



HealthMatters



From the Chair



The year of 2009/10 has been an interesting and successful year for the Bay of Plenty District Health Board. We are delighted to share with the community the news that we have received, from the Minister of Health, permission to proceed with the building of a new hospital at Whakatane. We have been working toward this for over four years and site preparation will begin this year.

For the people of Whakatane there is now surety of health services, jobs for health professionals and others who make the health services possible. There is commitment from all staff in the health service to provide safe and professional health services to the people of the Whakatane district and East Coast communities.

One of the things we have been trying to achieve during the 2009/10 year is to increase our rate of immunisation of two year olds. This is such an important public health issue that it is one of the Minister of Health's targets. It is disappointing that our rates of immunisation are one of the lowest in New Zealand. We will be making every effort in the 2010/11 year to improve immunisation among our children. None of us I am sure, wishes to live through epidemics like the polio epidemics of the past.

In Tauranga, the District Health Board is in the process of completing the final building in the programme of change to the Tauranga campus. This building will house a new enlarged medical day stay facility, intensive care and coronary care units, which will increase from the current 10 beds in total to 20 beds.

One of the real successes in the last year has been the embedding and growth of the clinical school on both the Tauranga and Whakatane Hospital sites. We are looking to participate in the 'rural immersion' programme for medical students in 2011/12 as well as continuing to increase the number of students across both campuses. We are growing the number of research programmes and the people involved, and both sites have received accreditation as teaching hospitals. The presence of students from different disciplines helps the DHB maintain skilled senior staff and the overall atmosphere of clinical excellence.

There are many initiatives being undertaken by staff around patient care programmes. The Board is very proud of the staff and their commitment to excellence and continuous improvement; these programmes have made a huge difference to patients and their families.

As services continue to grow in the Bay of Plenty region, the Board is endeavoring to maintain excellence in health services. With the innovative initiatives of staff we have increased the direct patient care time from 39% to 57% and improved patient safety by reducing medication events by 86%. This is all part of the work being achieved by our staff on your behalf.

I am sure the 2010/11 year will be equally successful.

Mary Hackett, Chair, BOPDHB.

Whakatane hospital gets the big tick

On the 2nd of September, the Minister of Health Hon. Tony Ryall visited Whakatane Hospital with the Hon. Anne Tolley to announce that the Government had approved a \$65 million redevelopment of Whakatane Hospital.

Phil Cammish, BOPDHB CEO said that the approval of the development to the next stage was a tribute to those in the Whakatane community and

within the District Health Board who had persevered with the concept of a redeveloped hospital in the area.

"A lot of people have worked very hard to make this happen. It's good news for Whakatane, it's good news for Tauranga and it's good news for the DHB because it shows the continuing confidence of this Government in us."

The Government has agreed to the progression of the hospital design to the next stage as well as for site preparations to take place.

"We will be working closely with the Primary Health Organisations (PHO) in the area on the design work for the redevelopment.

"The design for the redevelopment work can now be completed and site preparation can now begin and we will be working closely with the PHO on the design work."

The hospital design will include a new Emergency Department with a short stay unit attached, designed to take pressure off other hospital beds, two brand new theatres and a procedures

room, which can also be converted to an extra operating theatre, new specialist care units with a total of 27 beds, inpatient wards of 66 beds, and 26 beds or spaces for surgical services.

This investment will also address the known earthquake risk. The cost of strengthening the existing high-rise Santon Block to bring it up to required earthquake standards would be about the same as a new building.



Get a Hollywood smile at Trident High

The Bay of Plenty District Health Board is helping Eastern Bay of Plenty teens to have great smiles, with the free oral health mobile.

The mobile is a state of the art facility, currently based at Trident High, offering free dental care to any Whakatane adolescent, not already enrolled with a dentist, aged between 13 and 18.

"Having a great smile is not only good for your health, but it is also great for self-esteem and confidence, both now and later in life," says Pam Day, Manager of Child and Youth health services at the Bay of Plenty District Health Board, "so it makes sense to take advantage of the availability of free dental care while you can.

