



From the Chair

BY MARY HACKETT, CHAIR, BOPDHB

Over time it has been the commitment of this District Health Board and its staff to provide a health service in the Bay of Plenty of which you can be confident and proud. We have virtually built a new hospital in Tauranga, have another building to complete by 2011 and a redevelopment of the Whakatane campus over the next few years. We have robust systems of quality, infection control and risk assessment of all of our activities and we are committed to providing a financially sustainable health service in this region even when the economic situation changes.

We are one of only two or three boards which are breaking even financially, while delivering greater volumes in both acute presentations and elective surgery. We are very proud of what we have achieved and know that without the staff to work with, we would get nowhere.

Last month we celebrated the success of our staff with the "Research and Innovation Awards". Eight people presented initiatives that had all contributed to better, smarter, more effective patient care in both the community and the hospital. It is very rewarding to see staff working to bring about safer and more effective patient care and we congratulate all those who participated. The eight were chosen from approximately 22 who submitted their work.

You may have read there are a number of changes to Government



policy and structure afoot. We will be working with Government and the Ministry to make sure these changes are effective. However alongside this we are committed to clinical leadership and accountability at a local level and are keen not to lose it to a national body which may wish to make too many local decisions for us. We are working to achieve success in this re-structuring of national initiatives.

It is with some regret that the Minister has received Graeme Horsley's resignation as an appointed board member and deputy chair. Graeme has been a very hard working and effective board member over the last eight years and I personally shall miss his sound advice and considerable financial and governance skills. The Minister has appointed Jeff Williams in his place.

May I take this opportunity to wish you all a very happy and peaceful Christmas, stay safe in the sun and on the roads.

Releasing time to care

Nurses at Tauranga Hospital have increased the time they spend with patients from 39 per cent of their day to 57 per cent, thanks to a new programme introduced earlier this year.

Releasing Time to Care aims to free up time in a nurse's day from unnecessary duplication and tasks so they are able to spend more time on direct patient care.

The nursing team in ward 3a has piloted the programme which originated from the United Kingdom's National Health Service (NHS).

"It has worked because we have all had an input into it," says nurse Elaine Lucas. "It has changed our whole working environment because we are so much more organised and the stress levels have dropped."

Since the pilot began in January, the ward has seen some impressive results. Nurses are now spending 50 per cent less time walking, looking for and collecting equipment.

"We are proud of the improvements we have made,"



Registered nurses Becky Dawson (left) and Clare Pascoe use the new portable fold away documentation trolley which gives nurses a designated place to write up patient notes and sign for medications while remaining at the patient's bedside.

says clinical nurse manager Carolyn Gent. "This includes the way the ward is now laid out to ensure all equipment is stored in the most logical place. The bedside handover takes place between the morning and afternoon shift, which means the patient and whanau have a visible opportunity to be involved in the planning of their care."

"We found out that nurses on 3a

were interrupted up to 96 times in a day," says programme coordinator Lisa Skeet-Smith. "With this new programme in place, interruptions have dropped to about 45."

The programme has been implemented in four other wards and the children's ward is starting it this month. At Whakatane Hospital the surgical ward has been chosen as the pilot area.

Practice makes perfect



Acute occupational therapy team leader Judi Riddell (right) shows Dawn Anderson the information brochure for patients.

Patients who have had knee or hip surgery at Tauranga Hospital can now receive their rehabilitation equipment prior to their surgery.

"It means the equipment is ready to use as soon as the patient arrives home from surgery," says acute occupational therapy team leader Judi Riddell. "Patients can become familiar with the equipment before they start using it."

Rehabilitation equipment may include shower stools, commodes, walking frames and chair raisers.

Patients or their families can

collect the equipment from the hospital or have it delivered and installed by the occupational therapy service. BOPDHB service improvement manager Suzanne Andrew says that car parking close to where the equipment is stored has been increased.

"We've made five car parks available at the Rehabilitation Equipment Store for pick up or returns. Equipment can also be returned to Tauranga Hospital's main reception, where five minute drop off parking is available," she says.

The Rehabilitation Equipment Store is on the basement level of Pohutukawa House and is open Monday to Friday 8.00am-4.30pm.

