

A year in the life
OF THE
BAY OF PLENTY
DISTRICT HEALTH BOARD
2017

963,204
hours of home support services for over 65s

425
CONTRACTS
with health care providers for health services to the Bay of Plenty community

2,663
CHILDREN
fully immunised by 24 months

Serves a population of **229,000**

- 25% IDENTIFY AS HAVING MĀORI ETHNICITY
- 32.2% ARE UNDER 25 YEARS OF AGE
- 19% ARE AGED 65 OR OVER

25,894 people who smoke have been seen by a GP and provided with advice to quit smoking

3.65 MILLION community pharmacy prescriptions

2,750 BABIES delivered in birthing facilities

1,355,218 laboratory tests have been undertaken

School dental services to an enrolled population of **35,993**

78,688 attendances at the Emergency Departments

91% of young people referred to alcohol and drug services are seen within 21 days

71,762 district nurse visits

BAY OF PLENTY
DISTRICT HEALTH BOARD
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Quality of CARE

Bay of Plenty District Health Board 2016/2017 Quality Account



Health Targets

There are six 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	2016/17 Q4 Results	Achievement
The target is: 95% of patients will be admitted, discharged, or transferred from an emergency department within six hours.	95%	95%	✓
The target is: The volume of elective surgery will be increased by an average of 4000 discharges per year nationally.	100%	107% (2016/17 target surgery discharges was 10,612. Actual total was 11,315. This exceeded the target by 703.)	✓
The target is: 90% of PHO enrolled patients who smoke have been offered help to quit smoking by a healthcare practitioner in the last 15 months.	90%	90%	✓
The target is: 85% 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 weeks.	85%	77%	System changes made, on track to meet target.
The target is: 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 by December 2017.	95%	75%	Excellent progress made, on track to meet target.
The target is: 95% of 8-month-olds will have their primary course of immunisation (6 weeks, 3 months and 5 months immunisation events) on time.	95%	83%	New immunisation service implemented, results expected to improve.

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 2017.

Marker Definition	New Zealand Goal	Q3 July to September 2016	Q4 October to December 2016	Q1 January to March 2017	Q2 April to June 2017
Falls: Percentage of patients aged 75 and over (Māori and Pacific Islanders 55 and over) that are given a falls risk assessment.	90%	62%	89%	81%	84%
Falls: Percentage of patients assessed as being at risk have an individualised care plan which addresses their falls risk.	90%	64%	86%	86%	92%
Hand Hygiene: Percentage of opportunities for hand hygiene for health professionals.	80%	82%	78%	81%	81%
Surgical Site Infections: Percentage of hip and knee arthroplasty* primary procedures were given an antibiotic in the right time.	100%	99%	99%	98%	Data not available
Surgical Site Infections: Percentage of hip and knee arthroplasty primary procedures were given an antibiotic in the right dose.	95%	98%	99%	97%	Data not available

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

Adult inpatient experience survey score

Domain	Compare with DHB baseline	Compare with NZ average	Comparison results
Communication	↑	↑	↔ About the same
Coordination	↑	↑	↓ Decline
Partnership	↑	↑	↑ Improvement
Physical and emotional needs	↑	↑	↑ Improvement

Achieving our vision of healthy thriving communities

People powered

Singer silenced by stroke regains voice after six years thanks to special choir

A gifted singer who was locked in silence for six years after suffering a stroke found her voice again with the help of a special choir.

In her younger days Margaret Ryan graced the stage with the likes of Cleo Laine and Shirley Bassey but a stroke 12 years ago robbed her of her treasured voice.

"When I first had aphasia (the language impairment caused by stroke) I couldn't walk or talk," says Margaret. "In those first six years I couldn't communicate or make people understand, it was terrible."

Then Margaret learned of The Brainwave Singers, a special choir which uses singing to improve speech and communication in aphasia sufferers, and to delay neurological conditions like Parkinson's.

