



Another remarkable year done and dusted – with 2018 shaping up to be a big one on the Coast

The past year has been challenging yet rewarding on so many fronts. I thank you for your everything you've done to ensure that people on the West Coast continue to have access to care wherever they are, and increasingly we are taking the treatment and care to where people are – in their own homes.

For those of you working through the holiday break, thanks for ensuring that the West Coast Health system doesn't miss a beat and that services remain accessible to those who need them. It's often a busy time on the Coast with more tourists and visitors in the area.

2017 has been another big year for the West Coast Health System and we've continued to meet every challenge thrown at us. "It takes a whole system to work for the whole system to work!"

Importantly, we have made progress on a number of big projects. Work to change the way our mental health services are organised and provided is well underway and we really value the input from people who use our services. Our new Grey Base Hospital and Integrated Family Health Centre is looking fantastic, and we continue to make progress with our planning for a new facility in Westport. We also have a proposal to close our last DHB-owned Aged Residential Care facility on the Coast – there's more on Buller's Dunsford Ward later in this update.

Change is a constant in health, and I want to acknowledge each and every one of you for your continued professionalism, compassion and desire to do the right thing for each and every person in our community when they are in need of health care, treatment and support.

Season's Greetings

If you are able to take a break over the Christmas/New Year period, enjoy spending time doing things that make you happy and slot in some down-time to re-charge, as 2018 is promising to be another big year.

Stay safe, and remember to look out for family, friends and neighbours who may be alone at this time of year, and finding it hard-going. If you need someone to talk to there's a new free service you can **text or call 1737** any time of day or night to talk to a counsellor.

David Meates
Chief Executive



David Meates, CEO



Transalpine work improves discharge outcomes

Patients being discharged from Canterbury District Health Board facilities with no West Coast DHB visibility or supports in place may soon be a thing of the past, thanks to some relationship-building by Coasters.

A lack of understanding about the capacity of West Coast facilities was creating problems when patients were discharged back to Grey Base. Communication needed to be improved between DHB's to ensure all information around the patient care was visible and any support needed was set up in advanced before returning back to the West Coast DHB.

Nurse Manager Clinical Services Operations Julie Lucas says DHB Grey Hospital Operations Manager Hamish Brown organised with Canterbury counterparts that West Coast staff could get access to the operational nursing Inter-District Flow report (showing patients receiving treatment outside their own health board district), which highlights all West Coast patients within

Canterbury DHB facilities, alongside their expected discharge dates.

"We realised very quickly some of our West Coast patients were not being readmitted to Grey Base, but being discharged home."

Julie met with Nicky Topp from Canterbury who organised further access to the FloView discharge system which enabled a better understanding of the supports required for the return of a patient, whether to their own homes, or to a specific West Coast DHB facility.

"We can now be more proactive about getting our patients home as soon as possible, repatriating them. It has definitely improved outcomes."

Hamish says effectively what this means is the West Coast can "pull" patients

back over to the coast in a more controlled fashion.

"We can plan and manage our local bed capacity more confidently. For those that are being discharged home, we can ensure that the appropriate supports are in place prior to them departing Christchurch. That way there's no need for them to come into Grey Base Hospital to have discharge supports put in place = decrease in unnecessary occupancy in the hospital.

"The positive spinoff is that Julie has a relationship with the nursing teams that manage patient flow. They can now have a collaborative conversation about best for patient/best for system when both hospitals are near capacity and pressure is on us to take patients and for Christchurch to discharge patients."

Triathlon complete

At the annual 25th Buller/Kawatiri Women's Triathlon in November, the Poutini Waiora team, Rehia McDonald, (solo triathlon), Richelle Schafer, (10km walk), Dianna McLean and Yvonne Stephens (5km walk), say they were modelling to other whānau members that they can take personal responsibility for their own health and wellbeing. Team Poutini Waiora Mana Wahine Toa decided they wanted to show other women they do not have to be a size 10 to enter, it was all about participation, and enjoying other women's company. The annual event includes a 5km walk, 10km walk or triathlon, comprising of 5km walk, 14km bike ride and 2 lengths of the pool.



