

# Health News

# Pārongo Hauora

**Working together to improve the quality of  
health services in Taranaki**



## Our Shared Vision / Te Matakite

Taranaki Together, a Healthy Community  
Taranaki Whānui, He Rohe Oranga

## Our Aims / Ngā Whainga

- To promote healthy lifestyles and self responsibility
- To have the people and infrastructure to meet changing health needs
- To have people as healthy as they can be through promotion, prevention, early intervention and rehabilitation
- To have services that are people-centred and accessible, where the health sector works as one
- To have a multi-agency approach to health
- To improve the health of Māori and groups with poor health status
- To lead and support the health and disability sector and provide stability throughout change
- To make the best use of the resources available.

## Our Values / Te Ahu

### Partnership / Whanaungatanga

We work together to achieve our goals

### Courage / Manawanui

We have the courage to do what is right

### Empowerment / Mana motuhake

We support each other to make the best decisions

### People matter / Mahakitanga

We value each other, our patients and whānau

### Safety / Manaakitanga

We provide excellent service in a safe and trusted environment

# TE AHU

TARANAKI DHB VALUES



## Contents

Welcome.....	4
A year at Taranaki DHB.....	5
HEP C Testing goes to the A&P Show .....	6
Certified to keep providing health care services .....	7
New hand sanitiser gets a high five .....	8
Infection surveillance enhanced thanks to ICNet improvements .....	9
Congratulations on our best year yet! .....	9
Better promotion of B4 School Check service .....	10
More Māori women and their whānau engaging in Hapū Wānanga .....	11
Committed to becoming a health literate organisation .....	12
Taranaki DHB's More Award.....	13
New service assists staff with patients at risk of deterioration .....	14
New structure and roles for Clinical Governance Support Unit.....	14
Project Maunga Stage Two update.....	15
Te Pā Harakeke - our Māori Health Unit.....	16
Our people.....	17



# Welcome

## *Haere mai*

Taranaki DHB is pleased to present our seventh annual quality account document Health News 2019.

It's a document that tells our story by sharing some of our 2019 highlights and challenges with you.

Taranaki DHB is the main funder of health care services for our region and is committed to ensuring our communities have equitable access to top quality health care where and when they need it.

To do this we are constantly making quality and safety improvements. A key part of the quality process involves learning from past experiences, undergoing regular performance measurement and keeping abreast of medical innovation and technology in the health sector.

This publication provides you with an insight into how these learnings and quality improvements will help to improve the experience you, your family and our community have in our local health system.

We hope you enjoy reading Health News.

A handwritten signature in black ink, reading 'P. Lockett'.

Pauline Lockett  
*Taranaki DHB Chair (2019)*

A handwritten signature in black ink, reading 'Rosemary Clements'.

