



## Collaboration between Canterbury and West Coast DHBs making it better on both sides of the Alps

**As part of my role as Chief Executive of Canterbury and West Coast DHBs I spend time on both sides of the Alps. I was on the West Coast for a couple of days last week. On Thursday I had a series of meetings in Westport with staff and stakeholders. On Friday I had the pleasure of attending a health-system planning workshop in Greymouth followed by a Board meeting. It was a full, stimulating and rewarding couple of days.**



David Meates, CEO

It's been eight years since the West Coast and Canterbury DHBs began sharing a CEO and other senior staff. Last week I was reflecting on just how far we've come on a number of fronts. One of the little-known secrets of the Coast is that when you're under pressure to recruit and retain staff and frequently working as part of a very small team, you learn a diverse range of skills and Kiwi ingenuity and innovation is very much to the fore – Coasters are adept at problem-solving with the limited resources available to them.

The Coast is leading the way with a number of leading-edge solutions which ensure the 995 DHB staff on the coast continue to meet the needs of their community.

The Coast was one of the first DHBs to embrace Telehealth, where a specialist in Canterbury can provide real-time advice to staff and patients on the Coast. Telehealth has already saved patients 14,165km [220 hours] in travelling across the coast. The Telehealth concept is set for expansion with community-based staff who work in people's homes able to have a video consult with a specialist on their phone while out in the field. A second expert set of eyes on a wound or injury means faster diagnosis.

Waiting times to see a general practice team have reduced, the Greymouth practice has recently extended its hours, and a patient portal has been implemented in Greymouth and Reefton.

A new endoscopy nurse coordination role helps ensure timely care and we've managed to reduce DNAs and cancellations. West Coast is frequently in the top three DHBs when it comes to achieving the endoscopy targets. The Coast also does well with Oral Health, with a rate of decayed, missing or filled teeth lower than the national average, and 93% of children enrolled in school dental services.

As the only true rural DHB in New Zealand, the Coast has developed the RUFUS (Rurally Focused Urban Specialist) role. This role spans Paediatrics, Oncology, Older Persons Health, Palliative care and many more and provides vital oversight of/treatment and care to people in a range of settings including primary care, community and hospital.

We also have a number of Rural Health Generalists who work across primary care and in a hospital setting. Our PRIME (Primary Response In a Medical Emergency) trained nurses provide vital care on the spot in the all-important golden hour after an accident. The Coast also has its first Nurse Practitioner that works across both primary care and the emergency department. The first Registered Nurse Prescriber has been endorsed by the Nursing Council with seven more on the pathway.

In Allied Health, West Coast DHB is the first to have pharmacy interns who support both the hospital and community pharmacists. Our first arrived

in 2009 and since then we've had stable staffing, with many opting to stay on and enjoy the benefits of living on the Coast. This joint primary/secondary model has also been extended to dietitians, where secondary and primary dietitians work as a single team and we are looking at other Allied Health opportunities.

On the back of a long history of strong clinical partnerships for the delivery of care between Canterbury and the Coast, our focus in recent years has been about broadening and deepening collaboration to include a range of support services. There are real benefits to both health systems from the partnerships that have now been built in Planning and Funding, Finance and Corporate Services, People and Capability, Information Services, and Communications to name just a few. One small example of this benefit is the way in which the external health and safety systems audits on the Coast and in Canterbury have identified that there are things done well on the Coast that Canterbury could benefit from implementing and vice-versa.

West Coast has the smallest population of any DHB in New Zealand (0.7% of the total NZ population) with 32,600 people. What makes it extra special is that those people live in a geographically dispersed area. Driving from the top to bottom of the West Coast DHB catchment area is the same as driving from Palmerston North to Auckland. The catchment

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stretches from South Westland where we have a population of 8790 people, from Haast to Hokitika, 13,500 in the Grey district and 10,230 in Buller (Reefton, Westport, Ngakawau and Karamaea).

A huge thanks to the growing number of staff who provide care to Coasters, and to those of you who have a role in supporting

the people providing care – you are helping make a positive difference for our Transalpine neighbours and in the process picking up some great ideas we can adopt in Canterbury.

Take care.

