

December 2019

Te Rerenga

News from the Western Bay of Plenty Primary Health Organisation



WBOP PHO

Western Bay of Plenty
Primary Health Organisation

Tungia te Ururua, kia tupu
Whakaritorito te tupu
O te harakeke



Snakes and Ladders with a twist

Practice managers and receptionists played Snakes and Ladders with a twist at the WBOP PHO's final Practice Managers Meeting of the year to look at the social determinants of health inequities and inequitable primary care access. Read more on Page 3.

Meri Kirihimete!

As we head into Christmas and the New Year, it is a time to reflect, as well as an opportunity to look forward to some well-deserved rest and relaxation.

The past year has seen a significant period of change for the organisation. Coming into the CEO role this year I am thankful for the collegiality and support afforded to me by the Board, previous Interim CEO Phil Back, senior managers and staff.

There has been so much incredible work undertaken by our PHO staff, Iwi partner organisations and General Practice teams across our rohe this year. I am inspired by the dedication and passion you bring to your mahi and I am truly thankful to you all for your contribution to the achievements of the network for our people.

In the coming year I look forward to further developing our relationships with our Eastern Bay colleagues, Iwi partners and networks as we work together for the good of the communities we serve.

On behalf of the executive team, I wish our staff, General Practices, and Iwi partners a Merry Christmas and a prosperous and Happy New Year. Enjoy the summer holidays and time spent with your loved ones.

Nāku, noa nā
Lindsey Webber



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New tools pick up early signs of health deterioration in elderly patients

Healthcare assistants and nurses working in aged care have new tools for assessing the health of elderly patients thanks to an 'early alert' project by the Western Bay of Plenty Primary Health Organisation.

The Registered Nurse assessment tool, based on the SBARR framework, has been adapted for use by the Health Quality & Safety Commission of New Zealand and is included in the latest Frailty Care Guides for aged residential care.

Nurse practitioner Louise Fowler and clinical resource nurse Kate O'Dwyer from the Aged Residential Care team worked with Tauranga aged care providers over the past 18 months to develop the tools.

With more than 1900 elderly patients in 32 facilities throughout the Bay of Plenty, the PHO wanted to find a way to support the aged care workforce to pick up early signs of health deterioration.

"A lot of elderly patients have complex medical needs, and the aged care sector traditionally has a high staff turnover so upskilling staff is a challenge," says Louise.

"I realised we needed a tool, and a process where nurses could identify residents who were deteriorating and deal with it in a timely manner so if it was reversible, it could be reversed."

A tool was developed for healthcare assistants to help them identify symptoms for nurses, who then carry out a full assessment.

"This helps the nurse to decide on a course of action or pass it up to the



PHO clinical resource nurse Kate O'Dwyer and nurse practitioner Louise Fowler with the new tools for assessing the health of patients in aged residential care.

clinical nurse manager or GP for further consideration. It gives everyone a voice and ensures that concerns are followed up," says Louise.

Nurses have reported that it is a useful tool, or prompt, to communicate information

to GPs, says Kate.

"Alongside the tool we have been going into facilities and working with nurses to increase their clinical assessment skills."

Louise says there are early signs of fewer ED attendances of patients from aged care facilities since the tool was introduced, which means potential health problems are being reversed at an earlier stage.

An afternoon tea celebration was held at the PHO recently to thank the aged care facilities involved in the project.



In the Western Bay of Plenty PHO area

1900 elderly patients in 32 facilities

Snakes and Ladders with a twist

Snakes and Ladders was on the agenda for PHO staff, practice managers and receptionists from our General Practices recently as part of a workshop exploring privilege and inequity in getting to the doctor.

The workshop was facilitated by GP and public health physician Dr Pat Neuwelt who developed a version of the popular game based on key findings from her latest research on General Practice reception processes, 'Exploring privilege and inequity in journeys to primary care', funded by the Health Research Council of New Zealand.

It is believed that General Practice reception processes is an area for healthcare quality improvement which could reduce health inequities.

The study explored the ways that reception processes, at the point of entry



to the health system, pose barriers to access for people who experience social marginalisation and looked at possible solutions.

Data collected from focus groups and individuals about General Practice reception processes was used to create an educational board game based on Snakes and Ladders.

In the translational game, patient factors are represented in 'identity cards' and practice factors in Snake Cards (barriers) or Ladder Cards (enablers). The intention of the game is to raise awareness among General Practice staff about the social determinants of health inequities, and inequitable primary care access.

Taking pro-equity action

Manager Māori Health Kiri Peita facilitated a CME/CNE session for General Practices in November on achieving equity in health outcomes for Māori.

The session looked at the definition of equity, the principles of Te Tiriti o Waitangi, and the Ministry of Health's 'Equity of Health Care for Māori: A framework'.

