

REPORT TO THE community

SEPTEMBER 2011

WELCOME TO A REPORT ON HEALTHCARE ON THE WEST COAST.



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Did you know that in an average week...

6 babies are born

8 young women have HPV vaccinations

16 people have a diabetes annual review

34 people have elective surgery

46 people are seen by Specialist Mental Health

53 women have a cervical smear

94 children have a dental check

236 people attend the Grey Base Emergency Department

294 Coasters go to outpatient appointments

737 Meals on Wheels are delivered

1,585 hours of home-based health and personal care are provided

2,526 general practice appointments take place

\$41,532 of laboratory tests are completed

\$189,352 is spent on pharmaceuticals

How do we deliver these services to you?

Inside, read how we are working to improve your access to healthcare on the Coast.



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WELCOME

Welcome to the first *Report to the Community* which, like the statistics on the cover, is a snapshot of the West Coast health sector. We will produce a *Report to the Community* three times a year to tell you about some of the work we are doing to improve health services on the Coast.

WE ARE COMMITTED TO PROVIDING A SUSTAINABLE AND EFFECTIVE SERVICE FOR PEOPLE LIVING ON THE WEST COAST.

OVER THE NEXT YEAR OUR FOCUS IS ON:

ACHIEVING THE GOVERNMENT'S HEALTH TARGETS

This is a key objective. We want to achieve a high level of performance against national targets leading to timely access to quality services. See www.moh.govt.nz/healthtargets

DELIVERING BETTER, SOONER, MORE CONVENIENT HEALTHCARE

Better, Sooner, More Convenient healthcare is an initiative that aims to provide people with a better experience of the health system by waiting a shorter time for services and being able to access services closer to home.

RECRUITMENT AND RETENTION

People are an integral part of the future of this DHB and we aim to ensure that the best possible staff are employed and stay on the West Coast giving confidence both to the community and to those within our organisation.

COLLABORATION WITH THE CANTERBURY DHB

Working more closely with the Canterbury DHB is providing greater certainty for both the planning and delivery of our health services.

FACILITIES PLANNING

As part of delivering services closer to people's homes we are looking at the best use of new and existing facilities.

MANAGING OUR FINANCIAL PERFORMANCE TO ACHIEVE FINANCIAL SUSTAINABILITY

To deliver health services within our existing resources, our focus is on reducing and eliminating waste, working more collaboratively with other health organisations and changing models of care to better meet the needs of Coasters.

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Our health priorities for 2011/12 have been identified by people working in the West Coast health system, clinical leaders, community leaders, and people who use our services.

Our priorities focus on delivering the right care, at the right place, and at the right time, within our budget. We will meet the challenge to provide *Better, Sooner, More Convenient* health services – services that are closer to home and help to make West Coasters healthier.

In this Report we focus on four of our health priorities, with information on the others in the next *Report to the Community*.

OUR HEALTH PRIORITIES ARE:



INTEGRATED FAMILY HEALTH CENTRES



DISEASE PREVENTION AND
MANAGING LONG-TERM CONDITIONS



OLDER PERSONS HEALTH



MENTAL HEALTH SERVICES



CHILD AND YOUTH HEALTH SERVICES



MĀORI HEALTH SERVICES



CANCER AND PALLIATIVE CARE



DIABETES AND
CARDIOVASCULAR CARE



ELECTIVE SERVICES



MAKING THE SYSTEM
MORE EFFICIENT



REGIONAL COLLABORATION

The West Coast DHB is one of the best-funded health boards in the country. For each person living on the West Coast, each year we receive one and a half times more money for health services than the average New Zealander. The \$133 million we receive in total income each year for healthcare on the West Coast is enough. We need to live within our means.

Having said that, there are particular challenges facing us. A relatively small population by other DHB standards is spread over a very large geographical area making the provision of, and access to, health services not an easy task. The Southern Alps add a major barrier to quick and easy access to specialist services.

That is not stopping us working hard to provide the best for the Coast. The introduction of telemedicine throughout the region puts us at the forefront internationally in using this technology to support the provision of health services to rural communities.

By its very nature, the Coast is a close knit community that maintains a strong identity and a fierce determination to be able to look after our own. We have a big job ahead of us to protect the health of Coasters by delivering sustainable services within our community while safeguarding that special character.