"I was feeling lost at first but I went every week and got better and better, learning how to communicate again," says Margaret, who is just one of dozens of uplifting stories from a choir which celebrated its sixth anniversary in November 2016.

"It's physiotherapy of the voice; singing as therapy," says the choir's founder, BOPDHB Speech and Language Therapist Robin Matthews. "Science is now discovering how singing can help people suffering from Parkinson's to Aphasia (stroke)."



Margaret Ryan practises with Robin Matthews for The Brainwave Singers.

So how does it work?

Singing uses different parts of the brain. To sing, you have to remember the tune and words, then fill your lungs with air, produce a voice and then coordinate your voice and breathing whilst singing the melody. For people with Parkinson's, the coordination required helps produce a better, louder voice.

For people who have had a stroke; research shows they can regain the ability to talk by learning to sing words they are unable to speak. If the brain's language centres are damaged, neural plasticity – 'rewiring' the brain – may train the part of the brain responsible for singing to take over the speech functions.

Care closer to home

'Call Your GP 24/7' phone service huge success

A new after-hours phone service is giving patients peace of mind as well as saving them time and money says one Western Bay GP.

All 30 of the Western Bay's GP Practices signed up to the phone service (launched in September 2016) helping people get fast, effective advice from a registered nurse any time of the day. A similar service already existed in the Eastern Bay.

"You only have one number to remember, your GP's, it's as simple as that," says Dr Bryce Kihirini at Te Puke's Nga Kakano Foundation. "Ring it any time of the day or night and you will speak to a registered health professional."

"There is no GP service after 5pm in Te Puke so if our patients have an issue they have to travel to Tauranga," adds Dr Kihirini.

"It's a long way to go and can be an unnecessary expense. Having this service gives people peace of mind if they're wavering about whether to go or not. To be told either 'yes you need to go' or 'no you can sort that out with your GP in the morning' is reassuring."



Nga Kakano Foundation's Dr Bryce Kihirini.

Got a health issue and need to speak to someone?

- If it's an emergency call 111.
- For all other issues 'Phone your GP 24/7'.
- After-hours calls are automatically re-directed to a qualified nurse.
- Saving your GP's number to your mobile phone will mean it's handy when needed.

Dr Bryce Kihirini says people get peace of mind from the after-hours telephone service.

Value and high performance

New Cath Lab means one-stop care for heart patients

A new cardiology centre at Tauranga Hospital provides care close to home in a one-stop-shop for heart patients.

The Cardiac Catheterisation Laboratory (Cath Lab) opened in January 2017 and forms part of the Cardiac Services Building 50 development. Angiograms (taking images of the arteries), an interventional cardiology programme (including ballooning and stenting of arteries), implantable devices (e.g. pacemakers and implantable cardioverter defibrillators - ICDs) and other cardiology procedures are all provided at the facility.

"It's a one-stop shop, with all the services co-located, which is so convenient from the patient's perspective," said Clinical Nurse Manager Jason Money. "The independent Cath Lab will also give us opportunity to expand these services in the coming years so we have enough capacity to provide for future growth."

The new Cath Lab features state-of-the-art equipment including a \$1.5 million Toshiba Infinix Cardiac Catheter Lab. The move means greater convenience for patients, with the location of a number of services being streamlined.



Cardiac Services team members (from left): Cardiologist Dr Jonathan Tisch, Cardiac Technologist Karl Hunter, Clinical Nurse Manager Jason Money and Cardiac Cath Lab Nurse Jen Muir.

1000 PCIs completed

The BOPDHB's Cardiac Services Team performed its one-thousandth Percutaneous Coronary Intervention (PCI) in February 2017.

The milestone represented high quality care on their doorstep for Bay residents said cardiologist Dr Jonathan Tisch.

"PCIs are where we open a heart artery via a tube through the skin rather than undertaking open heart surgery," said Dr Tisch. "Before April 2012, patients requiring a stent would have had to travel to Waikato Hospital for a procedure; with all that potentially entailed, travel, accommodation, etc. That is no longer the case and we average around 240 PCIs from our unit at Tauranga Hospital each year."