The framework is just one tool to start a conversation about some evidence-based actions General Practice can take to address equity. For example, at a health practitioner level an action may be to focus on developing expertise in te reo Māori to assist with correct pronunciation of patient names. Correctly pronouncing a person's name respects the person, and therefore their culture.

The session was also an opportunity to offer PHO support to help achieve their identified actions.

Kiri took the 60-plus participants through an equity diagnostic exercise to assess where their General Practice was against the framework, to identify opportunities for development within their practice, and consider how to apply Tiriti principles into their everyday work.

If you were unable to attend the session, Kiri is happy to tailor a session at your practice to help develop practical and realistic pro-equity actions.

Email kirip@wboppho.co.nz.

General Practice PD scholarships

Western Bay of Plenty Primary Health Organisation has set up a scholarship fund to provide financial support for General Practice staff within the network to participate in professional development that will add value to their team and their enrolled population.

CEO Lindsey Webber says cost often prohibits General Practice staff wanting to pursue further study and professional development.

"If we can make some contribution to those costs to enable participation, our enrolled populations will ultimately benefit."

A scholarship of up to \$2000 per applicant per year will be available to GPs, nurse practitioners, nurses, healthcare assistants and administrative staff who can clearly demonstrate their study will influence their practice in the primary care setting and contribute to achieving improved health outcomes for patients.

Priority will be given to applications that support improving outcomes for Māori and other high needs groups. Specifically, consideration will be given to the following areas:

- Improve health outcomes for high-needs populations/individual patients
- Enhance access to services, managing acute demand
- Address equity issues for Māori
- Improve business sustainability/service provision
- Align with national/regional strategic health priorities.

The Scholarship Fund has already been utilised to take advantage of training arranged through BOPDHB for 2020. The Scholarship Fund will support 25 General Practice team members to enrol for participation in a series of three-day professional development programmes offered by Linda Hutchings. BOPDHB is also generously subsidising up to \$9000 of those programme costs.

Scholarship applications are invited throughout the year and will normally be assessed on a case-by-case basis. For more information contact the General Practice Services team, email gpsadmin@wboppho.org.nz.

Gnoming competition

Organisations that support good mental wellbeing generally have happier people and a more positive workplace.

PHO staff have been looking after their mental wellbeing over the past few months with a fun team-building Gnoming Competition.

Proving there is some great creative talent within the organisation, the six team gnomes were dressed, named, and a whakapapa, or back story created for each of them.

William Eru Eduardo Douglas, Tilly von Spannercrank, Dr Kokowai, Sir Gnome of Tyrion, Pinky Panky and Gnome Ann have been involved in various activities and earned points for their teams by being photographed with famous identities and in unusual or amazing locations.

Abduction of the gnomes is actively encouraged and earns bonus points, so if you spot PHO staff members out and about clutching small ceramic gnomes you'll know why!



Meet Dr Kokowai.



From left, Drs Grant Cavitt, Sarah Oberer, Brooke Vosper and Kerry Thomas with their Clinician Appreciation Awards.

A celebration of collaboration and collegiality

The great and the good of the Bay of Plenty medical workforce was celebrated at the inaugural Bay of Plenty Clinician Appreciation Awards, Mahi Tahi, last month.

The Bay of Plenty DHB-run awards celebrate clinicians demonstrating brilliant clinical skills and superb patient care as well as fostering strong professional relationships. Primary care clinicians nominate secondary care clinicians and vice versa.

There were five categories open for nomination for each group, encompassing the DHB's CARE values – Compassion, All-One-Team, Responsive and Excellence. Two events were held in Whakatāne and Tauranga.

WBOP secondary care award winners:

- Compassion:** Patient-centred – Alex Lampen-Smith, Gastroenterology
- All-One-Team:** Top Communicator – Dr Kingsley Niramalaj, Endocrinology
- Responsive:** Amiability Star – Dr Liam Wilson, Urology
- Excellence:** Top of the Class – Pauline McQuoid, Clinical pharmacist, Medwise
- Excellence:** Innovator/Quality Improvement – Dr Mohana Madulla, Stroke physician.

WBOP primary care award winners:

- Compassion:** Patient-centred – Dr Sarah Oberer, Dee Street Medical Centre
- All-One-Team:** Top Communicator – Dr Kerry Thomas, Fifth Avenue Family Practice
- Responsive:** Amiability Star – Dr Grant Cavitt, Chadwick Healthcare Greerton
- Excellence:** Top of the Class – Dr Brooke Vosper, Te Puke Medical Centre
- Excellence:** Innovator/Quality Improvement – Dr Melanie Johns, Healthcare on Fifteenth.

Congratulations to all the winners!