

**840,000**  
hours of home support services for over 65s

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

2018

**426**  
CONTRACTS  
with health care providers for health services to the Bay of Plenty community



**2,717**  
CHILDREN  
fully immunised by 8 months



**25%** IDENTIFY AS HAVING MAORI ETHNICITY

**32%** ARE UNDER 25 YEARS OF AGE

**19%** ARE AGED 65 OR OVER



**25,267**  
people who smoke have been seen by a GP and provided with advice to quit smoking

**3.67 MILLION**  
community pharmacy prescriptions



**3,159 BABIES**  
delivered in birthing facilities



**1,524,521**  
*community*  
laboratory tests have been undertaken

School dental services to an enrolled population of

**41,475**



**80,693**

attendances at the Emergency Departments

**85%**

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



**69,703**

district nurse visits



**BAY OF PLENTY DISTRICT HEALTH BOARD**  
HAUORA A TOI

ISSN 2382-1108 (Print)  
ISSN 2382-1116 (Online)

# Quality of CARE

## Bay of Plenty District Health Board 2017/2018 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 publicly 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	2017/18 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%	111% (2017/18 target surgery discharges was 10,937. Actual total was 12,112. This exceeded the target by 1175.)	✓
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%	91%	✓
The target is: 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 weeks. 	90%	96%	✓
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%	99%	✓
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%	85%	X

## 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 2018.

Marker Definition	New Zealand Goal	Q3 July to September 2017	Q4 October to December 2017	Q1 January to March 2018	Q2 April to June 2018
<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%	87%	89%	87%
<b>Falls:</b> Percentage of patients assessed as being at risk have an individualised care plan which addresses their falls risk.	90%	94%	97%	96%	95%
<b>Hand Hygiene:</b> Percentage of opportunities for hand hygiene for health professionals.	80%	85%	85%	83%	83%
<b>Surgical Site Infections:</b> Percentage of hip and knee arthroplasty* primary procedures were given an antibiotic in the right time.	100%	97%	100%	98%	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%	97%	98%	97%	Data not available

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

### Fortnightly adult inpatient experience survey scores

Domain	Q1 2018	Q2 2018	NZ (to May 2018)
Communication	8.5	9.0 ↑	8.5
Partnership	8.6	8.8 ↑	8.6
Coordination	8.1	8.9 ↑	8.6
Physical and emotional needs	8.5	9.1 ↑	8.8

# Achieving our vision of healthy thriving communities

## Patient centred

### My medication - What's it called, what's it for, what changes have been made and how do I take it?

These are questions healthcare professionals frequently assume a patient has answers to before discharge, but often they don't.

An ongoing project is being undertaken at Tauranga Hospital to ensure they do.

It is looking at the potential benefits of providing increased levels of pharmacy support at the point of discharge; improving the quality of information patients receive about their medication; and improving communication between healthcare professionals and patients to increase patient understanding of their medication before going home.

The information gathered from hospital staff, community pharmacy staff and patients has identified some key themes, opportunities and possible improvements.

Small tests of change trialled to date have included: introducing pharmacist-led medicine reconciliation on discharge; reviewing discharge medication lists to reduce errors; pharmacists preparing medication for prioritised high-risk patients; the provision of medication education for selected patients and preparation of a medication card if necessary; and an increased liaison with the patient's community pharmacy.

This project is continuing, collecting more patient stories and patient feedback/ideas for improvement by using a paper questionnaire or follow-up phone calls. The team are also recording the number of pharmacist interventions on discharge paperwork.



Project team: Kelly Hiha (left), Tamsin Willis (right), Ashleigh Eaden and Consumer Rep Nada Byrne (not pictured)

### Partners in Care Co-design Programme

Six BOPDHB project teams, working together with consumers took part in the 8 month long 'Co-design Partners in Care' programme facilitated by the Health Quality & Safety Commission.

The "pharmacy service on discharge" team found working together with patients towards a shared outcome is positively changing practice, that 'seeing aspects of health care from a patient's viewpoint' is invaluable, and the benefits in taking a little extra time with a patient is helping to improve patient involvement and health outcomes.