Staff paperwork encouraged

Megan Bourke's work to support the District Nursing team with their ACC patients has made a huge difference both in terms of staff knowledge and bottom line, Clinical Nurse Manager Community Services Cheryl Hutchison says.

"It's really important that our staff provide accurate coding and data. Our various contracts give us the income to keep paying our bills, including staff wages!" Cheryl says.

Megan has worked for the DHB since 2005, before this she was an entitlements claims manager for ACC. An opportunity to extend her position here came up a few years ago and since then she has been working on many projects with the aim of supporting staff and improving revenue across all West Coast DHB services.

Megan has been working with Community Nursing - a big challenge, with a big team covering Greymouth, Buller, Reefton and Westland.

"Initially I wanted to teach them about treatment injury claims, what they look like and how to lodge a claim. As I got to know more about the service and the ACC Nursing Contract the department holds, it became clear to me that the staff were struggling in some areas, there were some things they weren't doing because they were not sure of the process. So I started forming relationships with the team, so they knew they could ask me what to do.

"Over the time, we've really improved the staff's understanding of their ACC nursing contract, they have engaged with me, are involved and fulfilling our contractual requirements. They know what to do, when to do it and how their actions impact on the revenue the department receives," Megan says.

"When I first analysed the departments billing, there were more errors, we weren't processing our funding applications to ACC on time and our procedures were inconsistent. Now our returns are



Megan and Cheryl

improving because our processes and accuracy have improved."

Megan's staff training has covered treatment injuries, packages of care, when and how to apply for extensions, how to manage and bill subsequent injuries and capture high cost consumables. She is attempting to train up more nurses in each district.

Megan setup a new process for billing high cost consumables i.e. wound dressings "every month now we're getting a few hundred trickling through", where staff never used to charge for these dressings.

"I expect this to continue to improve as staff grow comfortable with the process," she says.

Megan estimates the DHB has achieved a substantial increase in income since focusing on this ACC contract.

She is now working on a transalpine alignment with the Ashburton Community Nursing team to look at sharing knowledge, support and making documentation consistent. And in her sights is more training - focused on West Coast DHB GP practices.

The Focus on People: Quality Accounts 2017 has now been published. Pick up a copy around the hospital, GPs, pharmacies, clinics etc.





Relationships the key

Alison Parkinson has recently been appointed co-ordinator of Hokitika's Home Based Support Services, sitting alongside Robyne Bryant who manages the clinical side of the local HBSS services.

The former ANZ bank worker is excited to be working from her Hokitika base, after a few weeks of training, including a three week placement in Buller.

"I love being two minutes from work. It's work in your own community," she says.

From her time with the ANZ Alison knows many of the Hokitika support workers and staff.

Her role will include managing the rosters, administrative tasks and people management of about 32 staff, who work with around 130 clients.

A chef by trade, Alison started her working life in her native Northern Ireland in the Braid Valley Hospital kitchen. She's lived in New Zealand for 14 years now and feels very much at home in Hokitika.

"The staff at the DHB have been really supportive, helpful and welcoming. My role will be juggling staff with available hours to match with clients who need help at those times. You've got to get the right people in the right places at the right time. Plus making sure their pays are right, they get paid for mileage and other things like ensuring their qualifications are up to date."

"We need to support our clients to stay well at home. And there's different types of clients too – people with long term chronic conditions, and others who might have just had a bad run or recent operation and just need a bit of help for a while."

Alison says there are similarities to the banking industry.

"We have to follow policies and procedures – there are always prescribed ways to do things. And it's about dealing with people, forming relationships that engender trust –



Robyne and Alison in their Hokitika office.

even if you're only in someone's house for a few hours a week."

Robyne Bryant chips in: "We want these services to run well for when we need them!"



Midwives Wendy Tomasi and Sarndra MacRae with the Safe Sleep Day display outside McBrearty Ward at Grey Base Hospital on 1 December.

Rebekah Stewart – Pre-Health Science

Longer profile:

A chance conversation has taken Rebekah Stewart from a job she disliked to a career she loves.

When her pregnant friend said that Rebekah was everything she was looking for in a midwife, the West Coaster realised this was her way to achieve her goals of working to help other women.