"The mobile is a really high quality facility that has been designed specifically to offer

modern dentistry techniques in a more flexible environment. The main purpose of the mobile is to improve access, so people can take advantage of the offer of free dental care."

The mobile dental clinics feature modern, up-to-date equipment including x-ray facilities and allow for up to two therapists to work alongside an assistant.

The mobile unit will be moving

on from Trident High in the next few months, and heading out to the more rural areas of the Eastern Bay of Plenty.

Grab the chance to get a Hollywood smile now by calling 0800 TALK TEETH (0800 825 583) to enrol.

For more information on the free dental care service visit <http://www.moh.govt.nz> and select Oral Health.

Increasing Access to Quality Healthcare

As a District Health Board we are just adding the final touches to our Annual Report. A time when we can reflect on the year we have just had, and what a year it has been!

We were challenged and we met those challenges. We increased our service levels, and implemented a number of improvements in the way we delivered those healthcare services to our people while remaining on budget.

Our operating environment is complex. Among District Health Boards (DHBs) we have the second fastest population growth rate, we have the highest percentage increase of people aged 65 years and over, and we have the greatest numbers of people who identify as Māori.

We also have quite distinct population differences between western and eastern Bay of Plenty – with the eastern region having a relatively youthful population with a third aged under 30 years.

During 2009/10 we had increased demand on health services which required proactive management both clinically and financially by the staff. The health sector is dynamic and seasonal.

In 2009/10 we introduced a number of improvements around patient care, better management of acute demand and the burden of long-term (chronic) conditions.

I am pleased to report that as a result of these improvements we increased the number of acute admissions by 1,300; we increased Outpatients Department first visits by 2,941 and follow-up visits by 2,329.

We also improved the way patients were notified of their clinical procedure or surgery dates and in particular the amount of notice we were able to give. This resulted in less people missing their appointments and 300 more people receiving their procedure or surgery.

A Diabetes Strategic Plan has been prepared and agreed by all stakeholders which will guide our future service delivery.

The He Ritenga cultural audit framework has proved itself a valuable tool in determining its success in providing culturally appropriate services to Māori. We led a train-the-trainer programme for the wider Midland DHBs and it's pleasing to see other DHBs now implementing He Ritenga.

A number of capital projects were completed during 2009/10 including:

The upgrading and extension of the Emergency Department (ED) at Tauranga Hospital which includes New Zealand's first world class resuscitation and monitoring equipment allowing ED staff to remotely monitor patients anywhere within the hospital campus.

The former RSA site at 889 Cameron Road has been designated as the DHB's Tauranga Education Centre providing additional space for the Clinical School.

Work has continued both on the final internal fit out of the main clinical block including rebuilding the Imaging Department and fully digitising the Radiology environment



The new \$25 million five storey Clinical Services building to incorporate an extended and upgraded Medical Day Stay Department and doubled ICU / CCU complex has commenced and is due to be completed by May 2011.

Upgrade works to service infrastructure including power and steam reticulation have been completed in Whakatane as have upgrades to the air handling and cooling systems for the Whakatane Theatres.

New accommodation for the Whakatane Clinical School and Māori Health Services have been positioned in Whakatane and will be in use in late 2010/early 2011.

2009/10 was a challenging but good year for us. 2010/11 will provide its own challenges which we fully intend to meet, and in doing so we will continue to provide increased access to the best healthcare we can for the people of the Bay of Plenty.

Phil Cammish
CEO

Looking forward to a fresh future

August marked the launch of the third year of the Fresh Future appeal in the Bay of Plenty.

Fresh Future is a nationwide fundraising campaign, established by Progressive Enterprises, which has contributed more than \$200,000 in equipment for the children's wards at both Tauranga and Whakatane hospitals since the programme began.

