

SOUTH ISLAND ALLIANCE

SERVICE LEVEL ALLIANCE CHARTER

This Charter document outlines our commitments and the key principles and “rules of engagement” we will follow as members of the Service Level Alliance Teams, for the South Island District Health Board Alliance.

We are members of a group of key clinical leaders, key managers from provider organisations, and the District Health Boards, who have been selected to successfully lead our Alliance to achieve its objectives. We have been selected not as representatives of specific organisations or communities of interest, but because collectively we provide the range of competencies required for our Alliance to achieve success.

While we serve at different levels within the Alliance framework, we share common objectives and commitments which are outlined in this Charter.

PURPOSES

Our purpose is to lead and guide our Alliance as it seeks to improve health outcomes for our populations. We aim to provide increasingly integrated and co-ordinated health services through clinically-led service development and its implementation within a ‘best for patient, best for system’ framework. We have formed this Alliance to enable the District Health Boards in the South Island region to work effectively together, utilising our combined resources to jointly solve problems, develop innovative solutions to health sector challenges and achieve outcomes for the people of the South Island Region.

In the first instance, our priority is to implement the agreed regional priorities as outlined in our Regional/DHB Annual Plans.

PRINCIPLES

The foundation of our Agreement is a commitment to act in good faith to reach consensus decisions on the basis of ‘best for patient, best for system’. As a leadership team we will conduct ourselves and undertake our leadership role in a manner consistent with the following Alliance principles.

- We will support clinical leadership, and in particular clinically-led service development;
- We will conduct ourselves with honesty and integrity, and develop a high degree of trust;
- We will promote an environment of high quality, performance and accountability, and low bureaucracy;
- We will strive to resolve disagreements co-operatively, and wherever possible achieve consensus decisions;
- We will adopt a patient-centred, whole-of-system approach and make decisions on a Best for System basis;
- We will seek to make the best use of finite resources in planning health services to achieve improved health outcomes for our populations;
- We will balance a focus on the highest priority needs in our communities, while ensuring appropriate care across all our rural and urban populations;
- We will adopt and foster an open and transparent approach to sharing information; and
- We will actively monitor and report on our alliance achievements, including public reporting.

We acknowledge that there may be areas within the scope of the activities of this Alliance where a particular DHB may wish to either fully or partially be excluded from the Alliance activities. Each Board will have this option at the time of commencing, however once agreed, the Board will be bound to operate within the scope and decision making criteria agreed. We understand the DHB intending to exercise this right will do so in good faith and will consult each other before exercising this right.

COMMITMENTS

We will work closely and collaboratively with our team members, in an innovative and open manner, to produce outstanding results. To achieve this we make the following commitments:

- **Shared responsibility:** We will actively address all tasks and duties of our role as members of our leadership team, and will comply with the operational provisions and guidance for our team.
- **Shared decision-making:** We agree that our decisions will be supported by the best available evidence. We will use our best endeavours to facilitate unanimous decisions, and will not prevent a consensus being reached for trivial or frivolous reasons.
- **Shared accountability:** We agree that we will have a robust airing of views, but that once our team has reached a decision we will all abide by that decision and support it publicly. (This includes keeping confidential the views of particular individuals expressed during the discussion, but does not prevent us sharing the issues that were balanced in reaching that decision.)
- **Good faith:** We agree to openly discuss all matters that affect our ability to make firm decisions, including any conflicts of interest and any limits on our mandate (where we carry these from participant organisations), so that all members of our team are fully aware of any restrictions, caveats or further authority that may be required.
- **Treaty of Waitangi:** We agree that the Treaty of Waitangi establishes the unique and special relationship between Iwi, Māori and the Crown. Parties with Treaty obligations will honour these when participating in Alliance activities.
- **Confidentiality:** To encourage the open and transparent sharing of information we agree to keep confidential matters shared on a confidential basis, to enable improved decision-making.
- **Active engagement:** We agree our members' continuous involvement in and attendance at our team meetings is critical, and will make every effort to attend and participate fully.

If a member of our team does not act in accordance with our principles and commitments, our team will discuss the situation with the member involved. If no resolution can be found, that member may be removed in consultation with the South Island District Health Board Alliance Leadership Team.

MANDATE AND FUNCTIONS

Service Level Alliance Teams

, The scope of our activities and decision-making is as determined on establishment of our Regional Service Level Alliance, by the South Island DHB Alliance Leadership Team. Within that scope our role is broadly to review all aspects of the delivery of those health services to patients and develop new approaches to improve their effectiveness and quality. This includes deciding how such improvements would best be implemented, taking into account our fixed resources.

RELEASE OF LIABILITY

As members of a leadership team for the South Island DHB Alliance, we are committed to direct and lead the Alliance in accordance with this Charter. It is not our intention that our actions as members of our leadership team will give rise to an action in law from alliance participants or other members of our leadership team.

COMMITMENT TO SERVE

On the basis of the above, I agree to serve as a member of a leadership team for the South Island DHB Alliance.

Signed: _____

Name: _____

Date: _____