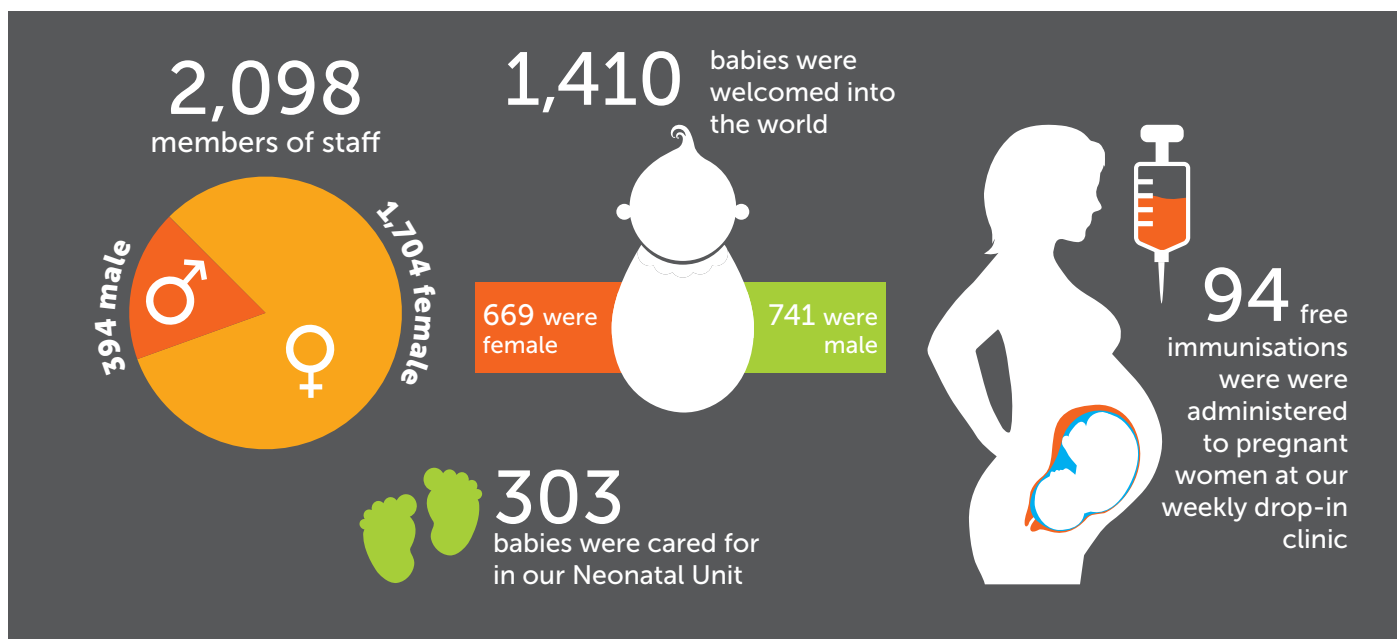
Rosemary Clements  
*Taranaki DHB Chief Executive*



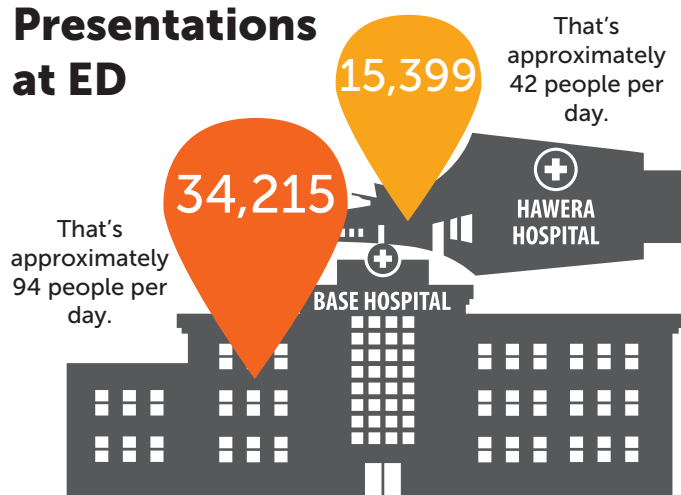
### **FEEDBACK**

We view Health News as an important opportunity to further engage with the Taranaki community. If you have any feedback on this document, or suggestions for the type of content you would like to see in future editions of Health News, please email [communications@tdhb.org.nz](mailto:communications@tdhb.org.nz)