“The penny dropped. I knew this was what I wanted to do, so I left my job, took a holiday, and then called up to enrol. I was all guns blazing – until I realised that my art and English focus at high school a few years back wasn’t going to cut it.”

Told that she needed a grounding in science before she could study Midwifery, Rebekah returned home to the Coast and enrolled in the Pre-Health Science course at Tai Poutini Polytech.

“To start with, I was a bit gutted – I was a competent adult, I had a business management diploma, I knew how the world worked. Since I’ve started my Pre-Health course, though, I’ve realised how much I’ve had to learn!”

Rebekah says her life experience has helped her to settle down and study, even in topics she found challenging at school, such as chemistry.

“I’d encourage people to take time out to figure out what they want to do before committing to something like this. Life skills make all the difference with discipline and time management, so that you know what you want to achieve and can stay focused.”

While not the main reason that Midwifery appealed as a career, Rebekah says the current shortage of midwives on the West Coast is an added bonus.

“Knowing there are jobs out there, women needing local midwives, is a



real motivator too. I’m looking forward to working for the West Coast DHB for a few years when I’m qualified, and my dream is to eventually open my own concept, a bit of a ‘birthing retreat’, something quite different and special for the West Coast to offer to women from all over.

In the meantime, Rebekah was chosen from her Pre-Health course for a studentship at the West Coast DHB, a summer job that she says is opening doors of opportunity for her.

“I found out about the studentship through my Tai Poutini course tutor. It involves a lot of project based work throughout the hospital, and I’m working alongside the people I’ll need to know as a midwife – everyone from the heads of operations and finance to the social workers and medical staff. I’m loving the learning and enjoying the opportunity to really grow my skills,” she says.

“My experience doing the Pre-Health science course at Tai Poutini has really cemented for me that this is where I want my career to go, as well as opening up opportunities along the way.”

Shorter quotes:

“Life skills make all the difference, so that you know what you want to achieve and can stay focused.”

“My Pre-Health course is opening doors of opportunity in my chosen field.”

“Since I’ve started my Pre-Health course, I’m well on the way to becoming a midwife.”



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.



Manik Pathak

Senior Systems Administrator

What does your job involve?

Information Technology

Why do you choose to work in this field?

I find technology easy to understand. If not in IT, I would probably have been a physicist as my childhood dream was to build my own fission reactor.

What do you love about what you do?

I love it when people feel enabled due to IT systems

What are the challenging bits?

Selling system security trade-offs to end user

Who inspires you?

My mother

What was the last book you read and/or movie you saw?

I really enjoy Bollywood music and movies. I recently watched Amir Khan's 'Dangal' (translates to a wrestling match) inspired from true events, where a father promotes his daughters to take wrestling as sports, which is largely a male dominated discipline in India. Rest of the story is a father's struggle and sacrifices to support his daughters and his vindication when



Manik Pathak and A selfie with a sportsman he really admires.

they both win commonwealth gold medals was truly inspiring.

It's on Netflix with subtitles ...

If you could be anywhere in the world, where would you be?

Right now Gold Coast but if I could choose time too then late 90s in my village in India. (..those were the best days of my life...)

What's your ultimate Sunday?

When Monday is also a holiday ...

Fave food?

Anything that Pooja (my wife) cooks.. (and she does a lot more than just curries)

Fave music?

Bollywood numbers, Punjabi Folk and Sufi songs, Qawallis by Nusrat Fateh Ali Khan sahab, Neil Diamond, Billy Joel, The Doors, Dire Straits (when I was in my 20s but I still enjoy it)... this list will never end

Ever won an award or a medal?

I take a lot of pride in getting the first Master IT Trainers award @ Dell Computer worldwide.

If you would like to take part in this column or would like to nominate someone please contact lee.harris@westcoastdhb.health.nz.

St John Clinical Hub rolled out

The roll-out of the St John Clinical Hub in the Canterbury DHB area started on Monday 4 December. The Clinical Hub involves secondary triage of low acuity 111 calls, undertaken by paramedics and nurses in the Ambulance Communications Centre.

As Canterbury DHB and St John have been working together to provide secondary triage in Canterbury using paramedics during business hours since 2012, the biggest change in Canterbury will be an extension to the service to cover 24/7. An increase in the pool of clinicians undertaking secondary triage will include registered nurses from Homecare Medical.

