

October 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



KLASH OF THE KŌHANGA REO

This successful WBOP PHO campaign saw 27 Māori wāhine receive potentially life-saving cervical screening from June to August. Support to Screening Coordinator Joanne Tuhakaraina and Health Promotion Coordinator Tiana Bennett launched the campaign at Matariki Mokotini where kohanga reo gathered to perform kapa hapa to celebrate the Māori New Year. Read more on Page 2. The kaupapa Māori programme is just one of the ways we are striving to achieve equity of outcomes for Māori. Read more on Page 3.

Celebrating success

Welcome to the first issue of our bi-monthly newsletter Te Rerenga!

Te Rerenga is about sharing stories of innovation, progress and achievements, both at the PHO and among our general practice and iwi partners, and celebrating our success in keeping people well in our communities.

Te Rerenga means motion or take-off – a moving thread of communication both positive and strong. The name been endorsed by our kaumatua Wipiahana Pearson.

Many thanks to GPS team member Catherine Warren who suggested the name. Nga mihi nui ki te wahine no na tenei ingoa whakaaro.

Our first story about the Klash of the Kohanga Reo challenge is a great example of celebrating innovation and success.

We also look at the Health Care Home

project, how the PHO is working to achieve equity of outcomes for Māori, and how the Halcyon claims management tool is making a difference for our practices.

There is information on our new reporting tool, Thalamus, and a reminder to get your entries in for the inaugural New Zealand Primary Healthcare Awards.

You can also read about our team-building games day at the Queen Elizabeth Youth Centre – congratulations to Team Red – and our Rugby World Cup competition.

If you would like to share any stories in future issues of Te Rerenga please email tererenga@wboppho.org.nz. We'd love to hear from you and help celebrate your success!

wboppho.org.nz



Cervical screening success with kaupapa Māori programme

Another 27 Māori wāhine in Tauranga have received potentially life-saving cervical screening following the success of the PHO's Klash of the Kōhanga Reo challenge from June to August this year.

Among those screened was a woman who hadn't been screened in 17 years and another in her 40s who had never been screened.

Health and Wellness Services' Support to Screening team ran the kaupapa Māori programme to get as many women as possible to undergo screening for the chance to win prizes.

Forty women from throughout Tauranga put themselves forward for screening. Nearly half were already up-to-date with their smears and the remaining 27 were screened during the challenge.

With the most wāhine taking part in the challenge, Te Matapihi Kōhanga Reo won \$1000 worth of prizes.



WBOP PHO Support to Screening coordinator Joanne Tuhakaraina and Waipu Hauora Whanau Ora coordinator Riria Gibbons presented Te Matapihi Kōhanga Reo kaiako Aria Rinui and tamariki Kora Hughes, 4, and Kaimana Bidois-Russell with their prize for winning Klash of the Kōhanga Reo.

Those participating in the challenge were treated to a special wāhine workshop, Whakapiki Tou Wairua, hosted by Waipu Hauora at Hungahungatoroa Marae in Matapihi, which included meditation, yoga, rongoa and mirimiri (massage).

Support to Screening Coordinator Joanne Tuhakaraina says kanohi ki te kanohi (face to face) engagement with Māori is important and working with groups such as kōhanga reo gives the PHO an opportunity to do that.

"It's really important to work in these environments where whānau can come and feel comfortable."

In the Western Bay of Plenty PHO area

71%

of eligible Māori women have undergone cervical screening as at August 2019.

Health Care Home making an impact

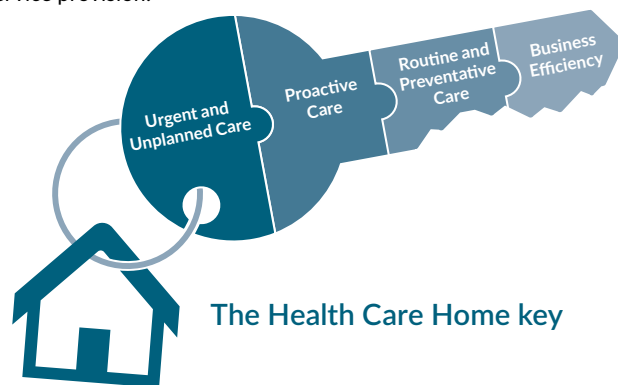
Patients and GPs are already starting to see the benefits of implementing components of the Health Care Home (HCH) model of care in the Western Bay of Plenty, with more patients having access to telephone assessment and triage.

HCH is a primary care model which aims to improve patient care, as well as improve the working environment for general practice.

For the patient, HCH means their general practice should become the literal and holistic home to all their health and wellbeing needs. It is also intended to improve links between patients and the multiple healthcare services they may need to access.

Seven WBOP PHO practices, including one in Whakatāne, are participating in the HCH project.

A number of the practices are already offering online patient portals and extended hours, as well as taking telephones off their front desk and conducting daily 'team huddles' – a way for staff to meet quickly to coordinate and plan daily activity that enhances service provision.