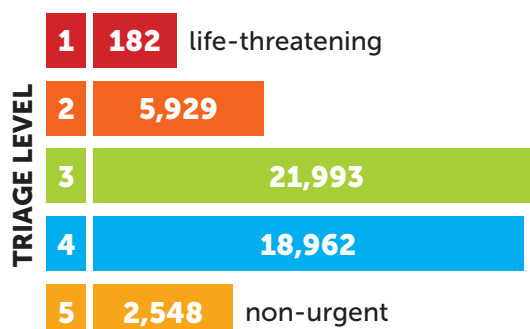
# A year at Taranaki DHB



## Presentations at ED



## Of those who presented at Hawera and Taranaki Base Hospital EDs



**2,197**  
MRI scans



**3,443**  
x-rays



**3,722**  
general surgeries



**3,179,594**  
lab tests



**792,752**  
phone calls received  
by our call centre  
(approx.)



**31,924**  
outpatient  
appointments



**2,282**  
patients were seen by a  
district nurse at home  
(approx.)



**20,353**  
patients in our inpatient  
(acute care) wards





## HEP C Testing goes to the A&P Show

The 2019 Government announcement of a newly funded treatment for hepatitis C (hep C) and the launch of the national hep C campaign saw the establishment of a hep c Network Group. This group, with the support of a range of health services in the Midland region, have been working hard to raise awareness of hep C, the simple on the spot screening process and the free and simple treatment that can cure 99 percent of cases in just eight to 12 weeks.

The group has hosted 10 free Hep C pop-up clinics throughout the region, including at community events like the Stratford and Hawera A&P shows.

To date 319 people have been screened in Taranaki. Five of these tested positive and have since been treated and cured of the virus. This is a great step towards eradicating the virus from the Taranaki community and towards the Ministry of Health and World Health Organization's goal of eliminating viral hepatitis by 2030.

People can get hep C in many ways like including from getting tattoos, piercings or a blood transfusion pre-1992, however the most common cause is from sharing needles. About 50,000 people in New Zealand have the chronic liver infection; the problem is that almost half of them don't know it, and left untreated it can lead to liver cancer.

The pop up clinics have generated a lot of interest from the public helping to increase awareness and break down the stigma attached to the infection.



## Certified to keep providing health care services

Taranaki DHB has been given the green light to continue providing health services for the next three years from HealthCERT. This positive news means the services and facilities we're providing are our patients are safe and reasonable and inline with what is required under the Health and Disability Services (Safety) Act 2001

To get the HealthCERT seal of approval Taranaki DHB's hospital and specialist services were audited in September as part of a three-yearly Ministry of Health (MoH) process.

Nine auditors and one MoH observer visited Taranaki Base and Hawera Hospitals to make sure we are delivering safe, good quality care and that our daily operations comply with the Act.

As part of this process the auditors spoke to patients and whanau to make sure they felt informed and included in decisions about their care and treatment. They also observed our staff respectfully communicating with patients and their family members, encouraging patient independence and ensuring their dignity and privacy was respected.

The audit provided valuable feedback that will help us to continue to improve the level of care and service we provide patients.

A key highlight was the recognition that our new Clinical Governance Framework (see page 14) will significantly support improved quality systems and clinical leadership at Taranaki DHB. Over the next year Taranaki DHB will be concentrating on putting in pace the improvements highlighted in the audit.

## Taking sustainability seriously

Taranaki District Health Board (DHB) has taken the next step in improving sustainability in the organisation by employing Maria Cashmore as the sustainability lead. In this exciting new role Maria is tasked with finding ways to make our everyday operations more sustainable while also making sure that the health of the community remains our number one priority.

Minister of Health David Clark has directed district health boards to reduce their carbon footprint and improve sustainability practices. Maria has been busy developing an understanding of our complex business needs and working with all departments, external

organisations and the work already carried out by our Sustainability Network Group to help Taranaki DHB achieve this. She'll also play a significant role in helping Project Maunga to achieve certification from Toitū Envirocare and a five star green building status.

Maria brings a wealth of experience in environmental and resource management with her from the South Taranaki District Council. She has a Diploma in Resource Management & Planning from Massey University, a Bachelor of Science in Medical Technology and has also practised as a doctor of medicine in the Philippines.



## New hand sanitiser gets a high five

A new hand sanitiser introduced across Taranaki DHB healthcare services in January 2019 has made it much easier for our staff and visitors to follow good hand hygiene practice.

The new PHARMAC-listed gel is called Microshield Angel Clear. It has no colour or perfume, is pH balanced, doesn't smell or leave any residue, and includes an emollient and moisturiser which keeps hands soft and smooth.

