

913

people have received their first cancer treatment within 31 days



*A year in the life*  
OF THE  
**BAY OF PLENTY DISTRICT HEALTH BOARD**

2019

428

CONTRACTS with health care providers for health services to the Bay of Plenty community



2,806 CHILDREN

received Before School Checks



25% IDENTIFY AS HAVING MAORI ETHNICITY

32% ARE UNDER 25 YEARS OF AGE

20% ARE AGED 65 OR OVER



24,056

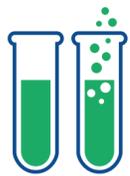
people who smoke have been seen by a GP and provided with advice to quit smoking

3.61 MILLION community pharmacy prescriptions



2,905 BABIES

delivered in birthing facilities



1,565,573 community

laboratory tests have been undertaken

School dental services to an enrolled population of **42,572**

83,238 attendances at the Emergency Departments

77%

of young people referred to alcohol and drug services are seen within 21 days

73%

of eligible women aged 50-69 received breast screens



BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI

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# Quality of CARE

Bay of Plenty District Health Board  
2018/2019 Quality Account



Manaakitanga



## Health Targets

There are five national health targets set by the Ministry of Health (MoH) to track how well district health boards are providing services to their communities. The targets include both preventative health and hospital service measures and are publically reported each quarter.

We have a number of programmes in place designed to help us meet the targets, however improving the target results will take an all of health sector approach. Because of this the DHB is building on its already strong relationship with primary and community-based healthcare providers. We are working proactively to ensure people are getting the services, check-ups and information they need to stay well.

| Health Target   | Target                                 | 2018/19 Q4 Results |
|---|--|--------------------|
| 95% of patients will be admitted, discharged, or transferred from an emergency department within six hours.   | Shorter Stays in Emergency Departments | 95% / 93%          |
| 90% of PHO enrolled patients who smoke have been offered help to quit smoking by a healthcare practitioner in the last 15 months.   | Better Help for Smokers to Quit        | 90% / 89%          |
| 90% of patients receive their first cancer treatment (or other management) within 62 days of being referred with a high suspicion of cancer and a need to be seen within 2.                                     | Faster Cancer Treatment                | 90% / 92%          |
| 95% of obese children identified in the B4 School Check programme will be offered a referral to a health professional for clinical assessment and family-based nutrition, activity and lifestyle interventions. | Raising Healthy Kids                   | 95% / 100%         |
| 95% of 8-month-olds will have their primary course of immunisation (6 weeks, 3 months and 5 months immunisation events) on time.  | Increased Immunisation                 | 95% / 82%          |

## Quality and Safety Markers

The Health Quality & Safety Commission (HQSC) is driving improvement in the safety and quality of New Zealand's healthcare through the national patient safety campaign Open for better care. The quality and safety markers (QSMs) help evaluate the success of the campaign nationally and determine whether the desired changes in practice and reductions in harm and cost have occurred. Below are our performance results as at 30 June 2019.

| Marker Definition  | New Zealand Goal | Q3 July to September 2018 | Q4 October to December 2018 | Q1 January to March 2019 | Q2 April to June 2019 |
|--|------------------|---------------------------|-----------------------------|--------------------------|-----------------------|
| <b>Falls:</b> Percentage of patients aged 75 and over (Māori and Pacific Islanders 55 and over) that are given a falls risk assessment.  | 90%              | 88%                       | 77%                         | 88%                      | 84% TBC               |
| <b>Falls:</b> Percentage of patients assessed as being at risk have an individualised care plan which addresses their falls risk.        | 90%              | 89%                       | 84%                         | 94%                      | 93% TBC               |
| <b>Hand Hygiene:</b> Percentage of opportunities for hand hygiene for health professionals.  | 80%              | 81%                       | Data not available          | 76%                      | Data not available    |
| <b>Surgical Site Infections:</b> Percentage of hip and knee arthroplasty* primary procedures were given an antibiotic in the right time. | 100%             | 99%                       | 100%                        | Data not available       | Data not available    |
| <b>Surgical Site Infections:</b> Percentage of hip and knee arthroplasty primary procedures were given an antibiotic in the right dose.  | 95%              | 99%                       | 100%                        | Data not available       | Data not available    |

Compared to other DHBs  
■ Upper group    ■ Middle group    ■ Lower group

## Fortnightly adult inpatient experience survey scores

| Domain                       | National Average | Q1 Jul-Sep 18 | Q2 Oct-Dec 18 | Q3 Jan-Mar 19 | Q4 Apr-Jun 19 |
|------------------------------|------------------|---------------|---------------|---------------|---------------|
| Communication                | 8.4              | 8.4           | 8.1           | 8.5           | 8.6           |
| Partnership                  | 8.5              | 8.8           | 8.6           | 8.6           | 8.7           |
| Coordination                 | 8.3              | 8.9           | 8.6           | 8.5           | 8.6           |
| Physical and Emotional Needs | 8.6              | 9.1           | 8.9           | 8.8           | 8.9           |

# Achieving our vision of healthy thriving communities

## Patient centred

### New clinic brings better support for people taking multiple meds

Helping elderly patients who take multiple medications stay safe and well is the aim of a new outpatients clinic at Tauranga Hospital.