## Smart System

### Patients in control of own healthcare the future, says GP

Patients managing their own healthcare online is the future says a Bay of Plenty GP, and the future is here.

Dr Marshall Hollister-Jones, of Tauranga's Chadwick Healthcare, says his practice has been offering the ManageMyHealth website (by which patients can access their personal health records) for five years.

"I've been a vocal supporter of this technology locally for some time," said Dr Hollister-Jones. "We have over 2000 people registered and that number is increasing all the time."

"It's turning patients from being passive recipients to being partners in, and driving, their own care. That means they are much more active and engaged. It's a significant shift and leads to better results for the patients. It's what the future will look like," said Dr Hollister-Jones.

Through the secure website patients can access information on things like: medications; diagnoses; immunisations history; test results; reminders - e.g. for your flu jab; booking appointments; lodging queries; changes in treatment. Enrolled patients simply have to sign up for the service.

And if you've ever closed your GP's door and immediately thought "Now what did he say again?" then ManageMyHealth can help. As of 1 February 2018, Chadwick Healthcare became the first practice regionally to upload records of all doctor's visits onto the website.

Dr Marshall Hollister-Jones, of Tauranga's Chadwick Healthcare.



### ManageMyHealth patient experience

Chadwick Healthcare patients Kate and Jim Cater are ManageMyHealth advocates.

"Jim was given instructions by his skin specialist for treating a skin cancer," said Kate. "He either did not hear them or had so much to take in that he didn't follow the instructions. When he read the specialist's letter to the GP online later he immediately realised what he should be doing."

"Often at the doctor there is a lot of information to take in and it's easy to miss something," added Kate.

## Value and high performance

### Ground-breaking procedure sees stroke sufferer walk out of hospital three days later

A stroke sufferer has become the first Bay of Plenty man to undergo a ground-breaking procedure and was able to walk out of hospital three days later as a result. Omokoroa resident George Stirling was in Tauranga Hospital for tests following an abnormal ECG when he suffered the stroke.

"George had acute ischaemic stroke due to blockage (clot) in one of the major blood vessels in the brain," said Consultant Stroke Physician and Geriatrician Dr Mohana Maddula. "The clot was stopping blood flow to the brain and there was a risk of permanent brain injury and/or death. After urgent brain scans and discussion with specialists in Auckland he was transferred by helicopter to Auckland City Hospital for Endovascular Clot Retrieval."

"This procedure involves a device being inserted through the femoral artery in the groin up into the brain, to extract the clot and restore blood flow."

The procedure is currently only performed in Auckland, Christchurch and Wellington, is not suitable for all stroke sufferers, and needs to be performed soon after the onset of stroke symptoms.

"The procedure is very time-critical," said Dr Maddula. "George had this emergency procedure soon after arrival in Auckland."

"He returned to Tauranga Hospital the next day and was discharged home a couple of days later. He walked home, almost completely recovered from his stroke," said Dr Maddula.



George Stirling (right) with wife Alison (left).

### What's next?

The Bay of Plenty District Health Board is working with colleagues in Auckland to develop and streamline the Endovascular Clot Retrieval treatment pathway.

"A lot more work needs to be done to make this treatment available for the whole BOP region," said Dr Maddula. "We were lucky with George because when he had the stroke, the helicopter and flight team were available and the weather was good."

To provide this treatment 24/7 we need to develop transfer systems that are readily available and can operate in all weather conditions."

## People powered

### Patient viewpoints to the fore in new health consumer council

Ensuring patient perspectives are at the heart of how our health services are developed is the task of a newly formed consumer council.

Eleven people have been selected for the Bay of Plenty Health Consumer Council, which will work in partnership with the BOPDHB as an advisory body. It will promote the patient and community voice as a core service ingredient.

"You need people outside of the system who have an objective eye," said Council member Florence Trout. "Consumers can fill that role and have a powerful impact on how health systems operate. Consumers tend to cut through bureaucracy more and bring a pragmatic view of the world with them."

"They will be able to say 'yes this works' or 'no it doesn't' and suggest alternatives," added Florence. She said the BOPDHB was reaching out for more community involvement and that should be applauded.