For other South Island DHBs including the West Coast DHB, the Clinical Hub service provides low acuity patients who call 111 with a faster link with primary care and urgent care facilities, as well as fewer ambulance transports to their emergency departments.

Key messages you can expect to see as part of St John's public campaign:

- Don't hesitate to call 111 if you need emergency care and if you need an ambulance they will be there as soon as they can.
- Not all 111 calls require an ambulance but they will get you the right care soonest, either way.

To check out the 111 call flow process, visit: <http://www.stjohn.org.nz/What-we-do/St-John-Ambulance-Services/Clinical-Control-Services/>

Kawatiri Wellbeing Hui a success

Spot prize winners from this year's Kawatiri Wellbeing Hui, held at the Pulse Energy Recreation Centre.

More than 250 community members turned up for the hui, which featured 27 stall holders from health, social services, and education services in Hokitika, Greymouth and Westport.

New to this year's annual event was the Rapid Relief Team, who generously made 100 filled rolls for stall holders, 200 fruit kebabs for children, and served more than 300 BBQ sausages to the community. The food and venue was kindly sponsored by the Buller District Council.

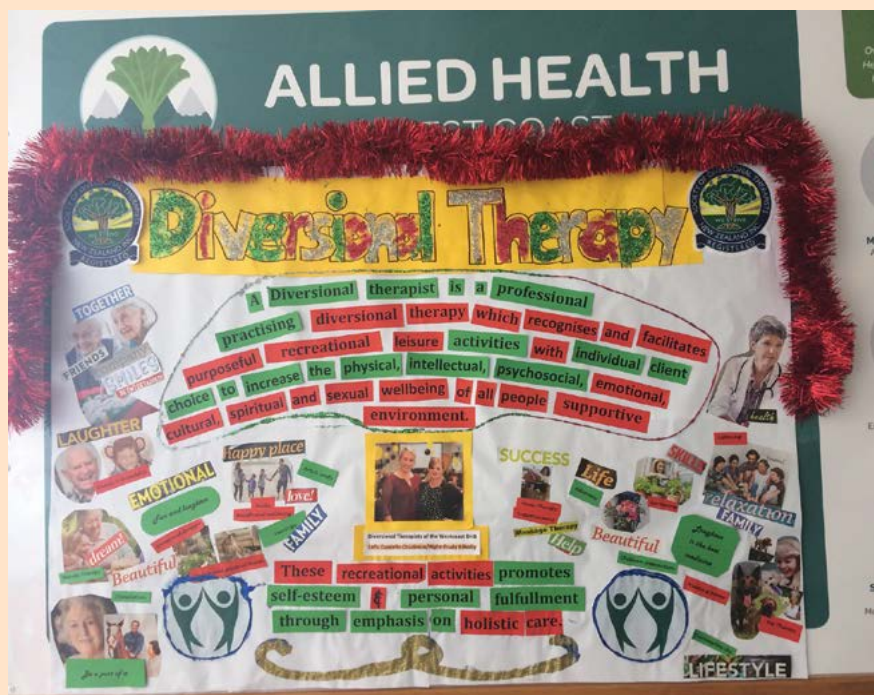
Poutini Waiora Buller Team Leader Rehia McDonald would like to thank the community and all the stall holders for making this year's event even better than last year.



Get your booster now!

At the moment there are high and increasing rates of pertussis in Nelson-Marlborough as well as Southern DHBs. Recently a West Coaster acquired the disease outside the region, so we can expect "imported" cases to continue to occur.

Staff who have contact with children under one-year-old and who have not had a pertussis booster in the last five years should get one now. And let any independent midwives know as well – for themselves and also to encourage their pregnant mums to be vaccinated.



Diversional therapists got to display their design prowess recently on the Allied Health noticeboard.

DHB announces proposed closure of Dunsford aged residential care facility

The West Coast District Health Board has announced a proposal to close the Westport-based Dunsford Ward rest home and hospital level aged residential care facility by 1 March 2018.

DHB managers have started talking to residents, their next of kin, staff, contractors and unions to discuss the process from now until the facility is proposed to close. It follows a decision made two years ago after months of conversations and engagement with the Buller community on the direction of travel for older persons' health services for the region.