Flying doctor service takes off



The Flying Doctor Service successfully applied to the Ministry of Health's Rural Innovation Fund. From left Kuia Maringi Matahaere from Motiti Island, mobile nurse Mairi Lucas, administrator Swelarn Kingi and Dr Jethro LeRoy.

The Western Bay of Plenty's Flying Doctor Service has received a welcome boost of \$50,000 thanks to the Ministry of Health's 2009/2010 Rural Innovation Fund.

The Flying Doctor Service, which is a collaboration between Ngati Kahu Hauora of Bethlehem, Te Awanui Hauora of Matakana Island and Te Hunga Manaaki Mobile Nursing Service, is a way to get medical services to those on the Western Bay of Plenty's offshore islands.

"A GP and nurse clinic is set up on Motiti Island once a month and Matakana Island weekly," says Ngati Kahu Hauora's manager Judy Harpur. "A GP, nurse and administrator travel over to the islands and take an array of medicines to dispense as required. The clinics include usual GP services such as advice on immunisations and cardiovascular disease."

Judy says the grant money will help with some initial set up costs for the service including a generator and a wireless laptop to access patient records back on the mainland. An internet connection

with camera will be installed so islanders can maintain contact with their clinicians should they need to.

"We hope to use some of the grant money in the near future to offer even more services to the island residents such as diabetes and asthma clinics," she says.

Western Bay of Plenty Primary Health Organisation's CEO Roger Taylor says this is a good example of what the government is requiring PHOs to do.

"We have different organisations working together to provide timely, high quality health care, closer to home," he says.

Changes ahead mean exciting times



The changes foreshadowed in the Government's 'Better, Sooner, More convenient' policy are now starting to become reality with the three Eastern Bay PHOs (Kawerau, Te Ao Hou and Eastern Bay of Plenty Primary Health Organisations) jointly selected by the Ministry of Health for the chance to develop new models of care and interface with secondary services.

The DHB is working with the PHOs to develop a full business case which could see an integrated family health centre located within the Whakatane Hospital redevelopment. This centre would offer a wide range of primary services, including those provided by GPs.

In this issue of Health Matters we have included the tables ranking all DHBs according to their first quarter performance in achieving the Government-set health targets (see opposite page). You will see that we are doing better in some areas than others, and a story to the top right reflects our plans for meeting the targets in the coming year.

The first stage of the Tauranga Hospital redevelopment is rapidly coming to a close with the demolition works completed in readiness to redesign the main entrance and create an additional much-needed 130 car parks. Earthworks for the new five storey block adjacent to the current East Wing are close to completion and subject to Government approval, work will begin early next year for completion by 2011. The new block will initially contain a new ICU/CCU – doubling the current capacity – and a day procedure unit. The remaining three floors will be fitted out as demand for beds and other service areas develop.

The business case for the Whakatane redevelopment has been submitted to the Ministry and we are currently working on the assumption that approval will be given in mid-2010. In the meantime enabling works including some demolition and relocations will get underway.

This is the last Health Matters for 2009 so I would like to take this opportunity to wish you all a happy and safe holiday season.

Health targets show BOP communities ahead in health

Bay of Plenty District Health Board (BOPDHB) is making progress toward meeting the Government's six health targets (see opposite page).

CEO Phil Cammish says it's good for the community to see that everyone needing radiation treatment for cancer in the Bay of Plenty is accessing this within six weeks of their first specialist assessment.

"Similarly with improved access to elective surgery. The Ministry's figures show we have achieved 93 per cent of the target for the quarter, despite record levels of acute and emergency presentations, and we are on track to reach 100 per cent by June next year. These numbers show our hospitals are working hard for our people," he says.

The Ministry's table shows on average 87 per cent of people attending the two emergency departments at Tauranga and Whakatane hospitals are admitted, discharged or transferred within six hours of arrival, and the DHB has a working group of clinicians in place to ensure we reach the 95 per cent target set by the Minister of Health.

The appointment of a diabetes specialist this year has enabled the DHB to improve its diabetes and cardiovascular services, another key health target set by the Minister. Dr Kingsley Nirmalaraj has led the establishment of a community-based diabetes service, supported

by local GPs, district nurses and primary health organisations. "We have focused on taking the service to those who need it most, particularly in rural areas," says Mr Cammish. "We are currently training more health workers to provide diabetes education and management, along with satellite clinics across the region."