**David Meates** CEO

**West Coast District Health Board members met with West Coast health system representatives for a strategic planning session before the board meeting last week. Planning and Funding Team Leader Accountability Melissa Macfarlane says project and system leaders presented updates and perspectives on different facets of our health system, and posed some questions for the participants, who were encouraged to think about priorities and ways to overcome challenges.**



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# CEUpdate

13 October 2017



West Coast  
– District Health Board –  
*Te Poari Hauora a Rohe o Tai Poutini*

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## Mental health initiatives put together

**A calendar of mental health and suicide prevention trainings, workshops and programmes is being published to mark World Suicide Prevention Day (Sunday 10 September).**

Suicide Prevention Action Group Chair Paula Mason says there are several upcoming opportunities for people to learn more about looking after themselves and their friends/whānau.

“We all need to do something about our mental health issues, and there are many ways people can get involved, including signing up for online free webinars,” she says.

“These calendars will be posted on the DHB website [www.wcdhb.health.nz](http://www.wcdhb.health.nz), Community and Public Health website [www.cph.co.nz](http://www.cph.co.nz), West Coast health social media sites, and printed copies will be available from health facilities and pharmacies on the West Coast.

“Together we can make a difference in looking out for our whānau, knowing what to look for and being able to make sure those who need it get professional help,” Ms Mason says.

To help those you love stay connected, here’s a few tips:

- Make sure your mate turns up for footy, netball or band practice.
- Invite them for tea, or a movie, or just for a cuppa, on a regular basis.

- Make sure they’re not hitting the drink too hard, or taking drugs.

“When things go wrong, mental illness and its consequences can have a huge toll on individuals, family, friends, mates, colleagues, and those who have tried to help along the way whether in a personal or professional capacity. If you can see a chance to provide some support, step up and do it. And make sure they are connecting with health services.”

If you or someone you know needs more help, here are some avenues:

**In an emergency:** Call 111 if there is an immediate danger to life.

General practices (GPs) are a good first step for people needing help. You can also contact the West Coast Primary Health Organisation (03) 768 6182 who offer counselling services.

**Triage Assessment and Crisis Team (TACT):** Phone 0800 757 678.

The TACT team provides psychiatric assessment and treatment for people experiencing an acute episode of mental illness especially when their own or someone else’s safety is at risk. The TACT team can advise in situations where there are concerns about intentional self-harm behaviours.

**Community mental health:** Phone (03) 768 0499: Community mental health services are provided across the West Coast. They provide psychiatric assessment and treatment for people with serious mental illness.

**iCAMHS (Child, Adolescent Mental Health Service):** Phone: (03) 769-7670. Community-based services for children (and their families/whānau) from birth to 18 years with serious mental illness, suspected psychiatric or psychological problems, including severe emotional or behavioural problems.

**Lifeline** – 0800 543 354

**Depression Helpline** (8am – 12 midnight) – 0800 111 757

**Healthline** – 0800 611 116

**Samaritans** – 0800 211 211

**Suicide Crisis Helpline** – 0508 828 865

**Youthline** – 0800 376 633, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

**What’s Up** (5 – 18 year olds, 1pm – 11pm) – 0800 942 8787

**Kidslife** (up to 14 years old, 4pm – 6pm weekdays) – 0800 54 37 54

**Mental Health Foundation** – [www.mentalhealth.org.nz/suicideprevention](http://www.mentalhealth.org.nz/suicideprevention)

### Patients have access to online services

**West Coast patients of Reefton Health, Greymouth Medical Centre, Buller Medical and Coast Medical now have access to booking their own appointments, ordering repeat prescriptions and a few other tasks online.**

The myPractice patient portal, Health365, is being introduced slowly, with the rollout staggered through to June 2018 to limit the extra work put on to practice staff who sign up patients to use the portal.



West Coast Primary Health Organisation executive officer Helen Reriti says virtual consultations using the patient portal are not being offered at this stage, but may be considered in the future.




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## West Coast Suicide Awareness & Prevention Training Calendar

### September - November 2017

 			
<b>Greymouth</b>	In honour of those who have died by suicide, the fountain will be coloured yellow for the day. Anyone affected by suicide can come & light a candle. Performance by Montana Lancaster. Event organised by Lost Souls.		
<b>10<sup>th</sup> September, 5.30pm</b> <b>The Fountain, Council Buildings</b>			
<b>Hokitika</b>	Building community connections & raising awareness. Hokitika Toastmasters leading a humorous debate from 7pm. Team members include MP Maureen Pugh and Hokitika Mayor Bruce Smith. Event organised by Shining the Light into the Dark.		
<b>10<sup>th</sup> September, 6pm</b> <b>Old Lodge Theatre</b> Contact: Annie Breeze 0274060122			
<b>Regular local groups</b>			
<b>Buller Bereaved by Suicide Support Group</b> 1 pm, 2nd Wednesday of the month Number 37 Community House, Peel Street, Westport	<i>Meet monthly to support each other through difficult times. The people who understand best are those who have experienced the same journey.</i> Facilitator: Sharleen Terry Phone: 03 789 6000		
<b>Lost Souls (Grey District &amp; Westland)</b> 1 <sup>st</sup> Friday of the month – potluck dinner, either Hokitika or Greymouth.	An informal group offering support and solace to those bound together by the common loss of a loved one to suicide Greymouth - Bronwyn 0212621782 Westland – Francina 03 7533128		