Telephone treatment and assessment by the GP means that those that can be safely managed via a telephone call are saved a visit. This also applies for those that require pre-consultation tests such as laboratory or x-rays to assist or confirm diagnosis. As such, more practice appointments are available for those that need to be seen and it reduces the number of visits that some patients need to attend.

"We can already see that telephone triage is resulting in a significant number of patients not having to present in person, freeing up time for GPs to see other patients," says Jeane Rossiter, Health Care Home Project Lead.

"We have a group of innovative practices and committed practice staff who will be focussed on ways to strengthen consumer co-design, equity and Māori engagement in their initial year of the HCH journey."

Equity of health outcomes for Māori

WBOP PHO Māori Health Manager Kiri Peita has been actively engaging with practices across the network over the past few months to support our focus on embedding a culture of equity.

Kiri recently presented to practice managers at their monthly meeting and we have also introduced a regular piece in Practice News called 'Kiri's Korero'.

One practice Kiri has been working with had asked for some feedback on its Māori Health Plan. Following a hui, the practice initiated a staff survey, which helped to inform a work programme. Understanding equity was identified as a key learning need for the team, which Kiri will facilitate.

Sharing feedback from practices to encourage others to engage has also been valuable.

Total Health Doctors, Whakatāne said, "Kiri's support and guidance in establishing a more robust and user-friendly Māori Health Plan has been invaluable. Total Health now has a strong

WBOP PHO Māori
Health Manager
Kiri Peita



directive of where they would like to be and a plan to make that happen. Kiri has connected us with local DHB contacts and a kuia that will help guide and deliver actions identified in our health plan. I strongly encourage your practice to engage with Kiri."

The PHO is currently developing a Health Strategy that will focus on the practical application of our strategic priorities for achieving equity in health outcomes for Māori, and a session with Kiri on equity is now part of the induction process for new employees, as well as the whakatau process and the PHO's whakatauki.

Information about equity is now available on the PHO website www.wboppho.org.nz/about-us/ to ensure a focus on equity is embedded in our processes and systems.

Equality



The assumption is that **everyone benefits from the same supports**. This is equal treatment.

Equity



Individuals are given different supports to make it possible for them to have equal access to the game, thus producing equity.

Justice



All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

MANAGEMENT TOOLS

Halcyon providing instant feedback on claims

Halcyon, the PHO's new claims management tool for general practice, was successfully launched in September and is making claims easier for clinicians with instant feedback on claim acceptance.

All claims previously made through Best Practice (BPac) moved to Halcyon. This included CarePlus, Diabetes Annual Review, Diabetes Care Improvement Programme, Insulin Starts, and the CVDR Assessment Tool.

The move also created the opportunity to move CVD Risk Assessment to the latest risk calculator aligned to the 2018 Guidelines for CVD Risk Assessment and Management.

General Practice Services team lead Debbie Baillie says Halcyon is already delivering many benefits to clinicians by offering seamless integration into the Patient Management System

(PMS), providing instant feedback on claim acceptance, visibility of places available in CarePlus, and displaying only programmes for which the patient on the palette is eligible.

"Administration teams also have the benefit of a real-time view of all claims, access to live reporting and up-to-date CarePlus enrolment reporting."

Debbie says the transition to Halcyon went smoothly, with some expected fine-tuning needed at practice level in the first couple of weeks.

"Practice user feedback is very positive and all have commented that the forms are intuitive and easy to use."

BRIEFS

Thalamus is here!

Thalamus, a new web-based reporting platform designed to provide more information for practices, has gone live this month.

Reports generated include lists of patients currently in hospital, and details of hospital admissions and discharges for the past seven days. These reports will support better care for patients by enabling practices to start planning post-discharge care.

Another of the new reports enhances a previously paper-based quarterly performance report.

The PHO has been using Thalamus for internal reports for the past six months and hopes to add more reports following consultation with practices.

Primary Healthcare Awards

Have you started your entries for the New Zealand Primary Healthcare Awards?

The inaugural awards showcase innovation, collaboration and successful outcomes in the primary healthcare sector.

There are 21 awards categories, including General Practice of the Year, Practice Nurse of the Year and Nurse Practitioner of the Year.

There are also categories that celebrate innovation, information technology, primary and secondary integration, mental health, and youth or senior health services.

The overall winner will receive the ACC Supreme Award.

Entries close 10 November 2019.



For more information visit:
www.nzphawards.co.nz



Competitive spirit alive and well

It's been fun and games at WBOP PHO recently with our team-building games day at Queen Elizabeth Youth Centre, followed by our Rugby World Cup office decoration competition. Team Red reigned supreme at the games, and the team of Kiri Peita, Annette Ludgate and Debbie Pearson won the RWC competition with their 'Nikkon Kingdom' pod representing the countries of Japan and Tonga. Bring on the 'Gnoming' Competition!

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