Immunisation remains a weak area for the Bay of Plenty and a number of initiatives are underway to improve immunisation rates for the region's under-twos. "We have worked hard to make the most of opportunistic immunising opportunities, such as children in hospital and those taking up the free B4 School Checks, as well as increasing our school-based programmes, but there is still work to do in this area and we acknowledge that."

Smokers admitted to hospital are being assisted by the DHB to

take up the option to quit smoking. A training programme for staff is being put in place to help them help smokers to quit.

"The target aims for 85 per cent of hospitalised smokers to be provided with advice and help to quit by July next year. We are actively working to make this happen," says Mr Cammish.

Whilst he is pleased with the DHB's performance across the spectrum, and proud of the staff who have worked to improve health outcomes for the community, there are clearly some areas where improvement is required.

"People who work in health genuinely care about the welfare of others. The fiscal environment is tight, the population continues to grow, but we are all working together to provide high quality health services for our communities," he says.

Diabetes target important for all

It is estimated that up to five per cent of our population has diabetes, but only about half of these people know they have it. In the Bay of Plenty that translates to 5000 people unaware they have a potentially life-threatening condition.

Type 2 diabetes has been linked to obesity, and is considered a life style disease. If left unmanaged it can lead

to blindness, limb amputation and heart disease. That's why the DHB urges people with any of the risk factors to get checked by their GP.

The DHB has two diabetes specialists and two hospital nurse-led clinics working with GPs supporting them with diabetic patients.

At the Tauranga Hospital diabetes clinic 742 new patients were referred last year and 8000 people are regularly in contact with the nurses. Many others are successfully managing their

diabetes with the support of their GP or health clinic.

"Diabetes is a big issue for the health sector and that's why it's one of the health targets," says CEO Phil Cammish. "We are expanding our diabetes services in the community and we need people to get themselves checked out if they have any of the risk factors. It is much better to be managing diabetes in the early stages and living a normal life, than facing some of the serious complications

that come from untreated diabetes."

If you are overweight and/or have a family history of diabetes, and you experience any of the following, please see your doctor or health clinic for a diabetes check:

- increased thirst
- increased hunger
- fatigue
- increased urination, especially at night
- weight loss
- blurred vision
- sores that do not heal

Smart work helping communities

Innovative and diverse projects all aimed at improving the health of our people wowed the crowd at the 2009 BOPDHB Innovation and Research Awards on October 15 at Tauranga's Mills Reef Winery.

Board chairperson Mary Hackett told the group, "You are making us the best!" when she applauded the finalists and announced the winners, who were chosen on the night.

Medicines review service helps patients

First Prize went to Medwise Ltd for a medicines review service that has helped prevent medication-related problems for Bay of Plenty patients. Pharmacists Pauline McQuoid and Carolyn Woolerton visit patients in resthomes, hospital and then afterwards at home, to ensure they are achieving the best outcomes from their medications. Pauline says more than 50 per cent of patients don't take their medicines as directed, or encounter issues with their medicines.

"Medicines are the most common therapeutic intervention, yet medicine-related problems are experienced by 3000 patients in the



Medwise pharmacists Carolyn Woolerton (left) and Pauline McQuoid won first prize at the DHB Innovation Awards held in October.

Bay of Plenty each year," says Carolyn.

Study into cause of heart valve infection

In second place, Tauranga Hospital cardiologists set out to research infective endocarditis (serious infection of the heart valves and inside the lining of the heart) in Bay of Plenty patients. The study has since been published in the New Zealand Medical Journal.

"There is very little research on this condition and none from our region, or regions with similar demographics. We see about ten patients a year with this condition

and we wanted to know more about it," says cardiologist Graeme Porter.

Transition scheme provides specialised care

Third place went to orthopaedic nurse specialist Lesley Warner for the Transitional Active Care Scheme: improving the fracture journey (TACS). The scheme was established in 2007 by Lesley to bridge the gap between acute hospital care and rehabilitation – the post-operative period where patients do not require acute care, but cannot bear weight on fractured limbs. By moving them to Althorp Hospital for this period, acute hospital beds were released and patients received specialised pre-rehabilitation care. A review in 2009 showed all patients maintained or improved their functional mobility.