Included in this Report are some ways we are working to improve how we deliver services in our health priority areas. Hopefully the stories will give you a taste of what is possible when we all work together.



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We are committed to keeping you informed. We also value your feedback and welcome comments to community@westcoastdhb.health.nz or to Community Relations, PO Box 387, Greymouth 7840.



HEALTH PRIORITY: INTEGRATED FAMILY HEALTH CENTRES

CASE STUDY: BULLER INTEGRATED FAMILY HEALTH CENTRE

Buller's one stop health shop, the proposed Integrated Family Health Centre (IFHC), is taking another step towards reality with a further public meeting later this year.

The philosophy behind integrated healthcare fits very well with the *Better, Sooner, More Convenient* model for healthcare.

The *Better, Sooner, More Convenient* initiative aims to provide people with a better experience of the health system by waiting a shorter time for services, and being able to access services closer to home.

If this redevelopment is successful Buller people will receive better healthcare closer to home. The biggest waste in the health system is patient time.

Public engagement around the Buller IFHC will be ongoing with opportunity for feedback before any recommendations are made to the DHB on taking the project forward.

GOAL: We will ensure the people of the West Coast have access to *Better, Sooner, More Convenient* healthcare. This includes improved access to a wider range of integrated services, in more convenient locations to further improve the health of our community.

Integrated Family Health Centres (IFHC) will see general practice, community nursing, community allied health and community mental health services all well connected and working together in an easily accessible and co-ordinated fashion. In Greymouth there is an opportunity for this to be developed alongside a refurbished hospital. Public consultation will play an important role in all of these developments.

Over the next 12 months our focus will be:

- Establishing an Integrated Family Health Centre in Buller.
- Developing an Integrated Family Health Centre in Greymouth.
- Determining the ownership and governance arrangements of the Centres.
- Providing more coordinated care for patients from their doctors, community nursing services and allied health staff.



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If this redevelopment is successful Buller people will receive better healthcare closer to home.

Buller District mayor Pat McManus supporting Heart Week with the West Coast PHO.



HEALTH PRIORITY: OLDER PERSONS HEALTH

CASE STUDY: HOMESHARE DAYCARE PROGRAMME

The Homeshare Daycare Programme is a home-based programme that is proving a real benefit for the isolated elderly who struggle because of difficulties accessing existing day-care facilities on the Coast.

It is jointly funded by the West Coast DHB and Presbyterian Support as part of a commitment to providing home-based support for elderly people and working in collaboration with other organisations to achieve this.

Former Coaster Alan Davidson is a first-hand believer in the necessity of providing support in the community to enable elderly people to stay in their own homes, and as part of the community, for as long as possible.

Alan says that about four years ago he and his siblings, three of whom live on the Coast, became concerned about their mother's wellbeing. At 88, a widow, mother of eight children and a former pharmacist, she had always been mentally alert and agile. Then she started to develop short term memory loss and broken bones from falls "and we were struggling with the fact that she was not able to look after herself".

In October last year Alison started attending a weekly Homeshare group on Linda Lavers' farm near Kumara Junction.

Alan says the benefits to his mother have been enormous. "Now when we talk we are not going back to 1946 when she arrived on the Coast. We talk about her friends in the group and what she has been doing."

GOAL: We will support older people to stay healthy and well in their own homes for as long as possible, and establish a sustainable level of service provision for the future.

The West Coast's population is ageing, which is driving demand for health and support services, including residential care. Half of our resources are currently engaged in providing health services for people 65 years and over.

Improving how older people receive care will ensure they get the services they need at the right time, to prevent illness and injury (e.g. falls prevention programmes), regain functioning (e.g. inpatient and community rehabilitation) and delay the need for long-term residential care (e.g. restorative homecare and support for carers).

Over the next 12 months our focus will be on improving:

- The quality of aged residential care services.
- The referral and assessment services for older people.
- Proactive care management for older people with complex needs.
- Services on discharge from hospital for older people.
- Assessing the needs of and developing early intervention and appropriate treatment of emerging issues for older people.

The extra funding will address the need for better resourcing within the aged care sector, especially for those elderly people requiring higher more specialised care.



Alison Davidson (right) with Linda Lavers at Linda's farm.