One team

Improving our health services

Feedback from patients has been helping ongoing efforts to improve the way health services are provided to our communities.

As well as being surveyed, patients were invited to participate in workshops in both Whakatāne and Tauranga, in November 2016.

"We listened to 80 patients, their families and whānau tell us their stories about their care," says Registered Nurse and Programme Leader Ros Jackson about the exercise. "In addition, 289 patients and their families completed a survey about what we were doing well and what we could improve on."

"Mostly patients found us friendly, caring and helpful," says Ros. "One thing we need to work on as an organisation is making sure we are more consistent. Patients told us that a welcoming smile and staff introducing themselves on first contact, is really important to how they feel about their treatment."

Remembering to keep patients updated with appointment times, particularly if there is any delay, which affects them was also a priority. Ros says as a result of the feedback the DHB is in the process of ensuring all staff consistently behave in a safe and compassionate manner when caring for patients, their families and whānau.



Programme Leader Ros Jackson.



Patient survey results: the size of the word is proportionate to the number of responses.

Smart system

Improving access to health information a benefit for all

Improving the speed and efficiency of care were the drivers behind two major projects which now allow health professionals to access patient information more easily.

"People receive healthcare from a number of places, such as their GP, pharmacy or hospital," says BOPDHB Information Management General Manager Owen Wallace.

"Each holds information about that person's health needs and medications and, until now, that information has largely remained with those organisations alone. 'CHIP for GPs' and 'Medcheck' change that, linking up everyone's systems, and allowing access to the information."

"Knowing at the touch of a button what medications and dosages a patient is on avoids delays in patient care and gives all the information necessary for decision making," adds Owen.

"Health professionals need to be as fully informed as they can be to give the best care in the shortest amount of time. These systems help that process enormously."



BOPDHB Information Management General Manager Owen Wallace.

Game changer

Simon Hodgson at Bureta Pharmacy says MedCheck has been a game changer.

"It's really changed the way we help our patients. We now have easy access to discharge summaries to reconcile their medication, in particular if there are changes to their regimen."

"We use it almost every day now. In fact a patient discharged recently without a copy of their discharge summary, but we were able to give them their blister-packed medication in a timely fashion after we ascertained the reason for their medication changes online through MedCheck."

Patient centred

Pet therapy proves big hit at Tauranga Hospital

Eunice Whitcombe's face lights up as Sally the greyhound walks into her room. An inpatient at Tauranga Hospital's Ward 4b, Eunice looks forward to these visits, as so many patients do. "Dogs are so comforting," says the Greerton resident gently stroking Sally's head. "Reminds me of my greyhound Roxy."

Sally is part of the Pet Therapy programme, a new patient rehabilitation improvement initiative started in 2016/2017. Thirteen dogs and their handlers, all of which have been vetted and approved by national pet therapy charity Canine Friends, now visit Tauranga Hospital's wards on a rolling roster. Strict hygiene and behavioural protocols govern the programme.

The dog's presence immediately changes the energy in a room says Sally's handler, Emma Richardson. "Patients love the interaction, especially if they haven't seen many people that day. We find that, because we come in on regular days, they actively look forward to our visits." And Emma has her own personal reasons for volunteering as a handler as well.

"My 96-year-old grandmother is in a hospice in England and I would dearly love to be visiting her with my dog as I know how much she would enjoy it," she says. "So when I'm visiting people on the wards it's like I'm visiting my grandma; it's my way of giving back."



Eunice Whitcombe (left) with Canine Friends' Emma Richardson (right) and Sally the greyhound.

How does pet therapy work?

"Research shows this type of therapy encourages a sense of comfort and normality," says Regional Manager Volunteer Services Lesley Grant. "It helps with engagement and re-integration into socialising with other people again. This leads to a more rapid recovery."

"Patients in the Acute Stroke and Mental Health wards, who have been upset and withdrawn, are more likely to react to an animal as they are seen as non-judgemental. They help lower anxieties and blood pressure levels."