Quality of CARE
Bay of Plenty District Health Board 2016/2017 Quality Account

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 Targets

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Health Target | Target | 2016/17 Q4 Results | Achievement
--- | --- | --- | ---
The target is: 95% of patients will be admitted, discharged, or transferred from an emergency department within six hours. | 95% | 95% | √
The target is: The volume of elective surgery will be increased by an average of 4000 discharges per year nationally. | 100% | 107% (2016/17 target surgery discharges was 10,313. Actual total was 11,315. This exceeded the target by 701.) | √
The target is: The target for children under 2 years of age who have been fully immunised by 24 months. | 95% | 95% | √
The target is: 25% of people who smoke have been seen by a GP and provided with advice to quit smoking. | 35,993 | 32.2% | √
The target is: 95% of PHO enrolled patients who smoke have been offered help to quit smoking by a healthcare practitioner in the last 12 months. | 90% | 90% | √
The target is: 2,750 babies born that will have a referral to a birthing facility. | 78,688 | 32.6% | √
The target is: 35,993 school dental services to an enrolled population of 1,355,218. | 71,762 | 20.8% | √
The target is: 100% of patients receive their first cancer treatment (or other management) within 42 days of being referred with a high suspicion of cancer and a need to be seen within 2 weeks. | 88% | 90% | √
The target is: 90% of obese patients seen by a GP and provided with a weight management plan which addresses their falls risk. | 90% | 90% | √
The target is: 95% of young people referred to alcohol and drug services are seen within 21 days. | 91% | 91% | √
The target is: 78,688 attendances at the Emergency Departments. | 82% | 82% | 78% | 81% | 81%

Quality and Safety Markers

The Health Quality & Safety Commission (HQSC) is driving improvement in the safety and quality of New Zealand’s healthcare through the national patient safety campaign Open for better care. The quality and safety markers (QSMs) help evaluate the success of the campaign nationally and determine whether the desired changes in practice and reductions in harm and cost have occurred. Below are our performance results as at 30 June 2017.

<table>
<thead>
<tr>
<th>Marker</th>
<th>Definition</th>
<th>New Zealand Goal</th>
<th>Q3 July to September 2016</th>
<th>Q4 October to December 2016</th>
<th>Q1 January to March 2017</th>
<th>Q2 April to June 2017</th>
</tr>
</thead>
</table>
| Falls | Percentage of patients assessed as being at risk of falling | 95% | 95% | 95% | 95% | 95%
| Falls | Percentage of patients assessed as being at risk of falling | 95% | 95% | 95% | 95% | 95%
| Hand Hygiene | Percentage of opportunities for hand hygiene for health professionals | 90% | 90% | 90% | 90% | 90%
| Surgical Site Infections | Percentage of hip and knee arthroplasty primary procedures were given an antibiotic in the right dose. | 90% | 90% | 90% | 90% | 90%
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Adult inpatient experience survey score

<table>
<thead>
<tr>
<th>Domain</th>
<th>Compare with DHB baseline</th>
<th>Compare with NZ average</th>
<th>Comparison results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td></td>
<td></td>
<td>About the same</td>
</tr>
<tr>
<td>Coordination</td>
<td></td>
<td></td>
<td>About the same</td>
</tr>
<tr>
<td>Partnership</td>
<td></td>
<td></td>
<td>About the same</td>
</tr>
<tr>
<td>Physical and emotional needs</td>
<td></td>
<td></td>
<td>About the same</td>
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People powered

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

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

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

“When I first had aphasia (the language impairment caused by stroke) I couldn’t talk at all,” says Margaret. “In these first six years I couldn’t communicate or make people understand, it was terrible.”

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

“My feelings were at first but I went every week and got better and better, learning how to communicate again,” says Margaret, who is just one of dozens of offspring of uplifting stories from a choir which celebrated its sixth anniversary in November 2016.

“It’s physiotherapy of the voice, singing as therapy,” says the choir’s founder, ROPORO Speech and Language Therapist Robin Mathews. “Science is now discovering how singing can help people suffering from Parkinson’s to Aphasia (stroke).”

1000 PCIs completed

The ROPORO Cardiac Services Team performed its one-thousandth Percutaneous Coronary Intervention (PCI) in February 2017. The milestone represented high quality care on their doorstep for Bay residents said cardiologist Dr Jonathan Tisch.