West Coast DHB General Manager Philip Wheble says staff would now be working with residents and their families to consider options for new homes. Many of the residents would opt to move to O'Connor Home in Westport, which has space for all 15 current residents. Some may wish to go to other aged residential care facilities on the West Coast or in other parts of New Zealand, to be closer to families. And some may wish to return to living in the community, supported by services.

"During our meetings two years ago with a wide range of members of the Buller community, people were very clear about priorities and they were centred around supporting people to live independently in their own homes for as long as possible.

"As Dunsford Ward is part of our aging Buller Health facilities which no longer meet current earthquake-proof standards, and there was no government funding for a new aged residential care facility, we have worked hard to strengthen community-based services and of course O'Connor Home has expanded its capacity," he said.

The DHB has increased resourcing of community-based services, including home-based support services and expanding diversional therapy into the community.

A staff consultation period has now started and Mr Wheble says the DHB would be working closely with staff about this proposal in the coming weeks.

"I acknowledge that change can be difficult, and we know that our staff affected by this proposal will continue to work hard to minimise any disruption to residents. They are dedicated professionals," Mr Wheble says.

EAP counselling services are available for all Buller staff and contractors.

Dry July funding

Thanks to the Dry July funding (where people get sponsored to give up alcohol for the month of July), chemotherapy patients now have the use of iPads while receiving their treatment. Oncology nurse Bernie Burrell demonstrates one of the four new devices available.



Two ISS staff members received long service certificates recently – pictured are Tony Panarau (five years' service) with ISS national key account manager health Tim Auld; and Donna Moles (10 years' service).



‘Smokerlysers’

Recently the West Coast Primary Health Organisation purchased 10 Carbon Monoxide (CO) monitors, also known as ‘smokerlysers’, so that each of the main Coast Quit providers could have one.



South Westland Rural Nurse Specialist Gemma Hutton tests their new smokerlyser on South Westland Area Practice receptionist Athalie Bensemann (who is a non-smoker)...

For some time now they have been a standard item for the specialist smoking cessation providers. They are intended as a motivational tool, to show people who are quitting smoking just how much of the poisonous carbon monoxide gas is in their system when they are smoking, and how quickly the level drops when they stop. Carbon monoxide is particularly harmful to the circulatory system, limiting the ability of red blood cells to carry oxygen around the body, and directly contributing to the many harms caused by smoking, including harm to the foetus from maternal smoking during pregnancy.

Hokitika Mental Health Services locality and community-based workshop



**HealthPathways**

HealthPathways is continually being updated with new content localised for the West Coast. To keep up with the latest changes, make sure you subscribe to monthly updates:

<http://wc.healthpathways.org.nz/13454.htm>

Contact the West Coast Coordinator for the username and password to access the HealthPathways West Coast site (03) 768 1305.

If anyone would like to submit West Coast resources to be included in HealthPathways, or would like to get involved in reviewing or localising the pathways, contact Marie West, West Coast HealthPathways Coordinator, Phone DDI: 03 768 1305 Fax: 03 768 6184, wc@healthpathways.org.nz



Generous donation

Elinor Stratford from the Kowhai Project reads about an anonymous donation of \$100,000 towards extra furnishings for the paediatric area, and external landscaping.

Elinor is hopeful about \$140,000 in funds will be in the bank towards the \$350,000 budget before Christmas.

Karoro School raised \$769.10 through their cake stall in the hospital foyer, and plan to do another next year.



Elinor Stratford



RN and district nurse Tabitha Roe undertakes some IPM training with ISG's Susan Hartigan in Buller.



Programme assists Poutini Waiora clients

Article contributed by Angela Orr at Poutini Waiora:

Due to the closure of the Greymouth pool, Poutini Waiora clients found it difficult to maintain physical wellbeing with their disabilities. Angela Orr and Shelley Mills from Poutini Waiora met with Lynette O'Connor (personal trainer), Amy Bruhn from PHO and Rosie McGrath from CPH.

"We wanted a programme which would combine a fun sit and fit programme with falls prevention exercises to maintain health and wellbeing to whānau and other members of the public," Angela says.