New activity programme for mental health clients

The People's Choice Award went to Paul Mason and Marty Bubb of the Mental Health and Addiction Service who developed an activity programme for high and complex needs mental health clients. The programme has a focus on employment and healthy lifestyles, and has helped some participants move on to full-time work, and experience social and physical

activities such as kayaking. It has also significantly reduced readmission rates to the inpatient unit for participants.

Other finalists:

Shellfish project – A multi-agency shellfish quality project, led by Toi Te Ora – Public Health Service, in 2008-09 for Tauranga Harbour and Waihi Estuary (Little Waihi) confirmed shellfish collected in these areas are often contaminated to levels that make them unsafe to eat.

Six Week Certainty project – A project by DHB anaesthesia and surgical schedulers to give patients six weeks' notice of their surgery booking has seen a huge reduction in deferrals and cancelled bookings reducing waiting times for elective surgery by more than half in the past year.

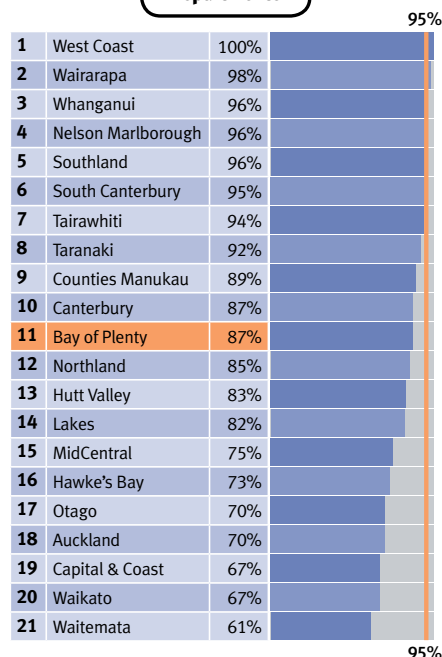
COPD rehabilitation – Eastern Bay PHO's collaborative community-based Chronic Obstructive Pulmonary Disease rehabilitation programme has given Kawerau and Opotiki patients access to support they previously had to seek from Whakatane.

Level of care assessment tool – An assessment tool that determines what level of care clients with dementia require was developed by staff of Mental Health Services for the Older Person. It is now used to clearly identify behavioural issues and ensure clients receive the right level of care.



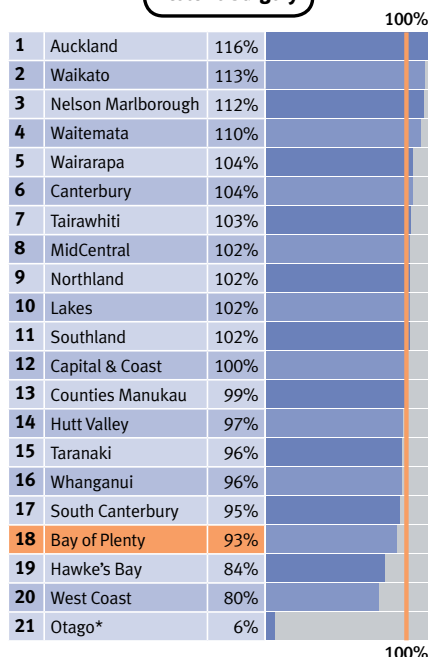
Your District Health Board

2009/10 | www.moh.govt.nz/healthtargets



Shorter stays in Emergency Departments

The target is that 95 percent of patients will be admitted, discharged or transferred from an Emergency Department within six hours. The target is a measure of the efficiency of flow of acute (urgent) patients through public hospitals, and home again. It is expected that many DHBs will take up to two years to achieve this target with good sustainable improvements.



Improved access to elective surgery

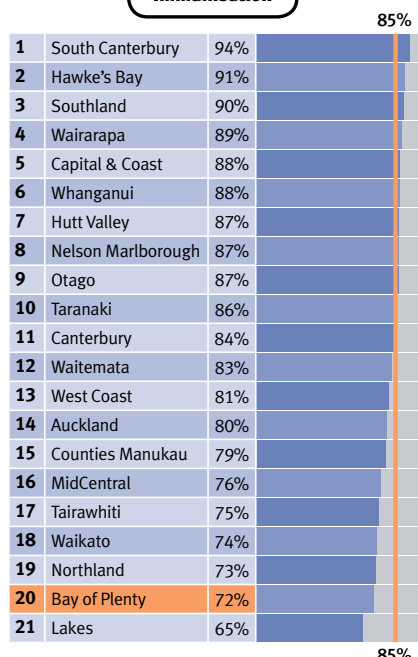
The target is an increase in the volume of elective surgery by an average of 4000 discharges per year.