<b>Understanding Youth Mental Health Workshops</b>			
<b>Greymouth - Monday 30<sup>th</sup> October</b>	<b>9.30am - 12.30pm</b> Understanding Mental Illness <b>1.30pm - 4.30pm</b> Understanding and Responding to Self-harm and Suicide		
<b>Westport – Thursday 2<sup>nd</sup> November</b>	<b>9.30am - 12.30pm</b> Understanding Mental Illness <b>1.30pm - 4.30pm</b> Understanding and Responding to Self-harm and Suicide		
<b>COST:</b>	\$80 + gst per person per workshop, or \$150 + gst per person for both		
<b>Greymouth - Tuesday 31<sup>st</sup> October</b>	<b>9.30am -3.30pm</b> De-escalation <b>COST:</b> \$160 + gst per person		
<b>Westport – Friday 3<sup>rd</sup> November</b>	<b>Please note:</b> If you register for all three workshops, the cost to attend will be \$290 + gst per person.	Register here: <a href="https://www.surveymonkey.com/r/SWPQ25W">https://www.surveymonkey.com/r/SWPQ25W</a>	

Compiled on behalf of the West Coast Suicide Prevention Action Group

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# CEUpdate

13 October 2017



West Coast  
– District Health Board –  
Te Poari Hauora a Rohe o Tai Poutini

Sad Blokes: Men, Depression and Suicide <a href="https://www.taylortrainedtrainingconsulting.com/workshop-calendar">https://www.taylortrainedtrainingconsulting.com/workshop-calendar</a>		Online MHERC webinars – no cost	
Registrations and tickets purchased online, visit Eventbrite.co.nz and search Barry Taylor or click links below			
<b>7<sup>th</sup> November Westport</b> 9am – 4.30pm <a href="#">FOR TICKETS CLICK HERE</a>	Take the opportunity to hear from Barry Taylor as he unpacks the varying responses by men to depression and suicide and how they make sense of, and deal with, their depression or suicidal distress. Cost: Early bird Price: NZ\$110 + GST (until 6 <sup>th</sup> October) \$126.50 total Full price: \$160 + GST (after 6 <sup>th</sup> October) \$184 total	<b>Suicide Prevention Education Programme</b> <b>Monday, 4<sup>th</sup> September</b> 1:00 pm – 5:00 pm Emergency Departments and Suicide Prevention Suicide Risk Screening and Assessment <b>Tuesday 5<sup>th</sup> September</b> 8.30am – 12.30pm Safety planning & Brief Interventions Ethical considerations <b>Monday 25<sup>th</sup> September</b> 1.00pm – 5.00pm Outpatient treatments with suicidal individuals Postvention <b>Tuesday 26<sup>th</sup> September</b> 8.30am – 12.30pm Policy implications & National Directives Multi-level (Systems) Approaches to Suicide Prevention <b>Monday 9<sup>th</sup> October</b> 8.30am – 12.30pm e-Health initiatives Requested &/or Topical issues <b>Monday 9<sup>th</sup> October</b> 1.00pm – 5.00pm Interactive summary & Practical skills	<b>Youth programme</b> <b>De-escalation: Using effective communication</b> Thursday 7 <sup>th</sup> September 9.00am – 12.00pm <b>Overview of common mental health disorders &amp; keeping unwell members of a group engaged</b> Monday 11 <sup>th</sup> September 9.00am – 12.00pm <b>Anxiety in Tweens &amp; Adolescents</b> Thursday 21 <sup>st</sup> September 9.00am – 12.00pm <b>Working with people using synthetic drugs &amp; methamphetamine</b> Wednesday 27 <sup>th</sup> September 1.00pm – 4.00pm <b>Dealing with self-harm &amp; suicidal behaviours</b> Wednesday 4 <sup>th</sup> October 1.00pm – 4.00pm  <a href="#">TO REGISTER CLICK HERE</a>
<b>8<sup>th</sup> November Greymouth</b> 9am – 4.30pm <a href="#">FOR TICKETS CLICK HERE</a>	 <b>A-OK Suicide Prevention workshops</b> <a href="https://www.1degreeworkshops.com/bookings">https://www.1degreeworkshops.com/bookings</a> Contact: Caroline A-OK 09 2780408 A recovery and growth workshop primarily designed for clinicians and other professional helpers who work with persons previously at risk of and currently safe from suicide. Full Price \$350 Subsidised Price \$250 <b>FOUNDATIONAL HELPER SKILLS</b> 4hr workshop that prepares participants to identify people with thoughts of suicide and connect them with life-saving first aid resources. Cost: Full Price \$90 Subsidised Price \$50		
<b>9<sup>th</sup> November Hokitika</b> 9am – 4.30pm <a href="#">FOR TICKETS CLICK HERE</a>			
<b>14<sup>th</sup> November Greymouth</b> 8.30am – 5pm   <b>safeTALK</b> 30 <sup>th</sup> November Greymouth 10am – 2pm			

