Revised Delphi Audit Tool 2018

1. **What is the Delphi audit tool?**

   a. The Delphi tool was introduced to measure health infrastructure indicators that support a consistent and quality response to Intimate Partner Violence (IPV) and Child Abuse and Neglect (CAN). It provides an external standardised evaluation and enables DHBs to benchmark themselves against each other and best practice over time. It identifies DHBs and areas of DHB VIP infrastructure in need of support.

2. **Why did we revise the Intimate Partner Violence (IPV) and Child Abuse and Neglect (CAN) Delphi tools?**

   a. There is a "ceiling effect" whereby most DHBs, since 2011, have scored in the high 90s clearly exceeding the 80 benchmark. As such, results are not providing information on where to focus efforts for programme development, we cannot measure further progress and there may be less impetus for DHB leadership to support change and invest in programme infrastructure enhancements.

   b. The current tools have over 300 items and are burdensome for staff to complete.

   c. In 2016 the Ministry of Health Family Violence Assessment and Intervention Guideline (MOHVAIG) was released.

3. **What was the aim of the Delphi tool review?**

   a. Aspirational, reflecting best practice in VIP infrastructure that highlights areas for development

   b. Simple to complete with as few items as necessary in one combined (for IPV and CAN) VIP audit tool

   c. In alignment with the MOHVAIG

   d. Standardised with a new benchmark

4. **How did it get revised?**

   a. Four rounds were completed between 2016 and 2018. The first two rounds consisted of surveys on the importance of items and indicators, and the third round was a workshop to define and weight domains. The final round was a pilot at three DHBs. Fifty experts on family violence participated in one or more round of the process. They represented the health sector (FVIP coordinators, clinicians), academics, Māori health and family violence service agencies from across New Zealand.

5. **What is different in the new tool?**

   a. It is shorter, combining the IPV and CAN audits into one tool with 9 domains and a total of 58 items. There are new domains including organisational leadership, cultural responsiveness and resource funding. In the new tool, some of the items will need to be completed by, or with input from, the VIP Manager, Māori Health Unit and Planning and Funding.

6. **When will we first use it?**

   a. The revised tool will be tested in the upcoming external audit covering 1 July 2017- 30 June 2018.

7. **Will DHBs still get site visits from the external auditor?**

    a. Although there are no site visits planned for 2018, we expect that the Ministry will support external site visits from 2019.

8. **Will I still need an evidence folder?**

    a. Part of the audit requires evidence to support the ratings on the audit evaluation. Therefore, it will be important that you retain evidence to support your rating and feedback.

9. **What happens if I am almost there on an item (e.g. meet it 75% but not completely)?**

    a. Most of the items are scored "yes" or 'no". On some items, your VIP may almost be a "yes" score but not quite. In this situation you should select "no" remembering that the tool is aspirational and the "no" rating serves to highlight areas for future focus, development and improvements on the programme.

10. **What will my score look like in the new system?**

    a. Pilot testing indicates that most DHBs who have been scoring in the high 90s are likely to score in the 60s or 70s due to the aspirational nature of the tool. After the first round with the new tool, a new benchmark will be set for DHB VIPs to aim for. The tool has new domains and indicators that were determined by panellists as important for health system response to family violence. It is likely to take time to have these elements of the programme infrastructure implemented.

11. **Where can I get more information?**

    a. You can access more information on www.aut.ac.nz/vipevaluation or by contacting the Centre of Interdisciplinary Trauma Research on 09 921 9999 x 7153 or emailing moira.howson@aut.ac.nz.

Domain summary

Domain	Definition	Weight	# items
Organisational leadership	Ownership , leadership and support evidenced through participation, communication and collaboration	14	9
Training and support	Staff receive the appropriate training, reinforcement and support to effectively implement VIP	11.8	8
Resource funding	VIP funding is fully allocated, supporting continuous and sustained coordinators with dedicated cultural resource	11.5	3
VIP practices	Intervention services …FVAIG procedures implemented at all levels of the DHB	11	8
Cultural Responsiveness	Education, support and services informed by people's diverse needs when living with family violence.	10.9	7
Quality improvement	Strategic and continuous monitoring to ensure service effectiveness	10.8	10
Policies and procedures	Policies and procedures exist, are reviewed, aligned to guidelines and legislation and are culturally responsive	10.6	5
Collaboration	Internal and external collaboration throughout programme and practice	10.5	5
Documentation	Easily accessible standardised documentation tools, aligned with FVAIG, are used	8.8	4
Total		**100**	**59**