

Healthy West Coast
Te Hauora o Tatou – The Health of Us All



REPORT TO THE COMMUNITY

AUTUMN 2012

WELCOME TO A REPORT ON HEALTHCARE ON THE WEST COAST.



Introducing ... Rusty

See the rest of Rusty's story on the back page.



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Welcome to the second issue of *Report to the Community*, a snapshot of what is happening in the health sector on the West Coast.

In this issue we focus on the Government's objective to provide *Better, Sooner, More Convenient* health services — services closer to home that will help make West Coasters healthier. Our priorities are delivering the right care, at the right place, and at the right time, within our budget.

A big part of being able to deliver health services closer to home and in the best and most convenient way is making sure we work in partnership with other health and social service providers, community groups and organisations.

Last year we ran an Expo on the future of Greymouth community health services where we asked people if they could change one thing about healthcare on the Coast what would it be. The Expo presentations and feedback questions can be accessed via the DHB website at http://www.westcoastdhb.org.nz/about_us/projects/Greymouth_community_health_services/default.asp

We plan to talk further with the community on the Grey Base Hospital redevelopment as well as the concept of an Integrated Family Health Centre (IFHC) alongside the new hospital. We have also engaged with the community about an IFHC at Buller. Essentially an IFHC will see general practice, community nursing, community allied health and community mental health services all well connected and working together in an easily accessible, co-

ordinated fashion. Further information on these initiatives, which fall under the Government's *Better, Sooner, More Convenient* objective, is on page four.

Also in this issue we focus on three of our health priorities — Child and Youth Health Services, Cancer and Palliative Care, and Mental Health Services. There are some outstanding work and partnerships taking place all over the Coast.

And on the cover we are featuring Rusty, the West Coast Primary Health Organisation's health promotion mascot. You can read more about Rusty on the back cover.

Finally we must remember that the West Coast DHB is one of the best-funded health boards in the country per head of population. We need to live within our means and look at innovative ways we can ensure our services are delivered in the most sustainable way.

Reading some of the stories of the work being undertaken by the health sector on the West Coast is inspirational. Yes, we face particular challenges — we have a relatively small population spread over a very large geographic area — but by working with other DHBs and our health partners on the Coast we can make a difference to your health. We should all be proud of that.

David Meates
Chief Executive
West Coast DHB

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HEALTH PRIORITIES



INTEGRATED FAMILY HEALTH CENTRES



**DISEASE PREVENTION AND
MANAGING LONG-TERM CONDITIONS**



OLDER PERSONS HEALTH



MENTAL HEALTH SERVICES



CHILD AND YOUTH HEALTH SERVICES



MĀORI HEALTH SERVICES



CANCER AND PALLIATIVE CARE



**DIABETES AND
CARDIOVASCULAR CARE**



ELECTIVE SERVICES



**MAKING THE SYSTEM
MORE EFFICIENT**



REGIONAL COLLABORATION

OVER THE NEXT YEAR OUR FOCUS IS ON:

**DELIVERING BETTER, SOONER, MORE CONVENIENT
HEALTHCARE**

Better, Sooner, More Convenient healthcare is an initiative that aims to provide people with a better experience of the health system by waiting a shorter time for services and being able to access services closer to home.

FEATURED ON PAGE 4

ACHIEVING THE GOVERNMENT'S HEALTH TARGETS

This is a key objective. We want to achieve a high level of performance against national targets leading to timely access to quality services.

See www.moh.govt.nz/healthtargets

RECRUITMENT AND RETENTION

People are an integral part of the future of this DHB and we aim to ensure that the best possible staff are employed and stay on the West Coast giving confidence both to the community and to those within our organisation.

COLLABORATION WITH THE CANTERBURY DHB

Working more closely with the Canterbury DHB is providing greater certainty for both the planning and delivery of our health services.

FACILITIES PLANNING

As part of delivering services closer to people's homes we are looking at the best use of new and existing facilities.

**MANAGING OUR FINANCIAL PERFORMANCE TO
ACHIEVE FINANCIAL SUSTAINABILITY**

To deliver health services within our existing resources, our focus is on reducing and eliminating waste, working more collaboratively with other health organisations and changing models of care to better meet the needs of Coasters.

We are committed to keeping you informed. We also value your feedback and welcome comments to community@westcoastdhb.health.nz or to Community Relations, PO Box 387, Greymouth 7840.

BSMC: BETTER SOONER MORE CONVENIENT HEALTHCARE

Better, Sooner, More Convenient Primary Healthcare is the Government's initiative to deliver a more personalised healthcare system that provides services closer to home and will make Kiwis healthier.