* Otago DHB's delivery is under-reported due to a change in Patient Management System leading to problems submitting data to national collections.



Shorter waits for cancer treatment radiotherapy

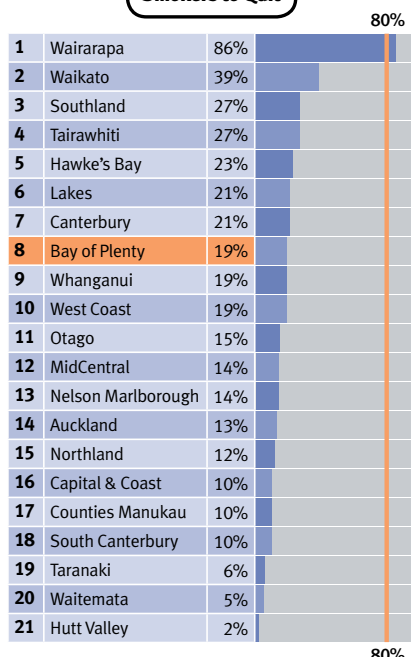
The target is everyone needing radiation treatment will have this within six weeks of their first specialist assessment by the end of July 2010 and within four weeks by December 2010. Six regional oncology centres provide radiation oncology services. These centres are in Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin.



Increased immunisation

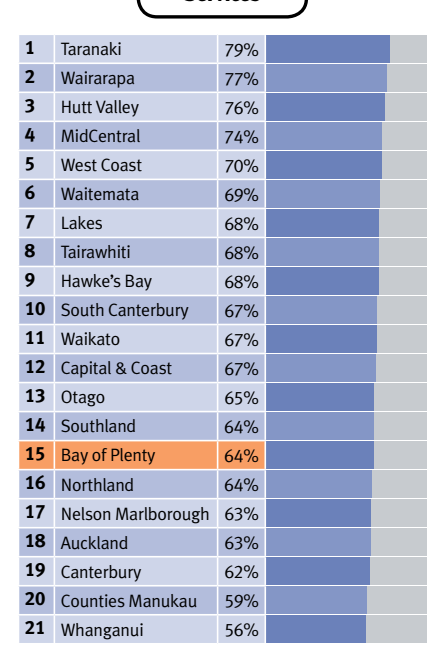
The target is that 85 percent of two-year olds* will be fully immunised by July 2010; 90 percent by July 2011; and 95 percent by July 2012.

* This result includes children who turned two years old in quarter one and who were fully immunised before they turned two years old.



Better help for smokers to quit

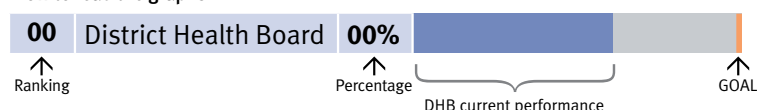
The target is that 80 percent of hospitalised smokers will be provided with advice and help to quit by July 2010; 90 percent by July 2011; and 95 percent by July 2012. The graph represents only data coded in September. Improved data capture is expected next quarter.



Better diabetes and cardiovascular services

This graph represents the average progress made by a DHB towards three target indicators: (a) an increased percent of the eligible adult population will have had their cardiovascular disease risk assessed in the last five years; (b) an increased percent of people with diabetes will attend free annual checks; (c) an increased percent of people with diabetes will have satisfactory or better diabetes management.

How to read the graphs



This information should be read in conjunction with the details on the website www.moh.govt.nz/healthtargets

HPV – get vaccinated

Health promoters across the Bay of Plenty are urging young women to ‘get vaccinated’ now to protect against HPV infection.

WBOP Primary Health Organisation health promoter Tiana Bennett says too many young women are ignoring the health messages about the importance of HPV.

“Nobody is bullet-proof. Cervical cancer can happen to anyone, but now we have a vaccine that protects young women from getting this terrible disease. We urge them not to be complacent and get their shots,” she says.

Now school is over for college students it’s a good time to get up-to-date with vaccinations, says EBOP Primary Health Organisation Youth Health Project coordinator Jo Tassell.