Over 2000 additional new wall brackets that hold and dispense the hand sanitiser have now been installed across DHB sites. The feedback about the new product has been positive and people are using it a lot more to clean their hands and help us prevent the spread of germs.



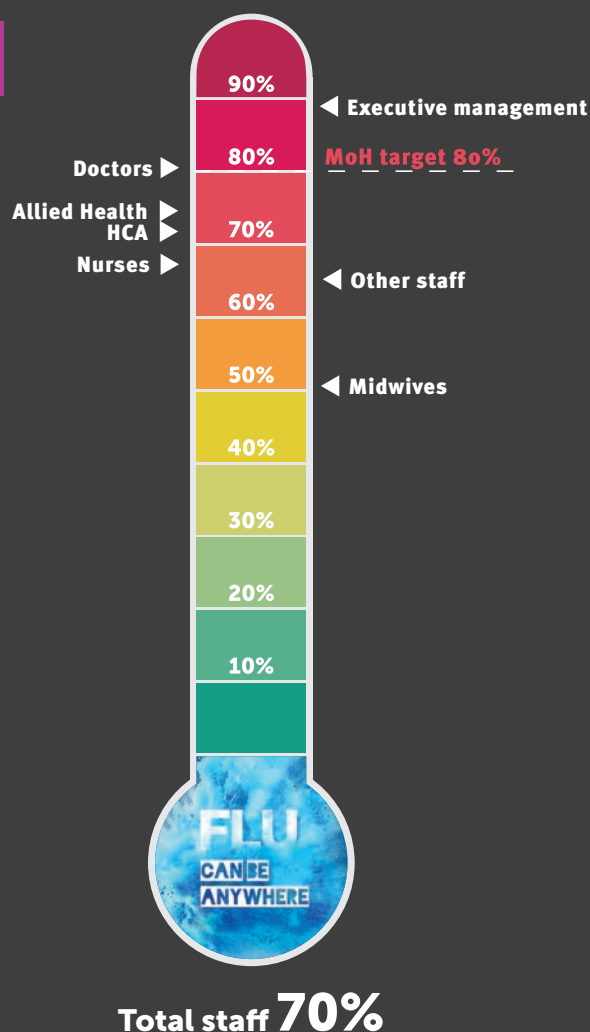


## Congratulations on our best year yet!

Taranaki DHB has achieved our best staff influenza vaccination result to date thanks to a proactive team of authorised vaccinators who set out to immunise as many staff as possible during the 2019 flu season.

Healthcare workers are twice as likely to catch influenza and are encouraged to get vaccinated to protect patients, themselves and their family against this virus.

In 2019 the Ministry of Health challenged Taranaki DHB to get 1600 of our 2000 staff vaccinated to reach an immunisation target of 80 percent. While we didn't quite hit the target, 70 per cent of staff received an influenza vaccine which is a fantastic effort and our highest rate since the health target was first initiated.



## Infection surveillance enhanced thanks to ICNet improvements

In 2019 Taranaki District Health Board's infection case management and clinical decision support surveillance system (ICNet) was given an exciting update.

The update has enabled us to link theatre cases with infection surveillance. It does this by taking real time data from our clinical information systems, checking the data and

matching it with patients and their specific conditions and treatment.

The latest update was led by Lisa Gilbert, clinical nurse specialist in infection prevention and control, who represents Taranaki DHB on the National DHB ICNet Collaborative Operational Group. The aim of the group is to develop nationally consistent use of ICNet.



## Better promotion of B4 School Check service

A Before School Check is the final Well Child check that Taranaki DHB provides a child at four years or soon after.

It provides an opportunity for parents and caregivers to discuss their child's health and development with a public health nurse or a tamariki ora nurse before they start school.