HEALTH PRIORITY: MĀORI HEALTH SERVICES

CASE STUDY: PUTTING HEALTH ON THE MĀORI CAREER RADAR

A national initiative to attract Māori into the health workforce is getting a major push on the West Coast.

The Kia Ora Hauora Māori Health Careers Programme sees the Canterbury DHB working with the West Coast DHB to introduce the programme on the Coast.

Cazna Luke, the regional co-ordinator for the programme for Te Waipounamu, says the percentage of Māori working in the DHB sector in the South Island is between two and four per cent, when to be representative of the population at a national level, it should be about 10 percent.

“The programme is about putting health on the career radar for Māori. It is about recruitment and retention and about accessibility to services. We know that when Māori work for the health sector, the health sector works for Māori.”

The programme identifies four target groups: secondary school students, tertiary students and graduates, Māori in the community, and Māori considering a career change.

Working in partnership with the DHB's Māori health team, the programme has already been involved with a careers expo and has delivered several education sector breakfast sessions.

GOAL: We will work closely with iwi hapu me whānau o Te Tai o Poutini and stakeholders and providers to ensure that Māori whānau receive and have access to services that will improve whānau ora.

Māori still, on average, have the poorest health status of any population group in New Zealand. While progress has been made on the Coast over the past few years, Māori still have poor access to health services and poor outcomes following intervention.

Over the next 12 months our focus will be:

- Improving access to care for Māori living on the West Coast, particularly those with disabilities.
- Working with Māori health providers to implement a whānau-centred system based on individuals, whānau and community empowerment.
- Supporting Māori staff to access further training.
- Achieving positive Māori health outcomes.
- Supporting the implementation of Kia Ora Hauora.

The programme is about putting health on the career radar for Māori.



Nancy McNoe, PHO health navigator / kaiawhina



Students and teachers from Greymouth High School at a Kia Ora Hauora educators' session.



HEALTH PRIORITY: MAKING THE SYSTEM MORE EFFICIENT

CASE STUDY: THE BENEFITS OF WORKING IN A SMALL COMMUNITY

The opportunity to establish continuity of care and build strong relationships with patients and their families are the major factors that attract Dr Jenny Fife to rural medicine.

Dr Fife, spent her fifth year of medical school based in Balclutha as part of the Rural Medical Immersion Programme, where she discovered how much she enjoyed working in a small community.

"I realised I really liked working in primary health, and I enjoyed working in a small community where you can build a continuity of care, and develop strong connections."

Dr Fife is currently on a rural GP rotation in Greymouth, as part of her 12 month position as a house surgeon on the Coast. She spends three months each in the medical and surgical wards, general practice and the emergency department.

She believes having Rural Hospital Medicine recognised as a speciality is a great scheme and could be a possible option for her.

"In a small hospital you really get to see everything and build on your experience base. The immersion scheme and the rural rotations are great because that gives you a chance to try out rural medicine and see if you like it, and what it offers."



Dr Jenny Fife with registered nurse Kathryn Qu.

GOAL: We will reduce variation, duplication and waste from the system to improve service quality, increase capacity and deliver timely interventions that will improve the health of our population.

One of our key areas of focus is to develop our workforce and facilitate professional development to improve service quality. We want to ensure there are increased professional development opportunities for clinical staff, which will lead to staff retention.

Over the next 12 months our focus will be:

- Improving capacity to deliver within our means.
- Improving patient pathways.
- Facilitating increased opportunities for the professional development of clinical staff.
- Developing the West Coast as a Rural Learning Centre.