Better means better services for patients, through primary (community-based) and secondary (mostly hospital-based) health professionals working together more collaboratively.

The **Sooner** aspect involves less waiting for patients. By providing more

services in the community and creating a smoother flow between different parts of the health service, patients can get treatment more quickly.

More Convenient is about having services closer to home. Most people live a lot closer to their local GP than

they do to their nearest public hospital. It is almost always easier to arrange a time and day at your General Practice, than it would be at a hospital. And for some services, assistance in the home or another convenient setting can help them remain well in the community, avoiding unnecessary stays in hospital.

Better Sooner More Convenient Initiatives on the Coast include:



COMMUNITY HEALTH EXPO IN GREYMOUTH

Last year the West Coast DHB ran a Community Health Expo on the future of Greymouth community health services and people were asked if they could change one thing about healthcare on the Coast, what would it be.

At the meeting the concept of an integrated family health centre was introduced. This one-stop health-shop will see general practice, community nursing, community allied health and community mental services along with other allied health workers all working together in an easily accessible and co-ordinated fashion.

Over the next weeks the posters that formed part of the Expo will be placed at various locations around the West Coast and feedback is welcomed.

Community meetings will also be held at various locations around the Coast to get public input into what services are important to ensure a sustainable health system on the Coast.

For further information contact bryan.jamieson@westcoastdhb.health.nz



COASTERS URGED TO SIGN UP FOLLOWING VERY LOW 'OPT-IN' RATE

Share for Care is the new system introduced to the Coast last year that allows health professionals involved in a person's healthcare to access an electronic summary of key parts of a patient's general practice health records.

The system works on an opt-in or opt-out basis and the West Coasts PHO's Frans Dellebeke says so far, only 733 people have 'opted in' or 2.4% of the West Coast population.

A patient's health team can have many members including hospital staff, GPs, pharmacy staff, and mental health specialists.

"By opting-in to Share for Care, health professionals outside the general practice can access the health record summary, when they need it, for example: your pharmacist or Emergency Department, doctors and nurses. When you next see your GP, if you have not 'opted-in', you will be asked to – but in case an emergency should arise before your next GP visit, we urge you to respond now."

Visit www.shareforcare.health.nz for more information and to download consent forms.

Note: This service is not yet available to Westland Medical Centre patients due to computer compatibility issues.



BULLER INTEGRATED FAMILY HEALTH CENTRE

Discussions are continuing between the West Coast DHB and the O'Connor Trust to progress the proposed Buller Integrated Family Health Centre (IFHC).

Following submissions and feedback from the community, health professionals and other interested parties, the DHB's Board decided earlier this year that the IFHC should be built on a single site and that aged care be combined under a single provider.

The DHB will also have discussions with potential private sector investors as it further investigates the opportunity for a private – public funding partnership.

"This is a great opportunity to design a health system which will best meet the needs of Buller residents now and in the future," says West Coast DHB Chief Executive David Meates.



HEALTH PRIORITY: CHILD AND YOUTH HEALTH SERVICES

CASE STUDY: GETTING BABIES S.T.A.B.L.E

Stabilising sick babies before transporting them for treatment is a medical skill critical in remote areas like the West Coast. Now a highly successful stabilisation training programme that started two years ago in Greymouth is being extended across the region.

The international S.T.A.B.L.E. Programme is a neonatal educational initiative that focuses on the pre-transport stabilisation care of sick newborns. S.T.A.B.L.E. stands for the six modules taught in the course: Sugar, Temperature, Airway, Blood pressure, Lab work, and Emotional support.

Jude Bruce, maternity manager for the West Coast DHB, says it is about using what technical equipment is available to get the baby into a stable condition for transporting via ambulance or aircraft. This could be from anywhere on the Coast to Greymouth or to Christchurch, or further.

“The programme gives nurses and other health professionals real confidence that they can make the best use of the equipment they have to hand, even if they are working alone.”

Babies in need of stabilisation may have cardiac issues, problems with blood sugar levels or a previously undetected health issue that has been identified. They may need intravenous fluids, be warmed up if they are hypothermic, or given oxygen through a bag or mask.

Jude Bruce says the aim is to have the training provided to all relevant medical staff right across the Coast. Karamea is next on the list, followed by South Westland.

“We think this is the best course in this area of nursing care we’ve ever had.”

GOAL: We will promote and improve the health of children and young people to enable them to make healthier choices and become healthier adults.

Our focus is on protecting the health of West Coast children and youth and providing responsive child and youth services that will build strong foundations for future generations. Effective child and youth health service delivery requires close connection and co-ordination between all of the child-related primary, community and hospital services. There are a variety of DHB and non-DHB services responsible for providing child and youth services on the Coast and it is our intention that a whole system approach ensures active participation by all of these.