In 2019 Taranaki DHB exceeded the Ministry of Health's Before School Check performance target by completing 805 Before School Checks. Of the completed, 133 checks were in high deprivation areas

Two Taranaki DHB cars emblazoned with B4 School Check branding and promotional visits to early childhood education centres (ECEs) are also now helping boosting awareness of both the service and the importance having these health milestone checked, in the Taranaki community.

We hope the additional and highly visible advertising will continue to improve the number of children having this health milestones checked on time, as soon as they turn four.

If you or someone you know would like a check for their child please email our B4 School Checks nurse coordinator - [belinda.miller@tdhb.org.nz](mailto:belinda.miller@tdhb.org.nz) for an appointment.



## More Māori women and their whānau engaging in Hapū Wānanga

More Taranaki Māori women and their whānau are opting for a culturally diverse pregnancy education by completing one of Taranaki DHB's Hapū Wānanga workshops.

In 2016/17 a review of Taranaki DHB's maternity services highlighted that just 11 Māori women had engaged in locally facilitated antenatal workshops. However during 2018/ 2019, 58 pregnant Māori women engaged in Hapū Wānanga. Hapū Wānanga provides the same teaching as other ante natal courses and it incorporates kaupapa Māori practices while being held on marae or marae-like venue.

In 2018/19 138 whānau members also attended a Hapū Wānanga work shop to provide support and learnt about antenatal care, breastfeeding, dental health, smoking cessation and immunisation as well as labour and birth, pain relief and anatomy.

Feed back has told us more and more whānau are attending in support because Hapū Wānanga content is delivered by Māori in a way that Māori can relate and in an environment that is safe and familiar environment.

Tawera Trinder teaches the programme and says it is growing in popularity. In 2019 third facilitator, Moerangi Tamati, was recruited to help facilitate the growing demand for the programme. Moerangi is both a doctor and registered nurse who took part in the programme herself during her own pregnancy.



# Committed to becoming a health literate organisation

Taranaki DHB has committed to becoming a health literate organisation. This means making sure health services are easy to find and understand, and therefore improving people's ability to effectively manage their own health, keep well and live well.

Becoming a health literate organisation is also part of our Te Ahu Taranaki DHB Values and the 10-year Taranaki Health Action Plan. It ensures we are constantly identifying ways for people to find, process and understand basic health information and services so they can make informed and appropriate health decisions.

In 2018 Taranaki DHB formed the Health Literacy Operational Oversight Group (HLOOG), which was the first step in helping to build staff awareness and understanding of health literacy.

Over the year staff members have been offered three health literacy training courses online. So far Module One has been completed by 182 people; Module Two has been completed by 123 people and Module Three 39 people.

In addition a series of resources including a health literacy top tips poster, flip chart and a three-step guide to better health literacy have been developed to support conversations about health literacy with staff.



# TOP TIPS



**Ask questions**

ASK QUESTIONS to find out what a PERSON already understands about their health



Finding out a person's understanding of their health gives you a starting point for your conversation. It means you won't waste time giving them information they already know, and avoids you making assumptions about what a person knows.

**Check the outcome of your communication**



Using a mix of open and closed questions will help establish whether your messages have been meaningful for a person.

**Use open questions**

To help identify what a person understands about their health and what motivates them, open questions can be useful.

What would a good outcome be from your point of view?

**Encourage questions**

We want people to ask questions to ensure they understand their health and health services.

"What would you like to know more about?"



**Help people anticipate the next steps**



When referring a person to a health service, explain what to expect, and how long each step will take.

**Give people a record of the discussion**



- Write down the important points
- Underline relevant sections in a resource
- Draw what is happening in their body
- Give them a video link that shows what to do

**Reduce health literacy demands**



Workplace signage, the letters you send, the forms people fill in, and the language you use with patients create health literacy demands. Use plain language and check if a patient needs a clearer explanation.

**Connect with a person's knowledge**



When you connect new information to a person's existing knowledge base, it makes it more likely they will remember it.