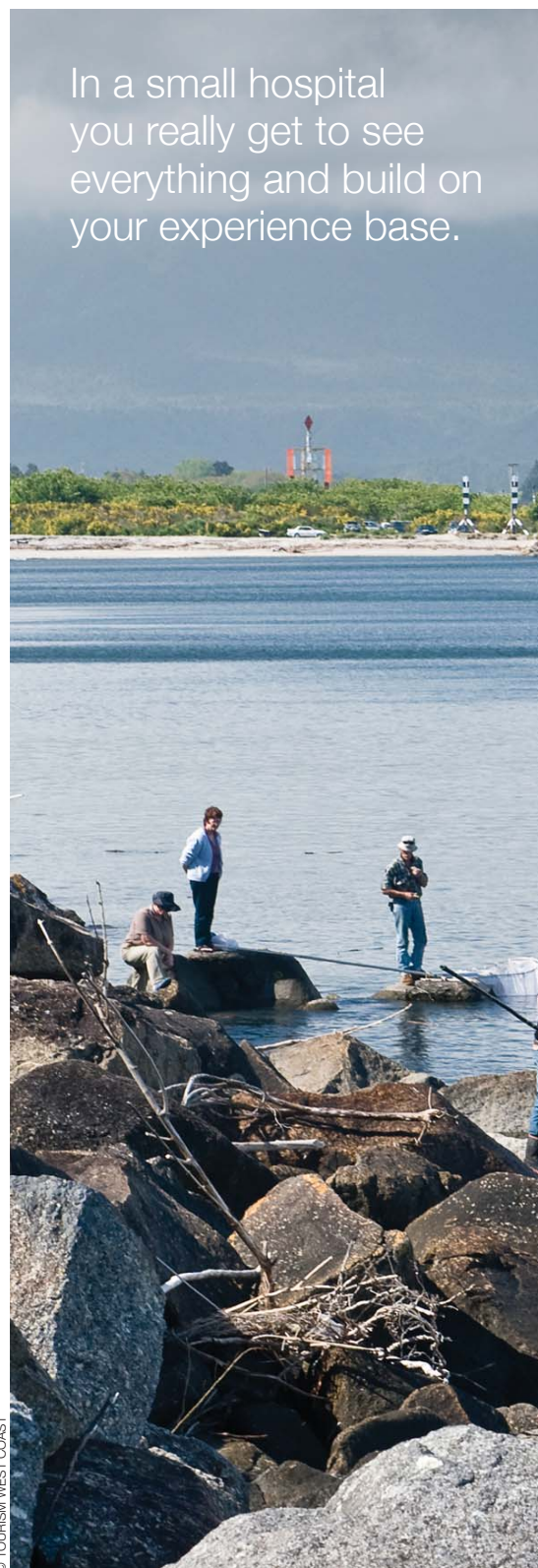
West Coast initiatives in rural medicine are building as the health sectors works to strengthen and protect rural health services on the Coast into the future.

Last year the Rural Academic General Practice was opened at Grey Base Hospital. As well as providing general practice services to its patients, the practice provides rural clinical teaching and supervision for graduate doctors, nurse specialists and allied health staff.

Fifth year medical students participate in a rural medical immersion programme. They spend most of their final year (before gaining their basic medical degree) learning under the guidance and mentoring of experienced general practitioners, rural hospital generalists and hospital specialists while being based in a rural community.

The next move is a Rural Learning Centre, due to become fully operational later this year. The centre, at Grey Base Hospital, will deliver a training programme that combines rural primary and community care and rural hospital practice to produce doctors, nurses and allied health professionals who are competent to provide the wide variety of services needed on the West Coast.

In a small hospital you really get to see everything and build on your experience base.



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OUR DHB PRIORITIES

The priorities for West Coast DHB in 2011/12 are:

- **Improved service delivery and reducing waiting times**
 - achievement of the national health targets and continued improvement in reducing waiting times;
- **Strengthened clinical leadership**
 - support for clinical networks and clinicians leading development in identified priority services and the integration of services closer to home;
- **Services closer to home**
 - refocusing resources on delivering services in local community settings, closer to patients, and enabling community and hospital-based clinicians to provide services more effectively;
- **Improving the health of older people**
 - with a focus on improving older people's underlying health and wellbeing and preparing to meet the impact of our ageing population;
- **Regional cooperation**
 - greater regional collaboration between DHBs to maximise clinical and financial resources and evidence of real gains from these endeavours;
- **More unified systems**
 - working constructively with the National Health Board, Health Benefits Ltd, the National Health IT Board, Health Workforce NZ and Health Quality and Safety Commission; and
- **Improved financial performance**
 - taking ownership of financial performance and implementing specific actions to operating within budget.

We have a big job ahead of us. We have the foundations in place to deliver sustainable health services within our community. By working together with other health providers on the West Coast and with other DHBs, we can do an even better job.

We would like to thank Tourism West Coast for the use of some of the images in this publication.

Healthy West Coast
Te Hauora o Tatou – The Health of Us All



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

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