"Last year we were able to purchase a number of sophisticated monitors for vital signs, pulse and oxygen levels. These machines are suitable to use in different settings such as the special care baby unit, which provides care for our sick and premature babies, and the general paediatric ward," says Bay of Plenty District Health Board medical leader and paediatrician Hugh Lees. "It is a great programme providing a valuable service and equipment that makes a real difference to little lives."

Bay of Plenty District Health Board Chief Executive, Phil Cammish, agreed the programme had made a real difference to the hospitals and the community

"It is so fantastic having the community being involved, having



Phil Cammish, CEO, opens the 2010 Bay of Plenty Fresh Future Appeal.

them know that what they are contributing is actually coming back into their region and making a real difference to the community they live in."

The Fresh Future campaign runs from Monday 2nd August 2010 through to Sunday the 31st October 2010. To make a donation during the appeal, customers can add \$1 onto their shopping bill when they shop at a Fresh Future store, or purchase a \$5 Fresh Future raffle ticket.

By the end of September, the 2010 Fresh Future appeal has been able to raise \$410,301.45.



Keith and Michael from Progressive Enterprises with Margret Norris and Karen Smith from Women, Child and Family, Paediatrician Dr Hugh Lees and CEO Phil Cammish.



Progressive Enterprises staff in the paediatrics ward with last year's cheque for \$140,000.

Dealing with DNA's the Pacific Way

The Pacific Island Community (Tauranga) Trust (PICTT) provides services for the growing Pacific Island community in the Bay of Plenty.

They have a mobile nursing service in the western BOP; community

support workers; assist with workforce development and most recently have added an outpatient clinic support and advocacy service at Tauranga Hospital.

Danny Tolovae is the Pacific Island Advocate for outpatient support. He has been working on getting the Pacific Island community in to

their appointments and reducing the high number of 'Did Not Attends' (DNA's) that were occurring.

This is a new role since April when a survey of DNA's was put to the Ministry of Health with a proposal for funding the programme for an initial 18 month period.

Danny says that the general reason for DNA's is that people have forgotten they have an appointment, are ignoring the issue or they don't have the money or the transport to get into the hospital. To remedy these issues the PICTT makes home visits, and transports patients if they need assistance.

Although the programme currently focuses on DNA's at selected outpatient clinics, the PICTT is planning to expand the service into other areas such as planned renal and diabetes clinics.

Danny can be contacted at danny.pictt@xtra.co.nz

Pacific Island Advocate, Danny Tolovae.



A year of health target results

The health targets are a set of measures for District Health Boards, established by the Minister of Health, focusing on six key areas.

Because a District Health Board encompasses more than just hospitals, three of the health targets are focused on prevention of illness, such as increasing the number of children who are immunised, providing better help for smokers to quit and helping people in the community to manage their diabetes and cardiovascular health.

The hospital focus of the health targets includes providing better access to elective surgery, making sure emergency departments don't have overly long stays and helping cancer patients to have shorter waits for receiving treatment.

Here is what Bay of Plenty District Health Board Chief Executive Officer Phil Cammish, had to say about the latest health target results for his DHB.

Improved access to Elective Surgery

2009/10 has been a particularly successful year for Tauranga and Whakatane Hospitals, including achieving 100 percent compliance

with our elective surgery discharges target.

We provided 300 more elective operations and 1300 more acute patient discharges than last year, as well as completing 100 complex heart procedures, 225 extra procedures in our outpatients department and improved specialist assessment with 2,941 more first and 2,329 follow-up visits than last year.

Many procedures that used to require general anaesthetic and a trip to theatre are now completed as day surgery. This contributed to the increased numbers of day surgery procedures which are not included in the health target reporting.

Shorter stays in emergency departments

This health target requires 95% of patients to be admitted, discharged, or transferred from an Emergency Department (ED) within six hours.

Our quarter four combined Tauranga and Whakatane result was 84% giving us a ranking of 15 out of 20.

During this fourth quarter our Emergency Departments have had to respond to unprecedented numbers of people who were generally unwell including suffering from seasonal influenza who whilst in need of health care services, were not in need of emergency or specialist care.