**Provide information in a sequence**

- 1 People find it easier to understand and remember information if presented in a logical sequence.
- 2
- 3

**Approach every situation with a health literacy lens**



Some people will have ongoing health literacy needs, while others will find unfamiliar situations create health literacy needs.

**Repeat, repeat, repeat**



People need to hear and see a new word up to 40 times before they can retain it and use it with confidence.

**Reflect patient language**



Use clinical terms a person is familiar with, otherwise explain any new terms you use.

**Arrange services such as an interpreter or hearing assistance**



Make sure you know how to access professional services, including services for people with disabilities and arrange these prior to meeting with a patient or family.



# Taranaki DHB's More Award

Taranaki DHB employees have embraced our new peer-to-peer recognition scheme – The MORE (Moments Of Recognition Everyday) Award. Every day our employees strive to do their best while demonstrating the Te Ahu Taranaki DHB Values. To support this we introduced the MORE Award in 2018 to recognise those who live those values every day at work.

## Our values

- **Partnership/Whanaungatanga**
- **Courage/Manawanui**
- **Empowerment/Mana motuhake**
- **People matter/Mahakitanga**
- **Safety/Manaakitanga.**

Almost 600 people were recognised for a MORE Award in 2019. In 2018 185 awards were received following the MORE Award launch in September. Each More Award recommendation highlights and positively reinforces behaviours that epitomises our DHB values.

So far Whanaungatanga (Partnership) and Manaakitanga (People matter) are the two most recognised DHB values. These two values are very much at the heart of delivering high quality health care so it's not surprising that Taranaki DHB employees are living these values daily but what's great is that people are taking the time to praise each other for this.

A significant number people have recognised teams for demonstrating the values and nominated them for a MORE Award. We've taken this into account and plan to introduce a programme that will acknowledge teams in the coming year.



A W A R D

Moments of recognition everyday

## How did it make you feel being recognised for a MORE Award?

"It was a real buzz receiving the feedback for both those MORE Awards. It certainly made me feel appreciated." Yvonne Hinton – nursing resources coordinator, Nursing Resource.

"I guess for me the MORE awards give you that little informal reassurance that you are doing a good job, sometimes its not the grand gestures and performance appraisals but the little "hey, you've got this" which can be really motivating, especially when you are new, which I was last year." Jess Beattie – clinical nurse manager, Ward 2B.

"It's nice to feel valued and appreciated, especially when things are super busy. Receiving a MORE Award puts a spring in your step." Debbie Donnelly – administrator, Nursing Resource.

"It was a surprise and overwhelming as I felt I was just doing my job. Been able to support children, families/whānau and to advocate for them is a privilege, so the award was very humbling, thank you." Brenda Sturgeon – paediatric district nurse, Child Development.

"Receiving a MORE Award certainly made me feel extremely proud that the extra effort I have been putting in to pronounce Māori names and words correctly. It was nice for this to be recognised and appreciated." Sharon Parker – resource coordinator, Public Health.

## New service assists staff with patients at risk of deterioration



In November Taranaki District Health Board introduced the new Patient at Risk (PaR) Service which supports nursing and medical staff in the identification and care of deteriorating patients. The service was implemented in response to:

- Increase in patient numbers and afterhours activity
- Increase in clinical complexity

Feedback and data collected from inpatient areas regarding support, patient flow and bed management.

The PAR service was implemented with four initial staff members and is expected to be at full capacity (six nurses) in the first quarter of 2020. The service runs from 18:45 - 07:15 seven days a week and will eventually be available 24/7.

*The Patient at Risk Team from left: Emma Williams, Alex Keegan, Meryn Newman and Morena Shute.*

## New structure and roles for Clinical Governance Support Unit

In August 2019 Taranaki District Health Board (DHB) launched a new Clinical Governance Framework designed to enable more effective oversight of clinical safety and quality.

