> August 2021 requesting clarification of question 'c' of each of your questions. You responded on the 3<sup>rd</sup> August 2021 advising that you were seeking referrals made but not completed and if so why?

### Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

1. **Total number of CT scan referrals per year from 2017 to current date**
  - a. **Breakdown of numbers by Maori and Non-Maori**
  - b. **Date of referral for scan & Date scan completed**
  - c. **Number of incomplete referrals**
2. **Total number of MRI scan referrals per year from 2017 to current date**
  - a. **Breakdown of numbers by Maori and Non Maori**
  - b. **Date of referral & Date of scan complete**
  - c. **Number of incomplete referrals**

The below tables reflect the number of scans for CT and MRI from 2017 to present broken down by Maaori and Non-Maaori ethnicity as requested.

<b>CT</b>			
<b>Financial Year</b>	<b>Maaori</b>	<b>Other</b>	<b>Grand Total</b>
2017/2018	4,884	28,241	33,125
2018/2019	5,016	29,768	34,784
2019/2020	5,071	30,013	35,084
2020/2021	6,118	35,844	41,962
<b>Total</b>	<b>21,089</b>	<b>123,866</b>	<b>144,955</b>

<b>MRI</b>			
<b>Financial Year</b>	<b>Maaori</b>	<b>Other</b>	<b>Grand Total</b>
2017/2018	1,050	6,393	7,443
2018/2019	1,252	7,883	9,135
2019/2020	1,322	8,204	9,526
2020/2021	1,660	10,334	11,994
<b>Total</b>	<b>26,373</b>	<b>156,680</b>	<b>183,053</b>

In response to 1b and 2b of your request, we have identified an enormous number of scans (over 15,000) which require manual review to supply the information you have requested. The Ministry of Health quality indicators are defined as;

- 95% of patients accepted for a CT scan receive their scan and scan results are reported in 42 days or less (within 6 weeks) unless it is a planned patient event.
- 90% of patients accepted for an MRI scan receive their scan and scan results are reported in 42 days or less (within 6 weeks) unless it is a planned patient event.

The table below shows performance against these indicators:

	<b>Maori</b>	<b>Other</b>	<b>Grand Total</b>		<b>Maori</b>	<b>Other</b>	<b>Grand Total</b>
<b>CT</b>	83%	84%	84%	< 42 days	4267	30773	35040
<b>MRI</b>	53%	54%	54%	< 42 days	1424	10181	11605

In response to questions 1c and 2c of your request, we contacted you on the 26<sup>th</sup> July and 2<sup>nd</sup> August 2021 to clarify the information you were requesting in relation to incomplete referrals. You advised you wanted to know of *referrals made but not completed and why*. We cannot provide this information as our electronic system, Radiology Information Systems (RIS) does not allow suitable structured codes to identify this information. For your information, we can provide some reasons as to why this happens such as:

- Incomplete/inappropriate referral
- Patient DNAs and cannot be contacted
- Patient declines invitation
- Duplicate request
- Patient dies prior to scan
- Patient still on the waiting list

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Fepulea'i Margie Apa', enclosed in a thin black rectangular border.

**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**