The Council aims to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of the people in our communities.

The council will meet monthly and John Powell has been chosen as its Chair. It will have input and advise on issues including development of health service priorities, enhancing patient safety and clinical quality, and reducing inequities.



BOP Consumer Council member Florence Trout.

### Who is on the Consumer Council?

Members of the new BOP Consumer Council include:

Adrienne von Tunzelmann  
Florence Trout  
John Powell  
Julia Genet  
Lisa Murphy  
Maz McKeivitt  
Rosalie Liddle Crawford  
Sue Horne  
Sue Matthews  
Tessa Mackenzie  
Wol Hansen

## One team

### War on tooth decay in the Bay

Free dental care was provided in the Eastern Bay township of Taneatua in March during a New Zealand Defence Force (NZDF) exercise with the Bay of Plenty District Health Board (BOPDHB) and Tuhoe iwi.

Exercise Wisdom Tooth saw the 25-member NZDF team providing dental treatment at a temporary clinic set up in the town over two weeks.

The NZDF contingent had a mix of Regular Force personnel and reservists, including up to six dentists, four dental hygienists, eight dental assistants and a physical training Instructor.

Amongst the contingent of Army reserves were BOPDHB Community Dental Oral Health Therapist Timmy Reiber and Dental Assistant Elle Lloyd. Lieutenant Reiber and Private Lloyd are Army reserves outside of their day jobs.

"The NZDF engages regularly in community outreach activities in New Zealand and the southwest Pacific region," says Warrant Officer Class 2 Ross Heald, who led the team.

"An important part of our training is practising delivery of treatment in a field environment. This is what we do on operations such as when we deploy to the Pacific as part of a humanitarian aid response."



Lieutenant Timmy Reiber (BOPDHB Dental Oral Health Therapist) talks to schoolchildren about the importance of maintaining good oral health, a healthy diet and exercise.

### Caring for your child's teeth

Your child's teeth are at risk of tooth decay (holes) as soon as their teeth appear. Tooth decay is easy to prevent by:

- brushing your child's teeth twice a day with regular-strength fluoride toothpaste
- ensuring your child has a healthy diet low in sugar
- ensuring your child has regular dental check-ups.

Your child is entitled to free oral health care until they turn 18. To enrol them with your local Community Oral Health Service, call 0800 TALK TEETH (0800 825 583).

## Care closer to home

### Respite house giving youth hope of a brighter future

18-year-old Claudia\* is one of the Bay's young people benefiting from a new respite house for those experiencing mental distress.

Claudia has been struggling with an eating disorder in recent years and having been referred to Real youth services, which runs the respite house in Tauranga, has stayed twice in the last few months.

"It's like a home and there are always people around who understand and care," says Claudia. "Plus, it's so much better than having to go to hospital when you're having a tough time, and not too far for my mum to visit me."

The house is designed as a homely and welcoming environment and, on the day we visited, Claudia was engrossed in designing and painting inspirational rocks for the garden and had spent the morning with her youth worker at the Historic Village.

Claudia said spending time the youth workers was "a good distraction from my eating disorder".

The service, which has been operating since September 2017, offers a positive and relaxed environment where 12 to 18-year olds can go to focus on their wellness, with 24/7 support from clinical staff and youth workers.

"Early invention is key for young people in our community" said Real team coach and registered nurse, Danica Thompson.

The respite service is available both in crisis situations and for planned stays. How long people stay is based on their individual needs.

\*Name has been changed for privacy.



Young people are supported in a homely environment.

### Respite house referral and mental health support

Young people must be clients of MICAMHS (Maternal Infant Child and Adolescent Mental Health Services) and Voyagers (Child and Adolescent Mental Health Service) to be placed at the Tauranga respite house.

For mental health support call:

The Mental Health Crisis line on 0800 774 545.

For Eastern Bay youth (0-18 years) call Voyagers on 0800 486 947.

For Tauranga and Western Bay youth (0-18 years) call 0800 333 061.

For Youth Alcohol & Drug issues call Sorted on 0800 BAYSORT (0800 229 7678).