The Framework gives clinicians, managers and other staff guidance on how to work together to improve and be held accountable for the quality and safety of the clinical care they provide. The framework is based upon four components:

- Consumer/patient-centred care
- Open and transparent culture
- All staff actively participate and partner in clinical governance, and
- Continuous quality improvement focus.

Following the rollout of the Framework Taranaki DHB has established a Clinical Governance Support Unit (CGSU). This clinically focused team, directed by Dr Pieter Pike, will support clinical staff in managing their patients' safety and quality of care.

# Project Maunga

## Stage Two update



In September the Minister of Health, Dr David Clark announced that the Government prioritised funding to upgrade the Taranaki Base Hospital (Base) campus with new East Wing building housing acute services.

This announcement was the culmination of 18 months of hard work for the Project Maunga Project Team and its approval means Taranaki DHB can now progress the next stage of development.

The building will include new emergency, intensive care and maternity facilities. The hospital's Laboratory and Radiology services will also be upgraded as well as a new morgue and rooftop helipad.

It will be a modern, fit-for-purpose facility that is future-proofed for Taranaki's healthcare needs and will enable us to provide services in new ways. The new build will also address the current seismic issues at Base and will improve the hospital's resilience and ability to provide emergency clinical care after a major disaster.

Draft concept designs released in September provide an idea of what the new East Wing may look like. However, there are still some months of further design work to be done so these drawings may be subject to change. Construction is expected to begin sometime between the end of 2020 and early 2021, with the opening planned for late 2023.





## Te Pā Harakeke - our Māori Health Unit



Te Pā Harakeke, Taranaki District Health Board's (DHB) Māori Health Unit has had a busy year putting new service plans in place and facilitating programmes experiencing increasing popularity from staff and the community.

Te Pā Harakeke's mandate is to help the organisation make health improvements for Māori and ensure equitable access to health services. As part of this they launched the 2019 -2021 Action Plan which outlines the five key streams of work they will deliver over the next three years. "It prioritises where we will be concentrating according to the areas expected to have significant impacts on Māori health gain" says Ngawai Henare, chief advisor Māori Health.



*Ngawai Henare, chief advisor Māori Health.*

They also launched a new cultural training programme recognised and endorsed by the Australasian College of Emergency Medicine (ACEM) called the Treaty, DHB and Me. Participants experience an authentic marae-based pōwhiri at Parihaka (one of Taranaki's most significant papakāinga/cultural sites) and are taught about:

- the historical context of the Treaty of Waitangi from a Taranaki perspective
- how our history has had a significant impact on the health of Māori today
- key Māori cultural concepts, cultural safety in the hospital and wider DHB setting
- the DHB's Māori Health Strategy and our obligations under the Treaty.

Another initiative the Unit can be proud of is Hapū Wānanga (see page 11) which has helped to increase the number of Taranaki Māori women and their whānau accessing and engaging in antenatal and parenting education. Hapū Wānanga content is delivered by Māori in a way that Māori can relate and in an environment that is safe and familiar environment.



# OUR PEOPLE

## *Te hunga mahi*

Healthcare is about people helping people.

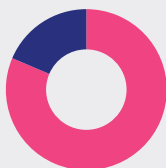
In Taranaki we have a great team of health professionals and support staff all working together for our community.

*\*figures as at 30 June 2019*

## 2,101 employees

### Gender

1,711 Female  
390 Male



### Type of employment

973 permanent part-time  
649 permanent full-time  
327 casual  
152 fixed term & temporary

## 792

Nurses



## 238

Doctors



### Position type

1,021 Nursing  
(includes midwives and health care assistants)  
347 Allied  
320 Administration  
238 Doctors  
130 Non Health Support  
45 Management

## 184

Health care  
assistants



## 45

Midwives



## 44

Laboratory  
employees



## 31

Physiotherapists



### Ethnic group

1,630 New Zealand European  
196 Asian  
195 Māori  
38 Other  
26 Not declared  
16 Pacific Islander