Over the next 12 months our focus will be on:

- Increasing co-ordination across child and youth services
- Implementing the West Coast breastfeeding plan
- Improving immunisation coverage
- Completing the introduction of the oral health plan.

BABY JOE

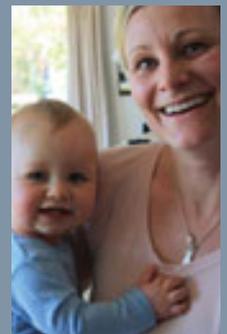
Joe de Witt was born at Greymouth Hospital 15 months ago during a normal delivery after an 11 hour labour, and according to mother Hannah, was “crying heartily”.

However, five minutes after the birth it was noticed his colour was not quite right and Hannah was told he was not “pinking up” as he should have been.

“I could see the look of concern on everyone’s faces.”

Baby Joe was given oxygen. “It was amazing. They acted so quickly. But to be honest I can hardly remember the details. Thankfully my husband AJ was taking it in.”

Joe was stabilised with ventilation before being transported via Lifeflight to Christchurch. From there he was flown to Auckland’s Starship Hospital where he was found to have a major heart defect and underwent open heart surgery when he was seven days old.



Joe and mother Hannah

He is now a healthy toddler who requires only annual visits to the cardiologist.



We think this is the best course in this area of nursing care we’ve ever had.

Bev Sinnott (midwife – in blue scrubs), Jude Bruce (Maternity Co-ordinator), Wayne Ah Sam (St John paramedic), Allan Shirley (St John ambulance officer)



HEALTH PRIORITY: CANCER AND PALLIATIVE CARE

CASE STUDY: NURSE MAUDE PARTNERSHIP

Telemedicine, increased staffing and a proposed visit from a world expert are some of the benefits emerging from a successful partnership between Nurse Maude and the West Coast DHB in the provision of palliative care.

Palliative care is a treatment approach that improves the quality of life for patients facing life-threatening illness, through the early identification of the illness and the prevention and relief of suffering by assessing and treating pain and other problems.

In March 2010, Dr Amanda Landers was appointed Nurse Maude's community palliative care physician covering Canterbury (to Kaikoura) and the West Coast. When it was clear the Coast had significant gaps in palliative care provision in areas like medical support and bereavement, the Government allocated boost funding to Nurse Maude for support.

Dr Landers now has a schedule of two monthly visits to the Coast, has fortnightly audio conferences with the local palliative care team, GPs and other health professionals involved in a patient's care. The discussion covers individual patients as well as service

GOAL: By working collectively to reduce risk behaviours and improving consistent access to quality services across the whole system, we can reduce the impact of cancer and improve outcomes for our population.

We are committed to working with a range of primary care and community providers including non-government organisations to provide a seamless approach to cancer across the range of care. Chemotherapy services and visiting specialist cancer outpatient services are provided by the DHB along with specialist community palliative care services provided by the Nurse Maude Association.

Over the next 12 months our focus will be on:

- Supporting cancer prevention and screening programmes
- Improving patient pathways
- Supporting palliative care services
- Aligning strategic activity across the South Island region.



Palliative care is more than pain control. It is about end of life care for the whole person, wherever and whoever they are.

planning and ongoing professional education. As well, the number of clinical nurse specialists on the Coast has increased from two to three.

The latest development is the introduction of telemedicine using video equipment at Nurse Maude in Christchurch and similar equipment at Grey Base Hospital bought by the Home Hospice Trust. The Coast is already leading the country in using telemedicine in paediatric care.

Dr Landers says that a Memorandum of Understanding (MOU) signed by Nurse Maude and the DHB, has allowed further collaboration. The two organisations had a productive strategic planning day late last year.

One potential outcome is looking at implementing the Gold Standard Framework across the Coast which has had astounding results in the UK improving end of life care, she says.

"This is an approach that sees the palliative care co-ordinated across the spectrum, from the home, general practice and hospital. It includes everyone involved in a patient's care, in every setting, at every stage.

"Palliative care is more than pain control. It is about end of life care for the whole person, wherever and whoever they are."

The MOU also means that through Nurse Maude, health professionals on the Coast have 24/7 access to specialist advice.

Dr Landers is hoping to get the original developer of the Gold Standard Framework, Dr Keri Thomas, to visit the Coast later this year from the UK. She is also aiming to improve palliative care provision in residential and rest home settings, and to increase the use of the telemedicine particularly for more complex cases.