The exercise programme commenced 1 November every Wednesday at 10am for 40 minutes, followed by a cup of tea and guest speaker for 20 minutes. The guest speakers have been very informative to participants with Margaret Lilly from Age Concern talking about health and disability issues, Diane Brockbank from complex aged care discussing personal centred care, Amy Bruhn talking about green prescription, Celia Smith from falls prevention and Angela Orr speaking about disability allowance and long term conditions management programme through the practices. Lisa Smith DHB cardiac nurse also invited participants to join the cardiac club to further maintain their fitness while the pools remain closed and dietician Jess Ives from PHO discussed healthy eating with the elderly.

"The exercise programme has been a huge success and will continue next year until the pools open. The goal for us is to bring new participants into the group and then merge participants into other groups in our community such as Tai Chi, Cardiac and Stroke Club or individual plans with green prescription. Participants are offered a free pick up and drop off service and are fully educated through guest speakers what supports are available in the community with health, finances and wellbeing," Angela says.

Any new participants are more than welcome to join next year and can contact Poutini Waiora on 03 755 6572 or contact their local GP practice who

will pass on details to Poutini Waiora. The group is targeting whānau and community with long term conditions or limited mobility for exercise.



Scholarships support West Coast health students

Twenty-one West Coasters studying health-related careers were recently granted \$500 each from the 2017 West Coast DHB scholarship programme.

The West Coast DHB celebrated its scholarship and studentship programmes by presenting certificates to the students able to attend the ceremony. The annual programmes are run to encourage students studying health-related careers to engage with the West Coast DHB and to consider becoming part of the future workforce.

Applications were assisted by local high schools and Tai Poutini Polytechnic encouraging students interested in health careers to apply for the scholarship programme, Coordinator Rural Learning Centre Carol Gaskell says.

“This engagement is welcomed and will continue to be supported.”

Students are encouraged to apply for the scholarship programme every year of their training and to have ongoing connections by choosing the West Coast DHB for practical placements as part of their programme of study. The West Coast DHB's Rural Learning Centre can also support students to make

professional connections during their years of study.

“The West Coast DHB is keen to continue to support students who are interested in working with us in a rural health service.”

This year the students who were granted a scholarship of \$500 as part of the 2017 Scholarship Programme are:

Student's name Health-related study

April Ingenbleek	Medical Imaging
Bridget Foote	Bachelor of Nursing
Bridie Kitchin	Bachelor of Nursing
Brie Ana Lobb	Education, Psychology and Criminology
Devon Kilkelly	Bachelor of Nursing
Ella Nilson	Enrolled Nurse
Elysa Sollis	Bachelor of Nursing
Emily Pell	Medical Imaging
Grace Henry	Bachelor of Sciences – Neuroscience

Hazel Honey	Bachelor of Social Work
Isabelle Lomax – Sawyers	Bachelor of Medicine / Bachelor of Surgery
Jared Monk	Bachelor of Dental Surgery
Madison Ridge	Bachelor of Social Work
Maggi Johnson	Sport and Nutrition
Maisie Halsall-Rae	Bachelor of Medicine / Bachelor of Surgery
Nafisah Khan	Bachelor of Nursing
Rosie Kelly	Health Sciences – degree course not chosen yet
Shaquelle Culling	Bachelor of Nursing – Kathleen McInroe Scholarship recipient
Sophie Monk	Bachelor of Nursing
Te Awhina Pouwhare	Bachelor of Applied Sciences (3yrs) Masters of Osteopathy (2yrs)
Tom Fahey	Health Science hoping for dentistry, physiotherapy or optometry



Scholarship recipients able to attend the presentation ceremony recently – from left, Tom Fahey, Emily Pell, Grace Henry, Maggi Johnson, Shaquelle Culling, Nafisah Khan, Devon Kilkelly and Sophie Monk.