In one recent 24-hour period there was an increase of 58 percent in the number of people presenting at

Tauranga's ED, and in Whakatane an increase of 36 percent

We have plans in place to achieve our target by June 2011. Actions being implemented include using active communications to encourage a change of mindset for patients who use ED as their primary care provider, implementing fast-tracking into and through ED for patients who have been referred by their GP, and focusing on giving faster access to ward beds to speed the movement of patients from the Emergency Department into wards.

Shorter waits for cancer treatment

This health target requires that everyone needing radiation treatment will have this within six weeks.

Our results against this target have been consistently strong throughout the year and the target was achieved at quarter four.

This result is continuing good news for people in the Bay of Plenty.

Increased immunisation

Our immunisation rates are still falling short and this is disappointing but we have recognised that we need to do something radical to change and are confident that by working closely with primary health and GP's we can lift performance and increase protection for Bay of Plenty children.

There were some pleasing results that should be mentioned, in

particular our rates for Māori two-year olds increased from 68% to 73% and in Te Kaha, GP Dr. Rachael Thomson immunised 92% of the local three month old children.

Better help for smokers to quit

This health target has proven most challenging with 22% of our population identified as smokers.

Persistence has paid off and we have more than doubled the number of patients provided with advice and help to quit smoking. Our staff have worked exceptionally hard to achieve this improvement. Of particular note are the results achieved by Opotiki Health Centre, which achieved a 100% rate of intervention and quit smoking advice to Māori and 83% overall.

Better diabetes and cardiovascular services

This health target is made up of three distinct components; diabetes detection and follow-up, diabetes management and CardioVascularDisease (CVD) risk assessment.

Work is underway with the primary sector to increase the skill base particularly for healthcare assistants, look at how the primary and secondary clinicians can better align their testing and screening work and to complete a diabetes diagnostic data audit.

I am pleased with the hospital performance results and will continue encouraging my staff to improve the patient journey and service levels. We enjoy providing a high level of care and service to our community.

I am also looking to our primary health providers in the area of preventative services – immunisation, and diabetes and cardiovascular disease to show an increased focus on the targets and improved performance in 2010/11

Facts that tell our story

The Bay of Plenty District Health Board has had a busy 12 months. Here is a snapshot of what the hospitals, public health services and GP's have delivered in your community.

2,772 babies were delivered

36,783 acute patients treated and discharged

8,425 mental health acute bed days

3,436 mental health elderly bed days

62,961 emergency department attendances

841 patients seen under CPO mental health initiative in EBOPPHO

22 people were successfully placed under the Friendly Landlord Pilot

647,530 hours of home support services for over 65's

197,101 people enrolled with their PHO

425,519 aged residential care bed days

9,687 elective discharges

3,372 day case procedures

4,872 diabetes annual review checks

48,793 people admitted to hospital (treatment which took longer than 3 hours)

18,627 of those admitted, received their treatment as day cases

4.8 days was the average length of stay for patients admitted to wards

91,027 outpatient doctor visits

9,632 elective surgery procedures

5,719 acute operations

80,058 district nurse visits

20,546 Public Health nursing visits

3,204,216 pharmacy items

1,055,227 laboratory tests ordered

1,939 preschoolers received their Before School Health (B4School) checks

106,357 school age dental procedures



Pictured from left, Liz Spence and Sue Freeman, the Bay of Plenty DHB Hospitals Smoke-free coordinators who led the work which resulted in a doubling of the number of patients provided with advice and help to quit smoking.

Steamers make goodwill tour of hospital and catch up with EBoP residents



Steamers from left, Daniel Waenga, James McGougan and Josh Hohneck with Whakatane resident and dialysis patient Mervyn Newth.

Six Bay of Plenty Steamers rugby players visited Tauranga hospital as part of a goodwill visit in mid-September. During their time at the hospital the players met and talked with patients in a number of wards, including the Dialysis Unit where patients come to for treatment up to three times a week and stay for 4-6 hours at a time.