“PCI’s are where we open a heart artery via a tube through the skin rather than undertaking open heart surgery,” said Dr Tisch. “Before April 2011, patients requiring a stent would have had to travel to Rotorua Hospital for a procedure, with all that potentially entailed, travel, accommodation, etc. That is no longer the case and we are now seeing PCI’s directly from our unit at Tauranga Hospital each year.”

New Cath Lab means one-stop care for heart patients

A new cardiac centre at Tauranga Hospital provides care close to homes in a one-stop shop for heart patients. The Cardiac Catheterisation Laboratory (Cath Lab) opened in January 2017 and forms part of the Cardiac Services Building 10 development. Angiograms (taking images of the arteries), an interventional cardiology programme (including ballooning and stenting of arteries and catheter-based treatments in the coronary arteries), and other catheter procedures are all provided at the facility.

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

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

Value and high performance

Care closer to home

‘Call your GP 24/7’ phone service huge success

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

All 23 of the Western Bay of Plenty’s GPs have pitched in to set up the phone service (launched in September 2016) helping people get fast, effective advice from a registered nurse any time of day or night.

“A similar service already existed in the Eastern Bay.

“You only have one number to remember, your GP’s, it’s as simple as that,” says Dr Bryce Kilkeary at Te Puke’s Nga Kakano Foundation. “Ring any time of the day or night and you will speak to a registered nurse.”

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

“Getting to see a GP isn’t easy at the moment and waiting in the ED is not an option for many. Having this service gives people peace of mind if they’re wondering about whether to go or stay. To be told either ‘you need to go’ or ‘no you can sort that out with your GP in the morning’ is reassuring.”

One team

Improving our health services

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

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

“We listen to 80 patients, their families and whānau tell us their stories about their care,” says Regional Board Chair and Programme Leader Ros Jackson about the exercise. “In addition, 248 patients and their families completed a survey about what we were doing well and what we could improve on.”

“Fortunately patients found us friendly, caring and helpful,” says Ros. “One thing we need to work on is reducing waiting time so we are more consistent. Patients told us that a smiling nurse and staff introducing themselves in front of contact can make it important to how they feel about their treatment.”

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

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

Smart system

Improving access to health information a benefit for all

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

“People receive healthcare from a number of places, such as their GP, pharmacy or hospital,” says ROPORO Information Management General Manager Owen Wallis.

“Each holds information about that person's health needs and medications and, until now, that information has largely remained with those organizations alone. CHF for GPs and WHbCH for hospitals, charge that, linking everyone’s systems, and allowing access to the information “Knowing at the touch of a button what medications and doses a patient is on avoids delays in patient care and gives all the information necessary for decision making,” said Owen.

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

Pet therapy proves big hit at Tauranga Hospital

Eunice Whitcomb’s four legs keep up with Sally the greyhound wags into her room. An expat at Tauranga Hospital’s Ward 48, Eunice looks forward to these visits, as so many patients do.

“Dogs are so comforting,” says the Greerton resident gently stroking Sally’s head. “Reminds me of my greyhound Rosy.”

Sally is part of the Pet Therapy programme, a proven patient rehabilitation improvement initiative started in 2015/2016. Thirteen dogs and their handlers, all of which have been vetted and approved by national pet therapy charity CentreFriends, now visit Tauranga Hospital’s wards on a rolling roster.

Strict hygiene and behavioural protocols govern the programme.

The dogs’ presence immediately changes the energy in a room says Sally’s handler, Emma Richardson. “Patients love the interaction, especially if they haven’t seen anyone for a while. We find that, because we come in on regular days, they actively look forward to our visits.”

AndCentreFriends has heard personal reasons for volunteering as a handler as well.

“My 90-year-old grandmother is in a hospice in England and I used to be a health professional so with my dog Max I know how much she would enjoy it,” she says. “So when I was visiting people in the wards it’s like I’m visiting grandma; it’s my way of giving back.”

How does pet therapy work?

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

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

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

Patient centred

Game changer

Simon Hodgson at Bombay Pharmacy says HeatCheck has been a game changer.

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

“We see it almost every day now. In fact a patient discharged recently without a copy of their discharge summary, but we were able to give them their boiler-packed medication in a timely fashion after we accessed the reason for their medication changes online through Heatcheck.”

Eunice Whitcomb (left) with CentreFriends’ Emma Richardson (right) and Sally the greyhound.

Nga Kakano Foundation’s Dr Bryce Kilkeary.

Achieving our vision of healthy thriving communities

“Saving your GP’s number to your mobile phone will mean it’s handy when needed. Dr Bryce Kilkeary says people get peace of mind from the after-hours telephone service.

Programme Leader, Ros Jackson.