For many older New Zealanders, polypharmacy (taking multiple medications for multiple conditions) is common. 35% of over 65s are prescribed five or more medications, and 8% of over 85s are on 11 or more. In the new clinic, these patients can talk to a pharmacist and, if needed, be assessed by a geriatrician.

“Taking multiple medications may be beneficial for quality of life and staying well, as long as it’s carefully managed,” said Bay of Plenty District Health Board (BOPDHB) Geriatrician Dr Vicky Henstridge. “Research shows 58% of people on five or more medications will suffer an adverse side effect. There’s also a higher risk of falls and other age-related conditions that can lead to hospitalisation.

“Our new outpatient clinic allows people to bring along family or friends and spend up to an hour with a pharmacist discussing all their medications, prescribed and non-prescribed, their benefits, potential side effects and possible changes. At the same time, they can be seen by a geriatrician who may add to the recommendations, arrange appropriate investigations or further review.”



Above: Geriatrician Dr Vicky Henstridge (left) and Pharmacist Adele Harrex (right) at the new outpatient clinic providing better support for people taking multiple medications for multiple health conditions.

The new clinic has been set up to support older people to stay well and improve their quality of life. Its progress will be monitored and, depending on its success, the BOPDHB may look to develop a similar clinic at Whakatāne Hospital.

## Smart System

### Latest technology frees up healthcare professionals' time for patients

Technology, in the form of an automated tablet-counting machine, is helping speed up a traditional task and free up more time for patients say healthcare professionals.

Manually counting tablets has historically been a big time consumer for pharmacists, pharmacy technicians and nurses. No longer, as the BOPDHB becomes one of New Zealand’s first DHBs to install a repackaging machine in its Tauranga Hospital Pharmacy.

The EV-54 NANO vial filling machine (‘Evie’ for short) went fully operational on Wednesday (5 June) and the benefits it represents have been eagerly anticipated said Pharmacy Manager Cindy Mortimer.

“It’s all about the patients at the end of the day,” said Cindy. “It frees staff up from manual, non-value-add tasks and allows the pharmacists and technicians to spend more time with them. It’s about adding value out on the wards with the people we’re caring for.

“This is one of the first repackaging machines in a DHB in the country. Installing it has been about listening to staff and giving them the tools to do their job more efficiently.”



Above (from left): Pharmacy Technician Tayla Lum and Pharmacy Manager Cindy Mortimer in front of the EV-54 NANO vial filling machine in Tauranga Hospital Pharmacy.

Pharmacy Technician Tayla Lum and her colleagues undertook timed tests manually counting tablets and then replicating those with ‘Evie’. Early results showed the machine was around 4.5 times faster. “Not only does it take less time to do the job than it would manually, but you can be doing other things whilst it’s working, such as labelling,” said Tayla.

## Value and high performance

### Taonga gifted recognising staff cultural care in ICU

Thomas Mitai is lucky to be alive and he’s grateful.

In February the prominent and talented singer, kapa haka performer, film maker, member of Ringatū church and manager of Te Whare Wānanga o Awanuiārangī Tech Pā Studio was on his way to work when he had a head on car crash.

Thomas suffered multiple injuries including eight fractured ribs, punctured lungs, a lacerated spleen, hematoma on his liver, a broken leg and several cuts.

“I just came around the corner and the other car was on the wrong side of the road.....I managed to stay conscious, but I was in a bad way. I couldn’t breathe and I lost a lot of blood,” says Thomas.

He was taken to Whakatāne Hospital and transferred to the Intensive Care Unit (ICU) at Tauranga Hospital.

“I have huge respect for those who treated and cared for me in hospital. They accepted and acknowledged my Māoritanga, Ringatū faith and whānau. Having my whānau and friends at my bedside gave me strength. For me, that was everything and a key part of my recovery.”

Every evening Thomas was in hospital, his dad, Richard, a Tohunga of Ringatū would hold a karakia at his bedside. Staff and patients would gather around as well. There was waiaata too.

“I’d crumble if I couldn’t sing, it’s who I am. Their presence and hearing them sing while I rested really lifted my spirit.”

Recently Thomas returned to the hospital bringing morning tea for staff and gifting a carved waka hoe (paddle) to ICU as a symbol of his gratitude for the care he’d received.

Thomas says the message etched on the waka hoe is one for all.

“Kia mau ki tō hoe. E hoe tō waka. Hold on to your paddle. Continue your journey.”



Pictured: Thomas Mitai (centre) with Tauranga Hospital ICU Clinical Nurse Manager Chris Southerwood (left) and Health Care Assistant Tracy Penwarden (right).