Compiled on behalf of the West Coast Suicide Prevention Action Group

## Mum4Mums

**A group of Mum4Mums, from original trainees to the most recent graduates, gathered together on Friday 8 September to celebrate the 10th anniversary of the Mum4Mums Breastfeeding Peer Counsellor programme on the West Coast.**

Alison Wallace, who originally set up the programme in our region in 2007, joined in via VC to share her experience and stories. Raewyn Johnson, who worked with Alison in the early days (and continues today), highlighted the positive impact of Mum4Mums on breastfeeding experiences over the years. Three Mum4Mums – Aleisha Jellyman, Trish Lockington, and Tarina Dunn – were honoured for their ongoing involvement through such activities as speaking at antenatal classes, visiting McBrearty, attending BIG (Breastfeeding Interest Group) meetings, and general breastfeeding promotion through various projects.



## Emergency Mobile Alert

**The Ministry of Civil Defence & Emergency Management, along with the regional Civil Defence groups, NZ Police, Fire & Emergency NZ, Ministry of Health and the Ministry for Primary Industries are establishing a new emergency alerting service to warn the NZ public of imminent threats via their cell phones. This functionality will be built into the operating systems of NZ cell phones. It is not an app that the user needs to download and install.**



This service will go live in late November, and we are encouraging everyone to upgrade their cell phones to the latest software release by the middle of November. For agencies with specific configurations that need to test and approve software releases for their staff prior to them upgrading, we ask that

you prioritise this work in support of this initiative. For other agencies we request that you remind staff to upgrade their work, personal or BYOD cell phones to the latest available software release.

Not all cell phones are capable of supporting Emergency Mobile Alert, and the supported list (including whether or

not the latest version of software that includes the support is actually released yet) is available on the Ministry of Civil Defence website, [Emergency Mobile Alert](#). You will also find more information about the service in general at that link, including what to do if your cell phone is not on the supported list.



## NETP Programme



The 2017 September Intake of incoming new graduate nurses who were welcomed into the NETP Programme by Karyn Bousfield: Natasha Van Vuuren, Caitlin Iles, and Brittany Jenkins.



The 2016 September Intake of ex-new graduate nurses who were celebrated for completing the Nurse Entry to Practice (NETP) Programme: Karyn Bousfield, Nicole Friend, Cassie O'Donnell, Dayna Milne, Victoria Wright, and Brittany Jenkins. Not present – Sally Ann Hart.



Director of Nursing Karyn Bousfield and Associate Director of Nursing, Clinical Practice Development, Brittany Jenkins, talk about living and working on the West Coast.



## Special days...

This week is  
**Mental Health  
Awareness Week.**

Donate online at  
[www.mhaw.nz](http://www.mhaw.nz)



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND  
*Kupu Taurangi Hauora o Aotearoa*

Your fortnightly update from the Health Quality & Safety Commission



The Health Quality & Safety Commission was established under the New Zealand Public Health & Disability Amendment Act 2010 to ensure all New Zealanders receive the best health and disability care within our available resources.

PLEASE [CLICK HERE](#) TO READ THEIR LATEST NEWSLETTER.



## New vehicle booking system for West Coast DHB

**The West Coast DHB is introducing the Smartrak vehicle booking system on 1 January 2018 when the current online vehicle booking system is “switched off”.**

Anyone who books/uses vehicles will need to learn how to use the new Smartrak vehicle bookings system before 1 January 2018.

The new Smartrak system uses Outlook, is easy to learn, and is also used in the Canterbury DHB.

West Coast DHB Support Services Manager Rachel Cadle says when the new system is introduced, every DHB vehicle needs to be booked and every driver needs to be registered through the system.