“If you’ve already had one or two doses, make sure you get your next one. Three doses

are needed to be fully protected from HPV. If young women are leaving town to study elsewhere next year, then we urge them to get vaccinated before the end of the holidays. Don’t leave it before it’s too late,” says Jo.

The HPV vaccine protects against the main viruses responsible for cervical cancer and genital warts and is available free to all girls and young women born after 1 January 1990. Eligible young women who have left school, can receive the free vaccine from their doctor or health clinic.

HPV (Human Papilloma Virus) is a virus spread most commonly through sexual contact, including intimate skin to skin contact. Four out of five women become infected at some time during their lifetime, and while most infections clear without the person even realising, some can lead to cervical cancer many years later. Every year around 160 women are diagnosed with cervical cancer in New Zealand and 60 women die from it.

Sponsorship may equal healthcare debt

Many people sponsoring a visitor coming into New Zealand may not realise they could be liable for any health costs if their visitor gets sick and needs treatment in New Zealand.

“If you are thinking of sponsoring a visitor to New Zealand, or a person coming to New Zealand on a work permit, you have to complete Immigration documentation which makes you liable for any healthcare costs incurred by them in New Zealand,” says Bay of Plenty District Health Board non-NZ resident manager Rebecca Stevenson.

Healthcare costs can include inpatient hospital stays for people who do not meet eligibility criteria to receive free healthcare in New Zealand.

“Unexpected inpatient stays, especially those that include long term rehabilitation can be extremely expensive,” says Rebecca. “Often sponsors don’t consider the high cost they may be liable for. This can run into tens of thousands of dollars, and even over \$100,000 in extreme cases.”

She urges all visitors to take out comprehensive health insurance, as it generally helps significantly with the financial burden. Sponsors should be aware that pre-existing conditions may not be covered by insurance companies.

For information on eligibility to receive free healthcare in New Zealand, visit the Ministry of Health website www.moh.govt.nz/eligibility.

In Brief

Let’s talk teeth

Children in New Zealand are entitled to free basic oral health services from birth until their 18th birthday. Enrol your child as early as possible into the service, so that you can arrange the first check-up. Just call 0800 TALK TEETH (0800 825 583) and you will be sent the enrolment forms. Healthy teeth play an important role in your child’s development, helping them to eat and speak properly and contribute towards self-confidence later in life. For more information on keeping your child’s teeth healthy visit www.letstalkteeth.co.nz or dial the 0800 number above.

Western Bay smokefree

The Western Bay of Plenty District Council, with the support of Toi Te Ora – Public Health Service, has adopted a Smokefree Outdoor Spaces Policy. This means people will be asked not to smoke in council-owned playgrounds, parks, sports fields, reserves, gardens and beaches, including at events held in council parks. The policy aims to normalise non-smoking and encourage positive role models for children and young people. Evidence shows that children and young adults learn from observing others and the policy aims to provide an encouraging environment for families.

Medicine for kids

Medsafe has announced that oral cough and cold medicines should not be given to children under six years of age with the exception of those containing only bromhexine. A review completed earlier this year reviewed the benefits and risks of using cough and cold medicines in children under six and took advice from Canadian and UK authorities. As with all medicines, consumers and healthcare professionals are encouraged to report all suspected adverse reactions to the Centre for Adverse Reactions Monitoring (CARM). For more information visit the Medsafe website www.medsafe.govt.nz/hot/alerts/CoughandCold/CoughandCold.asp

Dump old medicine safely

New Zealanders are urged to safely dispose of their expired or no longer used medications free of charge by visiting their local pharmacy. Medications disposed in the bins provided are destroyed by a collection contractor. Operation Medicine Cabinet is taking place throughout New Zealand to protect people from accidentally using expired medication. Studies show that only a quarter of New Zealanders take their unwanted medications back to a pharmacy for disposal and millions of dollars worth of medicines are being flushed down toilets or dumped in landfills.