## People powered

### 5210 – The Healthy Way to Go

Tamariki across the Bay of Plenty are being given a head start on healthy habits thanks to a brand new range of health resources given at their routine B4 School Check.

The BOPDHB and Toi Te Ora Public Health have developed a range of resources called “5210”, which feature local scenes and local people teamed up with some simple messages to help make the healthy choice the easy choice. Not only are these resources being distributed at the B4 School Check, but also via general practices, early childhood centres, and dental clinics around the Bay.

Public Health Nurse, Debbie Trenberth, has been handing out the resources as part of the B4 School Check and says they help to generate healthy conversations with whānau and drive home the simple 5210 message.

“We have some great new resources that can be easily understood to help kids and their families remember to go 5210 everyday. These include the 5210 book bags and stickers.” She adds, “The resources remind families that we need to eat five vegetables and fruit a day, cut down kids screen time to less than two hours, be active for an hour or more each day, and have zero sugary drinks but drink water or milk instead.”



Following his B4 School Check with Public Health Nurse, Debbie Trenberth (left), Maverick Rawson (right) is all set to start school with his new 5210 bag.

Dr Alison James, a Tauranga GP, was part of the team that helped develop the resources. “The resources can be used by anyone in the community, so families and whānau see these messages and are encouraged to live them,” she said. “If kids can live 5210 every day they are learning healthy habits which will help prevent chronic illnesses, like diabetes, in adulthood.” Health practitioners can also access specific resources to support conversations with whānau about children’s food, sleep and activity, as well helping families set goals towards creating healthy habits.

For 5210 resources and information visit [www.toiteora.govt.nz/5210](http://www.toiteora.govt.nz/5210)

## One team

### Faster treatment and shorter stays the goal for Emergency Department project

Tailoring patients to the most appropriate health professionals in the timeliest way is the thought-process behind a successful Whakatāne Hospital Emergency Department (ED) project.

A small group of health professionals known as the ALPHA team has been working closely with ED doctors and nurses over the last six months identifying incoming patients whose treatment aligns with their professions. These include: physiotherapists, occupational therapists, podiatrists, pharmacists and nurse specialists. For many patients the team’s work has meant faster treatment and shorter hospital stays.

“It’s a shift from the traditional way of doing things where those patients were only seen by those types of health professionals once they’d either been admitted to a ward or from an ED referral,” said Whakatāne Hospital ED Clinical Lead Dr Tamsin Davies.

“For patients picked up by the ALPHA team what we’re finding is that they are getting the healthcare they need much sooner. Particularly our older patients (75+), faster treatment means a better recovery and less time spent in hospital.”

Dr Davies says some patients were also avoiding a hospital stay altogether by being connected with the right health support they need in the community.

The ALPHA team is part of a broader programme to improve the care treatment pathway, making better use of hospital resources and saving patients’ time in the process.

“We’re constantly looking at ways to improve the timeliness and quality of care provided at the hospital,” said Service Improvement Programme Manager Fiona Burns. “We don’t want patients waiting unnecessarily when there’s no good medical reason to do so.

“We have been monitoring progress closely and since the programme began approximately 7 out of 10 patients are going home a day earlier.”



From left: ED Clinical Lead Dr Tamsin Davies with part of the ALPHA team, Occupational Therapist Ellise Robinson, Nurse Practitioner Theresa Ngamoki and Podiatrist Amanda Johnstone.

## Care closer to home

### BOP quit smoking service one of the best in NZ

The Bay of Plenty’s free Stop Smoking Support service, Hāpainga remains one of the top three services in New Zealand for its successful quit smoking rate.

New Zealand has 16 Stop Smoking Support services. As part of the Government’s goal of Smokefree Aotearoa 2025, each service works hard to encourage as many of the community to become Smokefree.

Smoking cessation practitioners use a carbon monoxide detector, a bit like a breathalyser, at four weeks to verify whether or not a client is smokefree. Low to nil levels of carbon monoxide indicates the person is no longer smoking, at which point they receive a \$50 supermarket voucher.

Hāpainga Team Leader Lizzie Spence says, “For the last couple of years, we’ve consistently had a minimum 75% successful quit smoking rate at four weeks – ranked in the top three across the country.

“It’s a great achievement. We’re a small team of five smoking cessation practitioners supporting people to quit across both the Eastern and Western Bay. We understand the struggles people go through trying to quit but also the struggles of buying the smokes. For the average couple smoking 10 tailor-made cigarettes a day, the yearly bill is over \$10,000.

“Our team really focuses on treating each client as an individual. Quitting smoking is a real journey. Our team might meet with a client several times before they even set a quit date. Building a rapport and trust with them is crucial to the successful outcome,” says Lizzie.



**Hāpainga**  
Stop Smoking Service

Call 0800 HĀPAINGA (427246)

Below: The Hāpainga team pictured left to right: Walter Harawira Stevie-Lee Hiroki, Candy Blackwell, Monique Rio, Kate Warner and Lizzie Spence.

