Bay of Plenty District Health Board
2017/2018 Quality Account

Health Targets

There are six national health targets set by the Ministry of Health (MoH) to track how well district health boards are providing services to their communities. The targets include both preventative health and hospital service measures and are publicly reported each quarter.

We have a number of programmes in place designed to help us meet the targets, however improving the target results will take an all of health sector approach. Because of this the DHB is building on the already strong relationship with primary and community-based healthcare providers. We are working proactively to ensure people are getting the services, check-ups and information they need to stay well.

Health Target | Target | 2017/18 Q4 Results | Achievement
---|---|---|---
The target is: 95% of patients will be admitted, discharged, or transferred from an emergency department within six hours. | 100% | 100% | ✅
The target is: The volume of elective surgery will be increased by an average of 4000 discharges per year nationally. | 111% | 113% | ✅
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% | 91% | ✅
The target is: The target is: 95% of 8 months-olds will have their primary course of immunisation (6 weeks, 3 months and 5 months immunisation events) on time. | 95% | 93% | ✅

Quality and Safety Markers

The Health Quality & Safety Commission (HQSC) is driving improvement in the safety and quality of New Zealand’s healthcare through the national patient safety campaign Open for better care. The quality and safety markers (QSMs) help evaluate the success of the campaign nationally and determine whether the desired changes in practice and reductions in harm and cost have occurred. Below are our performance results as at 30 June 2018.

<table>
<thead>
<tr>
<th>Marker Definition</th>
<th>New Zealand Goal</th>
<th>Q3 July to September 2017</th>
<th>Q4 October to December 2017</th>
<th>Q5 January to March 2018</th>
<th>Q6 April to June 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls: Percentage of patients assessed as being at risk have an individualised care plan which addresses their falls risk.</td>
<td>90%</td>
<td>90%</td>
<td>97%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Falls: Percentage of patients assessed as being at risk and who were given an antibiotic in the right dose.</td>
<td>90%</td>
<td>90%</td>
<td>97%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Hand Hygiene: Percentage of opportunities for hand hygiene for health professionals.</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>Surgical Site Infections: Percentage of hip and knee arthroplasty primary procedures were given an antibiotic in the right dose.</td>
<td>100%</td>
<td>97%</td>
<td>100%</td>
<td>98%</td>
<td>Data not available</td>
</tr>
<tr>
<td>Surgical Site Infections: Percentage of hip and knee arthroplasty primary procedures were given an antibiotic in the right dose.</td>
<td>95%</td>
<td>97%</td>
<td>98%</td>
<td>97%</td>
<td>Data not available</td>
</tr>
</tbody>
</table>

Fortnightly adult inpatient experience survey scores

<table>
<thead>
<tr>
<th>Domain</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>NZ (to May 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>8.5</td>
<td>8.5</td>
<td>8.5</td>
</tr>
<tr>
<td>Partnership</td>
<td>8.6</td>
<td>8.4</td>
<td>8.6</td>
</tr>
<tr>
<td>Coordination</td>
<td>8.1</td>
<td>8.5</td>
<td>8.6</td>
</tr>
<tr>
<td>Physical and emotional needs</td>
<td>8.5</td>
<td>9.1</td>
<td>8.8</td>
</tr>
</tbody>
</table>
The information gathered from hospital staff, community pharmacy staff and patients has identified some key themes, opportunities and possible improvements. Small tests of change trialled to date have included: introducing pharmacist-received about their medication; and improving communication between healthcare support at the point of discharge; improving the quality of information patients receive about their treatment at a temporary clinic set up in the town over two weeks. Exercise Wisdom Tooth saw the 25-member NZDF team providing dental treatment in the Eastern Bay township of Taneatua in March during a New Zealand Defence Force deployment to the Pacific as part of the annual 18-day field training exercise.

The NZDF contingent had a mix of Regular Force personnel and reservists, some of which were non-commissioned officers. "My medication -

"It’s turning patients from being passive recipients to being partners in, and driving, their own care. That means they are much more active and engaged, it’s a significant shift and leads to better results for the patients. It’s what the future looks like," said Dr Hollister-Jones. Through the secure website patients can access information about their health, take tests, review communications, keep records, manage allergies, and get support.

"We have over 2000 people registered and that number is increasing all the time," said Dr Hollister-Jones. "It’s a significant shift and leads to better results for the patients. It’s what the future looks like," said Dr Hollister-Jones.

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