A six-station renal unit is

to open in early 2011 in Whakatane which will be more accessible for Eastern Bay of Plenty dialysis patients. At present patients travel from as far afield as Waihou Bay and the unit is currently operating at a maximum capacity of 28 patients.

The Steamers also visited and talked to patients in the Emergency Department, the Admissions Planning Unit, the Health in Ageing Ward,

the Children's Ward and men on the Getting it Right in Left Field programme. DHB staff member Paul Mason started the Getting it Right in Left Field programme which is aimed at providing rehabilitation and real life skills for patients. Paul and Marty Bubb are now responsible for the programme which recently won the People's Choice Award of the Mental Health Innovations Awards.



Whakatane's Michelle Chambers and son Gareth with Steamers players Daniel Waenga, Josh Hohneck and James McGougan.



(Above left): Steamers from left Tristan Moran, Dan Perrin and captain Colin Bourke are given an explanation of the Admissions Planning Unit by physician Dr Pierre de Villiers, with registered nurses Neil Adams and Karena Fox in the foreground.

(Above right): Steamers hard man Dan Perrin takes time out in the Children's Ward during his visit to Tauranga Hospital.



Making homes safer

Unintentional injury kills more than three children a fortnight and is the leading cause of death and hospitalisation for New Zealand children.

These are the horrific statistics behind the development of the new Free Injury Prevention E-Toolkit that has been developed by Toi Te Ora – Public Health Service.

Carmen O'Meeghan from Toi Te Ora, who has worked in partnership with Te Manu Toroa, Plunket and Safe Kawerau Kids Injury Prevention Project, says that "there is a huge cost to families and whanau when children are

severely hurt or unintentionally injured in the home. The emotional demand on parents who have lost a child, as well as the financial costs of providing care for a severely injured child for weeks or years can take a huge toll on families."

Tracey Johnson, a health promoter for Te Manu Toroa agrees, "the cost of doing nothing is unacceptable – these types of injuries are preventable, it is one of the most serious public health problems facing kids today."

The injury prevention toolkit includes information sheets for parents, injury prevention quick tips, information manuals and a home support guide. It is an evidence

based toolkit that has been designed to complement community injury prevention work, provided by groups who work with families of young children.

The toolkit is an e-resource, available as a free download from http://www.toiteorapublichealth.govt.nz/Injury_prevention_e-toolkit, aimed at creating safer home environments for children to live, learn and play. It is likely to have a positive impact on family health and wellbeing while providing step-by-step guides on injury prevention for falls, hot water burns, poisonings and car restraint safety.

Opotiki Rheumatic Fever prevention project celebrates 1 year anniversary

Research undertaken by public health physician Dr Belinda Loring in 2008 confirmed high rates of rheumatic fever in the Eastern Bay of Plenty. As a result, BOPDHB is funding the Opotiki school based sore throat swabbing project which celebrates its one year anniversary on 12 October 2010.

Te Ao Hou PHO and Whakatohea Iwi Social and Health

Services (WISH) have successfully led the project, aimed at detecting and treating streptococcal throat infection ('strep throat').

By detecting and treating strep throat in school children, rheumatic fever is less likely to develop. If 'strep throat' is diagnosed, the doctor prescribes a 10 day course of Penicillin. It is important that the whole 10 day course is completed to prevent rheumatic fever.

A total of 1708 Opotiki school children have had throat swabs to test for the group A streptococcal (GAS) bacteria between 12 October 2009 and 30 August 2010. Of these 168 children tested positive for GAS and were provided with a 10 day course of Penicillin.

Toi Te Ora - Public Health Service has an overview role ensuring the various rheumatic fever related projects throughout the BOP remain co-ordinated and appropriately supported.



Te Kura o Torere students celebrate their healthy hearts and the success of the Sore Throat Matter campaign.



Carmen O'Meeghan (Toi Te Ora), Emma Herewini-Hawkins (Plunket) and Jodi Have (Safe Kawerau Kids Injury Prevention Project), at the 2008 New Zealand Safety and Injury Prevention Awards.