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As part of these engagement programmes the West Coast DHB offers five weeks of paid project work to four students already on their health career pathway. The studentship programme is hotly contested and this year the following students were chosen to take part:

Student's name Health-related study

Tralee Walker Bachelor of Arts –
Major Minor in Māori
and Indigenous Studies

Rebekah Stewart Bachelor of Midwifery

Kaylee Thomson Bachelor of Nursing

Caitlin Glue Bachelor of
Physiotherapy

This year during their studentships, the four worked in the following areas:

- Auditing emergency trolleys
- Immunisation services
- Information Services Group (IT)
- Ophthalmology central booking
- Planning and Funding surveying health of older persons

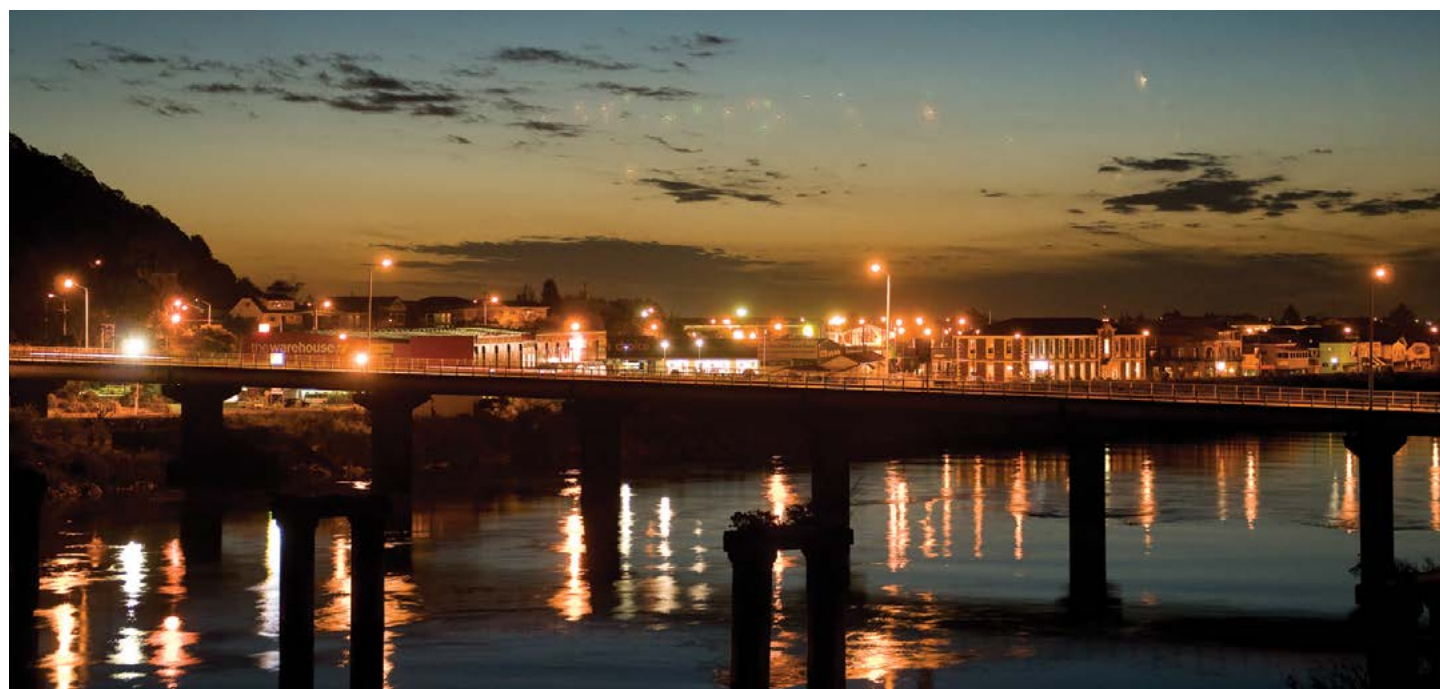


West Coast DHB studentship recipients, from left: Caitlin Glue, Kaylee Thomson, Rebekah Stewart and Tralee Walker.

- Rural Learning Centre
- Library services

The students presented their findings to project supervisors, education teams and the Executive Management Team.

“The students shared a workspace and learned a lot about the diversity of the professions they were studying. They also spent time in departments and areas they may not normally be part of,” Carol says.





Christmas at West Coast DHB



Senior managers, clinicians and the board chair cooked breakfast for Grey Base staff.



South Westland's function held at Lake Matheson, Fox Glacier.