Dr Amanda Landers, Nurse Maude's community palliative care physician



HEALTH PRIORITY: MENTAL HEALTH SERVICES

CASE STUDY: PACT AND DHB MENTAL HEALTH SERVICES

A new position in mental health services on the Coast will further support the continuing collaboration between non-Government organisation PACT and the West Coast DHB mental health services.

PACT, which provides support services for people with mental health challenges or intellectual disabilities, has established a clinical leader position and applications have just closed. An appointment is expected shortly.

Helen Porter, PACT West Coast regional manager, says their clients have always been managed by DHB case managers who work in conjunction with PACT's own support workers.

“Case managers cannot always be available for our support workers to refer to. Having their own clinical leader will give support workers more immediate help. The support workers are really the eyes and ears with the clients.”

PACT also owns five rehabilitation-focused flats for people who need support to get back into living in the community, as well as other accommodation for those needing more intensive support.

In a further exciting development, Helen Porter says PACT has been given approval to run a pilot National Certificate in Mental Health and Addiction Studies programme, starting this month.

“This is a Level 4 qualification on the NCEA framework and will significantly enhance the skills our staff. We hope that if the pilot is successful the course can be offered to others working in mental health on the Coast.”

The programme is suited to people who want to enter mental health and addiction support work, or who already work as paid or unpaid mental health and addiction support workers under supervision.

GOAL: We will provide an integrated, responsive system of mental healthcare that provides timely access to services for people with mental illness and alcohol and other drug problems.

It is estimated that 20 percent of New Zealanders have a mental illness or addiction and three percent are severely affected by mental illness. It is predicted that depression will be the second leading cause of disability in New Zealand by 2020. Achieving the vision for meeting our community's mental health requires mental health services to be fully integrated under a whole system approach and we recognise there is a need for a greater range of primary and community mental health services for our population.

Over the next 12 months our focus will be on:

- Integrating primary and secondary health services
- Increasing treatment capacity for community specialist Youth Alcohol and Other Drugs services
- Implementing national Co-existing Problems guidelines.

In a further exciting development, Helen Porter says PACT has been given approval to run a pilot National Certificate in Mental Health and Addiction Studies programme, starting this month.



Clients are encouraged and supported in doing some form of physical activity.



INTRODUCING ... RUSTY

Rusty is the West Coast Primary Health Organisation's health promotion mascot.

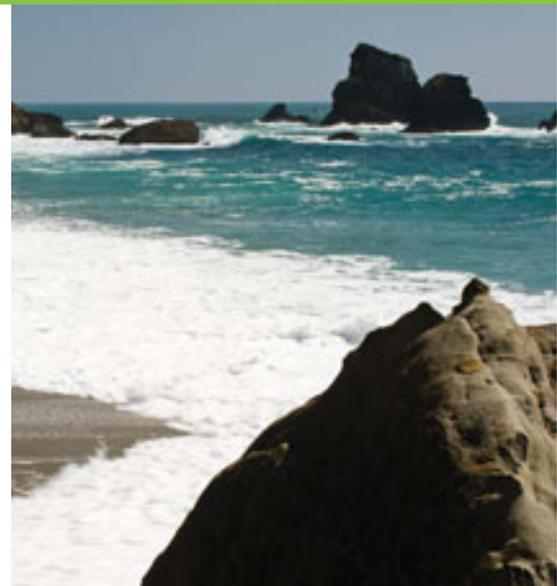
Carla Mitchell, the PHO's Health Promoter and Buller Green Prescription Co-ordinator, says Rusty helps the PHO spread healthy messages in a fun and inviting style.

Rusty joined the PHO in February 2010, making his debut appearance at the Greymouth Relay for Life.

"Rusty and the PHO are dedicated to helping West Coasters to stay healthy and live long, happy lives. Coasters

might recognise Rusty from the 2012 Real West Coaster's Tips for Good Health calendar. The calendar features Rusty at West Coast locations as well as West Coasters telling their story to try to help make a difference to the lives of others."

The PHO has also developed a Facebook page for Rusty so he can interact with all his fans and to share important health information. Go to www.facebook.com and type in 'WestCoast Rusty' to find out more.



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We have a big job ahead of us. We have the foundations in place to deliver sustainable health services within our community. By working together with other health providers on the West Coast and with other DHBs, we can do an even better job.

We would like to thank Tourism West Coast for the use of some of the images in this publication.

Healthy West Coast
Te Hauora o Tatou – The Health of Us All



West Coast District Health Board
te Poua Hauora a Rōhe o Te Poutini

We are committed to keeping you informed.

We also value your feedback and welcome comments to community@westcoastdhb.health.nz or to Community Relations, PO Box 387, Greymouth 7840.

