

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
Bay of Plenty District
Health Board*

Kohanga lead the way in heart health

Two of Tauranga's Kohanga Reo were celebrated last month for their achievements in promoting healthy eating and active movement.

Both Poike and Te Wairoa Kohanga received the Heart Foundation's 'Healthy Heart Award' for having a written nutrition policy, providing whanau education, curriculum linked physical activity and nutrition activities as well as providing guidelines for parents over 'lunchbox' contents.

Poike Kohanga Reo provides a learning centre for tamariki whose parents are attending the Bay of Plenty Polytechnic courses, with up to 25 zero to five year olds attending between the hours of 9am and 3pm.

Poike Kohanga has been a part of the Heart Foundation programme for the last three years and says that when it comes to healthy kai it is



Te Wairoa Kohanga Reo

not only about educating tamariki, but their parents as well.

Te Wairoa Kohanga agrees that the 'Healthy Heart' programme is about a whanau commitment to healthier lifestyles.

Sandy Richie, Tauranga Heart Foundation's Healthy Heart Award coordinator said that "cardiovascular dis-

ease still remains the leading cause of death for both men and women in New Zealand, so it is great that the Kohanga in Tauranga have made a commitment to teaching tamariki and their whanau how to stay healthy, and make a change to these statistics."

"It is amazing to go to Kohanga Reo and early childhood centres and see the lead role that they are taking in their communities when it comes to heart health."

The Heart Foundation is a New Zealand charity working towards New Zealanders being the best in the world in quality and equity in health care.

You can check out their programmes, as well as your own heart health at <http://www.heartfoundation.org.nz>



Poike Kohanga Reo

Passing the ball in aged care

Six Bay of Plenty Steamers rugby players visited Tauranga Hospital as part of a goodwill visit in mid-September.

The Health in Aging Ward delivers health care to people aged over 65 years and its main role is to help patients get back their independence after a major medical event like a stroke or amputation.

The Steamers also visited and talked to patients in the Emergency Department, the Dialysis Unit, 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



Steamers captain Colin Bourke passes the ball to a patient in Tauranga Hospital's Health in Aging Ward.

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.



HealthMatters

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 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.



Progressive Enterprises staff in the Paediatrics ward with last years cheque for \$140,000.

Making homes safer



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

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'Meehan 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.

Dealing with DNA's the Pacific Way



Pacific Island Advocate Danny Tolovae.

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 Attend' (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

A Year of Health Target Results

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

Because the District Health Board encompasses more than just hospitals, three of the health targets are focussed 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.



Clinical Nurse Manager Ross Turner and student nurse.

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 focussing on giving faster access to ward beds to speed the movement of patients from the Emergency Department into wards.



Pictured from left, Sue Freeman, Anne Felton and Steward Ngatai some of the staff responsible for doubling the number of patients stewarded with advice and help to quit smoking. The efforts of staff paid off with a better target result for the DHB.

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.



Watched by from left Phillip Balmer, Helen Mason, Phil Cammish, Gail Bingham, Jeff Hodson and Fletcher's Paul Lawson, Mary leaves a lasting impression (of her right hand) on our newest building at the 'topping out' ceremony. Photo by SunLive.

Chair leaves a lasting impression - her handprint

Bay of Plenty Board chair Mary Hackett performed the topping out ceremony on B50 at the Tauranga Hospital campus.

CEO Phil Cammish said B50 is the last of the Project LEO building projects on the Tauranga Hospital campus and is the new five-storey \$25 million Clinical Services Building which will house an extended and upgraded Medical Day Stay

Department and a doubled ICU / CCU complex.

He said the B50 project is due to be completed by May 2011 and Fletcher Construction are bringing the project in on time and within budget.

The building has a floor area of 1000sqm on each level, the equivalent size of six average houses, and at times up to 50 people worked on the site.

The B50 Building has five levels, but only the first two will be occupied to begin with, leaving room for appropriate expansion into the future.



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



Registered nurse Shenna-Lee Bulter tends a patient in Tauranga Hospital's Emergency Department.

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.



Improvements in service resulted in more people getting surgery.

Phil Cammish,
CEO Bay of Plenty
District Health Board

How Many?

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.

babies were delivered	2,772
acute patients treated and discharged	36,783
mental health acute bed days	8,425
mental health elderly bed days	3,436
emergency department attendances	62,961
patients seen under CPO mental health initiative in EBOPPHO	841
people were successfully placed under the Friendly Landlord Pilot	22
hours of home support services for over 65's	647,530
people enrolled with their PHO	197,101
aged residential care bed days	425,519
elective discharges	9,687
day case procedures	3,372
diabetes annual review checks	4,872
people admitted to hospital (treatment which took longer than 3 hours)	48,793
of those admitted, received their treatment as day cases	18,627
days was the average length of stay for patients admitted to wards	4.8
outpatient doctor visits	91,027
elective surgery procedures	9,632
acute operations	5,719
district nurse visits	80,058
Public Health nursing visits	20,546
pharmacy items	3,204,216
laboratory tests ordered	1,055,227
preschoolers received their Before School Health (B4School) checks	1,939
school age dental procedures	106,357