

What have we achieved this year?

The DHB has continued to focus its efforts on implementing the objectives and strategies identified in the District Strategic Plan. Achievements have been made in many parts of the DHB, included below are those linked directly to the eleven priorities identified at the beginning of 2006/07.

Priority Area

Attract, retain and value staff

- The people that work in the health sector are the DHB's biggest and most valued resource. To be successful, CMDHB must attract and retain health professionals by fostering an environment which is supportive of effective service delivery.

Achievement

- The second Staff Satisfaction Survey showed an improvement in all result areas between the two surveys (May 2005 and October 2006). CMDHB has worked with the Health Round Table to refine the survey, which is now used by other DHBs
- Over 2500 staff have engaged with the CMDHB Employee Wellness Programme. This programme has been presented at a national level as one part of a range of initiatives undertaken by CMDHB to actively promote and support the wellness of their own staff
- The CMDHB Workforce Development and Human Resources Strategic Plans have been completed and approved. They provide a framework and priorities for key workforce activity over the next 4 years in line with the District Strategic Plan and Health Services Plan.

Priority Area

Implement quality improvement initiatives to ensure patient safety

- Quality is a key component of the DHB's strategic direction. The DHB is committed to funding and providing quality health services based on the principles of safety, effectiveness, appropriateness, consumer participation, access, efficiency and cultural competency.

Achievement

- All Counties Manukau PHOs are engaged in the PHO Performance Management Programme and met pre-requisite criteria including signed off quality improvement plans
- Clinical outcomes for the Diabetes CCM module are in line with international best practice, with some improvements in other areas particularly smoking cessation
- CMDHB achieved tertiary status in the ACC Partnership Programme

- Completion of the Liten Up programme implementation in 16 areas with an impact on over 700 staff in high risk areas. Liten Up is a safe patient handling programme based on ACC Patient Handling Guidelines
- The Patient Safety Programme has been up and running for a year now. Key achievements and activities include:
 - Care of the Physiologically Unstable Patient - the development and introduction of an Early Warning Score to identify physiologically unstable patients and a rapid response team to facilitate early management
 - Medication Safety Project – an initiative in partnership with the pharmacy department focussing on determining a rate of adverse drug events (ADE) using a trigger tool. Another is the implementation of a process for medication reconciliation (MR) within 24 hours of admission which has been trialled on the surgical wards and is now being extended into the medical wards
 - Invasive procedure related infection - Following the Institute for Healthcare Improvement (IHI) methodology to look at ways to reduce central line associated bacteraemia, ventilator associated pneumonia and surgical site infection rates.
- Implementation of a 'Just Culture' and an 'Open Disclosure' policy
- New electronic reporting system for complaints and incidents (Riskpro) implemented
- CMDHB Professional Development and Recognition Programme, which is accredited by the Nursing Council of New Zealand, has been taken up by a number of Primary Health Organisations across Counties Manukau.

Priority Area

Reduce the incidence and impact of diabetes by implementing "Let's Beat Diabetes"

- Lifestyle risk factors for disease are of increasing importance in Counties Manukau. In particular, the effect of poor nutrition and inadequate exercise has resulted in a growing epidemic of Type 2 diabetes that is predicted to be socially and economically devastating – over the next 20 years the number of people with diabetes is forecast to double.

Diabetes Project Otara





Three Mayors, (L to R) Mark Ball, Sir Barry Curtis and John Robertson supporting Lei campaign.

Achievement

- The Swap2Win Social Marketing campaign was launched in Counties Manukau on 18th June 2007. The key objective of the campaign is to motivate families, organisations and groups across the CMDHB area to support each other to swap to healthier lifestyles
- A baseline study was conducted with 2500 residents within the CMDHB area. The purpose of the study was to: understand the knowledge attitudes and behaviours of local residents in relation to healthy lifestyles, obesity and diabetes; to inform future planning; and provide a benchmark to monitor progress
- Continued participation in leadership of the LBD Programme by Counties Manukau partners (via the Partnership Steering Group)
- A significant increase in the total number of Get Checked annual reviews undertaken occurred in 2006. Nearly 2000 extra patients seen, and retinal screening rates increased by 60% over previous 12 months
- Adoption of the low/no sugar drinks trial (referred to as the 'Sprite Zero' trial) piloted in McDonald's restaurants in Counties Manukau as standard business practice across all McDonald restaurants in New Zealand
- Healthy Tuckshop model underway in 9 decile 1 and 2 secondary schools
- CMDHB was invited to present at the Food Industry Group's annual general meeting on 24 January. As a result, 25 individual food industry parties signalled their interest to meet with CMDHB to discuss opportunities to work together on innovative projects
- A diabetes self management training programme was developed and delivered to PHO based facilitators across Counties Manukau. These facilitators are now providing self management education to people with diabetes within the PHOs
- Health promotion core competencies framework for diabetes risk factors and diabetes management developed
- Delivery of nutrition training across 50 + Pacific churches via Lotu Moui Programme (250 + participants)
- Development of the Moui Ola physical activity programme to be implemented within the Lotu Moui churches
- Resources collated and developed for health education on diabetes prevention and management, and distributed to primary care and other health educators

- 33 Pacific Early Childhood Education Centres implemented the Kai Lelei module (nutrition guidelines for under 5's).

Priority Area

Maintain high coverage rates for immunisation services and well child checks

Achievement

- All Well Child provider services have now been moved into the new Well Child framework. This includes:
 - Consistent standards agreed, documented and implemented
 - IT infrastructure development for providers
- Current NIR Datamart reporting and PHO performance management programme data suggest that immunisation coverage is around 60% at age two years, however we know this under-estimates actual coverage. The National Childhood Immunisation Coverage Survey 2005 suggests the real figure is greater than 76%. The Ministry of Health is working to resolve the ongoing data issues. This needs to happen before we can have confidence in this indicator. However, the inclusion of immunisation rates in the PHO performance management programme is expected to provide considerable improvement in the indicator in the next year
- A regional project has been commissioned to resurrect KidsLink with better linkages to other services which will also mean that we track more children and so increase coverage rates for both well child and immunisation.

Priority Area

Improve access to and management of elective services

- Historically elective surgery access has been low in Counties Manukau relative to the rest of New Zealand, however there has been a significant increase in provision in the past 3-5 years.

Achievement

CMDHB continued to improve access to elective services resulting in achievements on many fronts:

- 12,958 WIES were provided compared to a DHB target of 12,944 WIES (MoH target 12,596 inclusive of base volume and new funding allocations). This is an extremely positive result, and was achieved through a combination of internally and externally provided surgery. Note: WIES is a weighting system used for measuring medical