CEUpdate

21 December 2017



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



CEUpdate

21 December 2017



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





Hoki Health Centre Xmas Lunch





Let's Talk: Our Communities, Our Health

Te Papa Tongarewa, Wellington, 8 & 9 March 2018

PROGRAMME

Thursday March 8 2018 (day one)		
Time	Session	Presenter
<i>Emcees: Dr Chris Walsh & Deon York</i>		
8:30am	Registration opens	
9:15am	Karakia and mihi whakatau	Peter Jackson (<i>Te Āti Awa</i>) Kaumatua, Health Quality & Safety Commission
9:30am	Welcome from Minister of Health	TBC
9:50am	Introductory remarks	Professor Alan Merry Chair, Health Quality & Safety Commission
10:00am	Keynote presentation <i>Involving me and my whānau</i>	Te Rina Ruru (<i>Ngāti Kahu Ki Whaingaroa, Te Aitanga-a-Māhaki</i>) Consumer advocate
10:30am	Morning tea	
11:00am	Keynote presentation <i>Co-design: are you there yet?</i>	Dr Lynne Maher Director of Innovation, Ko Awatea, Counties-Manukau Health
11:45am	PechaKucha (ペチャクチャ) How can we all improve the quality and safety of our health system? What does it really mean to co-design health services? How are patients, consumers, family and whānau actively involved in decision-making about health services and does it make a difference? Communication and health: how are we doing in New Zealand?	David Price Director, Patient Experience, Waitemata DHB Dr David Galler Director, Clinical Leadership, Ko Awatea Dr Libby Burgess Chair, Breast Cancer Aotearoa Coalition Jane MacGeorge Manager, Nursing and Professional Services New Zealand Nurses Organisation
12:05pm	Q & A session with all speakers	
12:30pm	Lunch	
1:15pm	Concurrent sessions	
	<i>Measuring and improving the patient experience</i>	<i>Let's do co-design</i>

continued overleaf...

	Facilitated by Catherine Gerard and Richard Hamblin This session will focus on tools to measure and understand the adult inpatient and primary care patient experience, and how data can be used to discuss and debate the quality of health care in New Zealand. <i>Case study:</i> interventions to improve the inpatient experience - David Price and Susan Wood , Director, Quality and Patient Safety Canterbury DHB	Facilitated by Dr Lynne Maher This session will provide an introduction to using co-design in your setting and practical ways that co-design is already being used, with case studies provided. <i>Case studies:</i> how is co-design used? Case studies from Whakakotahi – the Health Quality & Safety Commission’s primary care improvement challenge
3:15pm	Afternoon tea	
3:45pm	Keynote presentation <i>A broken body is not a broken person</i>	Janine Shepherd Keynote speaker & author
4:30pm	Panel discussion	Te Rina Ruru, Lynne Maher, Janine Shepherd
4:50pm	Closing remarks	Professor Alan Merry
5 - 6:30pm	Networking function	
		Presentation by Choosing Wisely
Friday 9 March 2018 (day two)		
Time	Session	Presenter
8:45am	Registration opens	
9:15am	Welcome to day two	
9:25am	Keynote presentation <i>What cancer taught me</i>	Jake Bailey Keynote speaker and author
10:10am	<i>Reducing health inequalities (with technology)</i>	TBC
10:45am	Morning tea	
11:15am	Rapidfire sessions	
	Quality improvement	The patient voice
	<i>Facilitated by Professor Alan Merry</i> Opportunity to submit papers – deadline Friday 8 December <i>Addressing: working with consumers to improve quality and safety services</i>	Facilitated by the Commission’s consumer network Opportunity to submit papers – deadline Friday 8 December Addressing: working with the patient voice
12:15pm	Lunch	
1:15pm	Keynote presentation <i>Our communities: are we reaching them?</i>	Dr Lance O’Sullivan General Practitioner and author
1:50pm	Panel discussion	Lance O’Sullivan, Jake Bailey
2:15pm	Open space	This session offers the opportunity for all forum participants (through a method known as ‘unconferencing’) to select topic areas for discussion in groups.
3:35pm	Closing remarks day two	Wrap up of entire forum
3:45pm	Conference ends	