“Everyone must have a log-in to book a car; even people who currently use the same car regularly. The advantages

are that this same system is being used in Canterbury, which will make it easier for people who work in both locations to book. It shows up in your Outlook calendar, and you can book from any PC,” she says.

Setting yourself up as a user (logging in) will take a few minutes. Once you’re logged in, it won’t take long each time you want to make a booking.

There will be simple instructions on the intranet closer to the time, and there will be Hokitika, Greymouth and Westport training sessions for anyone who books vehicles. Details on venues and times will be available soon.



Rudolf van der Geest

## New Coordinator

**The new Child and Family Safety Services Coordinator Rudolf van der Geest started recently at the DHB, as part of the social work team, replacing the former Violence Intervention Programme Coordinators.**

Reporting to Social Work Team Leader Simon Burges-Short, Rudolf comes with a wealth of experience in the area of Family Violence Intervention. He previously coordinated the VIP for Nelson Marlborough DHB and he has lived and worked on the Coast before.

Rudolf will be coordinating the VIP programme and training delivered to clinicians, supporting staff and working closely with the Oranga Tamariki liaison Social Worker. He will also be part of various interagency and multi-disciplinary team meetings.

“With training, any DHB staff member will know how to respond to people who are experiencing the negative and serious effects of family violence, whether it is child abuse, partner abuse or elder abuse and neglect. We treat it as a health issue and aim for early intervention and prevention,” Rudolf says.

## Congratulations to Jane



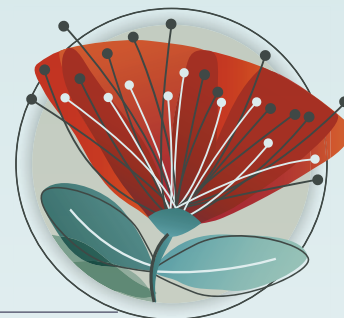
**Allied Health Associate Director Jane George has just been made a Fellow of the Australasian College of Health Service Management. Congratulations to Jane, it involved many hours of work and a rigorous examination.**



## Bouquets

*Just wanted to give some feedback as all too often the focus is on the negative experiences of the services that we deliver and little said about the positives. Yesterday afternoon my wife (name removed) had to be seen urgently in the ED department, around 4.45pm. Within 15 minutes of arrival she had been triaged by the nurse, soon after seen by a medical officer, followed by blood tests and a CT scan, eventually being discharged in a far better condition about 3 hours later. From the receptionist that greeted us, through triage nurse, medical officer and the person on the scanner, EVERYONE without exception was absolutely superb, professional in manner, thorough and obviously had my wife's welfare at heart. The service was exemplary, so on behalf of both my wife and myself a big, big thank you to them all. If you have an opportunity to convey this to the people involved we would appreciate it.*

## Te Hokinga ā Wairua End of Life Service



### A conversation worth having

Do your loved ones know your end of life preferences and wishes?

There are lots of things to think about and it's a good idea to have conversations with family and whānau.

Find information to help you create and share a personalised plan of what you want to happen when you die.



Find information about things to think about



Add preferences and important details to your plan



Print or download your plan to share with people you trust



Encourage your family, whānau and friends to create and share their own plan

**Visit Te Hokinga ā Wairua – End of Life Service  
online, anytime**

**[endoflife.services.govt.nz](http://endoflife.services.govt.nz)**



## Wellbeing, Health & Safety

Monthly Update

Issue 42 September 2017



# Improving Workplace Incident Reporting

## Supporting Our People to Be and Stay Well

### *Submitter Information*

#### **Background:**

Safety 1st is the workplace incident recording tool used by all South Island DHBs as part of their health and safety systems.

Changes are being made to the Employee Incident Form on Safety 1st to make it much easier and quicker to use, and to ensure thorough and accurate investigations can be undertaken.

#### **Key changes include:**

The changes include removing irrelevant fields and sections, and automatically sending alerts to the appropriate person based on the severity of the incident.

To help ensure investigations into incidents are thorough and accurate, a new root cause analysis tool has been added.

Links to procedures and other relevant information have also been added to support people to complete the form accurately.

These changes will provide more accurate and timely health and safety incident data across South Island DHBs, helping inform the development of improved ways of working that reduce harm to our people.

The new and improved employee incident recording process, will be in place across all South Island DHBs from 5 September 2017.

Please remember to let your manager know about the health and safety incident or near miss as soon as practical. Once you've informed your manager you can then use Safety 1st to make a record of the incident so it can be properly investigated