Fresh future for kids

BOPDHB received a cheque for \$140,000 recently thanks to the fundraising efforts of some of the country’s largest supermarkets. The annual Progressive Enterprises Fresh Future Appeal raises funds for paediatric services nationwide and this year raised \$900,000. Progressive staff from across the Bay of Plenty participated in activities to raise money for the appeal, including hair shaving, soccer games, golf days and quiz nights. Staff also contributed hand-knitted garments for babies in hospital. Bay of Plenty District Health Board paediatrician Roelof Lourens said “We are very grateful for this wonderful contribution. The money will go towards the purchase of equipment that really makes a difference to children’s lives.”

HPV poster competition

To help promote the HPV message, PHOs around the region are running a poster competition, open to 12-20 years olds.

Winner receives:

- \$500.00 cash
- artwork produced into professional poster
- artwork published in a popular teen magazine

HPV Poster Competition

We want you to design a poster! It's to help us raise awareness in the Bay of Plenty of the HPV virus and its link to genital warts and cervical cancer.

www.yourbestshot.co.nz

Prize: The winner of the HPV poster competition will receive \$500.00 and have their artwork published in a popular teen Magazine. In conjunction with our marketing team, the poster will also be professionally produced (either in its entirety or using aspects of the artwork) and distributed throughout the region to raise awareness of the HPV virus and to promote the vaccine.

Background: HPV (Human Papillomavirus) is a very common virus spread through sexual and skin-to-skin contact. Four out of five women become infected at some time during their lifetime, and while most infections clear without the person even realising, some can lead to cervical cancer many years later. Some infections can also cause genital warts.

Every year around 160 women are diagnosed with cervical cancer in New Zealand and 60 women die from it. Vaccinating girls and young women now will reduce their chances of getting cervical cancer later in life.

Immunisation against HPV infection is freely available to girls and young women aged 12-19 years. Three doses of the HPV vaccine, called Gardasil, are needed to be fully protected. They are given as a series of three injections into the arm over six months.

Competition Objective: To raise awareness of the HPV virus, its link to genital warts and cervical cancer, and to encourage girls and young women to get vaccinated.

Competition Criteria: Open to 12–20 year-olds, living in the Eastern or Western Bay of Plenty. Finished poster must be A3 size, portrait orientation, can be black and white, or colour. Must contain original artwork, photos or graphics. Must contain one of the following messages:

- Join the fight against HPV and cervical cancer
- HPV – it talks time (or 3)
- It can happen to anyone – Protect yourself against HPV and cervical cancer.

Competition closes at 5pm on Friday 12 February 2010.

On the back of the poster you need to have your details: Name, Age, Contact Phone Number:

Deliver your entries to:
EBOP PHO: 6 Wairere Street, Whakatane—07 307 0402 or 0274 852 104
WBOP PHO: 126 11th Ave, Tauranga—07 577 3190 or 0210 206 0490

For more information please contact Jo Tassell on 0274 852104 or Tiana Bennett on 02102060490.

Logos: BAY OF PLENTY DISTRICT HEALTH BOARD, NMO, Toi Hou, CSL Biotherapies, KAWAIHEKE PHO, EASTERN BAY OF PLENTY PHO, WBOP PHO.

Competition details from:

EBOP Primary Health Organisation:
6 Wairere St, Whakatane, 07 307 0402

WBOP Primary Health Organisation:
126 11th Ave, Tauranga, 07 577 3190



Dangers of gout highlighted

Of 100 people tested for gout in a recent campaign, a third of those tested were deemed to be at risk of developing the disease.

“Gout is a type of arthritis which can cause sudden attacks of pain in some joints,” says WBOP PHO health promotion co-ordinator Tiana Bennett. “But it can be prevented.”

Tiana says that Maori men were the focus of the campaign as they tend not to visit their doctor for regular check ups and are susceptible to gout.

A simple test, taking just a few minutes enabled to team to check

whether people were at risk.

“We tested 100 people at the region’s marae rugby games. One third of the people had higher than normal levels of uric acid, an indicator a person is at risk of developing gout. Along with uric acid testing, we also checked blood pressure and glucose levels,” says Tiana. “If diagnosed early, it can be treated and more readily managed.”

A specially designed information pamphlet about gout was given out at the marae games and will be distributed at GP clinics and hauora. Tiana says the brochure has been designed based on feedback from gout sufferers in the Western Bay.

For more information, please contact Tiana Bennett at the Western Bay of Plenty PHO on 07 577 3198.



Registered nurse Annette Exon tests Erin Paki for gout at the marae rugby game on Matakana Island.