

Commitment to Quality Improvement and Patient Safety Award

Awarded to:

Unichem Russell Street Pharmacy, supported by Breathe Hawke's Bay and The Doctors Hastings.

For their entry:

Helping Māori and Pacific Island Children breathe better

Breathing better was the focus of an education and improvement tool developed by Hastings pharmacy, Unichem Russell St Pharmacy targeting families of young Māori and Pasifika patients waiting for asthma prescriptions.

A trial by the pharmacy, with support from the Health Quality and Safety Commission quality improvement programme, saw families invited to have a respiratory 'warrant of fitness' check and education session with a pharmacist – while waiting for their medication to be dispensed.

The pharmacy developed the initiative, in partnership with adjacent medical centre, The Doctors Hastings, as well as a primary health organisation Health Hawke's Bay's clinical advisory pharmacist and respiratory support service, Breathe Hawke's Bay.

As a result of the initiative, twelve families participated in a trial over a six month period with the aim to improve their respiratory Asthma Control Test (ACT) score.

The winning entry explained that Hawke's Bay Māori and Pasifika children have a much higher rate of hospital admissions for respiratory disease (7.3 and 10.4 per 1000 respectively) compared to European children (4.5 per 1000).

The pharmacy introduced a variety of interventions to improve the patients' asthma management.

These included checking if they were on a preventer inhaler and reviewing their technique, seeing if an asthma action plan was in place and understood, monthly follow up phone calls, checking if other family members also had asthma, smoking cessation advice and referral for a healthy home check.

Also, rather than the pharmacy using the prescribed ACT target score of good control (19 out of 25), patients and their families chose their own target score and personal aims, such as having no asthma attacks or waking less at night.

Judges of this category commented the initiative had an excellent focus on equity, provided great linkage between broader health teams and gave the young patients and their parents' empowerment to better manage their respiratory condition through education and easy checklists.

Results are speaking for themselves.

Of the twelve patients who participated in the trial, the patients' average ACT score increased from 13.7 to 21.7, with 83 percent achieving their target score. More preventer inhalers were dispensed and fewer emergency steroids.

Key to the project's success was delivering the education sessions within the pharmacy as well as providing patients with tools, such as spacers, which pharmacies aren't normally funded to provide.

The DHB supported the project by using Medicines Use Review (MUR) funding to cover the pharmacists' time to carry out the warrant of fitness and education.

Early results have been so overwhelming the group would like to see its Warrant of Fitness tool delivered throughout Hawke's Bay.

The project was undertaken as part of the 2018 Whakakotahi quality improvement programme, which aims to increase quality improvement capability in primary care and support the key focus areas of equity, integration, consumer engagement and consumer co-design.

Excellence in Person and Whānau Centred Care

Joint winners:

Hawke's Bay DHB: Relationship Centred Practice Training Programme.

Hawke's Bay DHB renal service, specialist palliative care team, Māori Health and pastoral care team, Cranford Hospice Trust and Primary Care GP representative: Supportive Care Clinic – Renal – Dying Well.

Relationship Centred Practice Training Programme

The interaction between people, whānau and clinicians is at the heart of health care. Consultations happen in a variety of contexts, locations and with many different clinical professions, yet sometimes the traditional model of consultation can leave patients feeling powerless, despite the best intentions of clinicians.

Hawke's Bay DHB's relationship centred practice training programme is an initiative developed around Māori models of care, Hui process and the Meihana model to facilitate person and whanau-centred working relationships.

In a relationship centred interaction, people and whānau work with a supporting clinician. The relationship is built around a person's life goals, whānau support, how they plan to work towards wellness and what support they need to help get there. Working in partnership, a clinician supports people and whānau to think about goals that are meaningful to their lives.

Since the introduction of the training programme, more than 200 clinicians from medicine, nursing and allied health backgrounds have participated. Evaluation has shown transformational change in practice. Clinicians who have attended are empowered by the new skills they've learnt and are empowered to develop strong and trusting relationships with people and whānau. Best of all, patients feel better understood and supported to be in charge of their health care journey.

Supportive Care Clinic – Renal – Dying Well

This winning entry has addressed the hard part of living - dying well. Researching how best to support patients on an end-of-life pathway was key to this initiative, which followed international best practice to developing Support Care Clinics as patients faced tough decisions.

Before establishing their own ideas, the team asked their patients what they wanted and how they could best support them to die well. They also researched what other centres do and visited a similar clinic in Christchurch to gain insight.

The resulting outcome was a care plan that was not limited to renal and palliative care clinicians but others important to providing support in this phase of someone's health journey.

The team invited palliative care specialists, Cranford Hospice Trust, pastoral care, a social worker and GP representative, a Psychologist and Kaitakawaenga from the Māori Health Team to work on developing an end of life pathway for patients. This has now seen the creation of structured appointments that were as long as the patient and their family needed to explore their concerns. Offering not only clinical support, but spiritual and cultural support as well. This team successfully integrated services throughout the health system and is now looking to translate their learnings to other secondary services and to national symposiums.

Most importantly their patients are thankful for this approach. To quote two of those patients:

"I feel stronger now to tell people what it is I want, doctors and my whānau."

"My heart feels lighter" - expressed by a patient at the end of the first visit in the clinic. This patient described how he had not talked about his dying before and understood he was unlikely to live another year.

Excellence in Service Improvement

Awarded to:

Hawke's Bay DHB Pre-Admission Clinic, Perioperative Department and Surgical Services.

For their entry:

Improving elective surgery through a redesigned pre-admission process

Onerous pre-admission processes for elective surgery patients are now a thing of the past at Hawke's Bay Hospital following a new initiative that not only improves hospital flow, but means less time for patients awaiting their pre-surgery check-ups.

This award-winning entry shared that the hospital's pre-admission processes to prepare patients for surgery was cumbersome for patients, sometimes involving multiple appointments with different staff, leading to a duplication of testing or information given, and hours of waiting at the hospital for all checks and assessments to be completed.

An audit of the service identified the process of preparing patients for surgery needed improving and enhancing, particularly for fit and healthy low risk patients.

A complete re-design of the service was undertaken. Individual specialties were identified and collaborated with. As a result, utilising trained surgical pre-admission nurses to perform physical assessments (clerking) on fit and healthy patients was introduced, leaving house surgeons to focus on more complex patients. Training for pre-admission nurses was delivered by relevant teams with all specialties on board.

Under the old pre-admission process, the 'healthy' inpatients were required to see a Registered Nurse, House Surgeon (HS) and anaesthetist over multiple days. Often this would result in long delays for the patient due to House Surgeon availability. Under the new process, these patients have their physical assessment and clerking completed by a Registered Nurse before being seen by an anaesthetist on the same day.

This winning entry shows there is now more consistency across its pre-admission process, which is patient-centric and allows for smarter use of clinical time and resources. The new approach also provides a more seamless experience for fit and healthy patients.

Anecdotally the new process has allowed for early identification of high risk patients and patients with health issues, which allows for proactive management, improved patient safety through comprehensive nursing assessments and robust post-operative care plans prior to admission. There has also been a reduction in average lengths of stay late cancellation rates.

A mini audit between 4 and 22 March 2019 revealed of the 165 elective patients who went through the Pre-Admission Clinic, 81 percent would have previously seen a Registered Nurse, House Surgeon and anaesthetist. However, under the new process, just 26 percent qualified to see all three.

The new process had also deepened the understanding of the principles of the Treaty of Waitangi for the pre-admission team who work in partnership with Māori health to help patients navigate their way seamlessly though this journey, being well supported at all times.

Commitment to Working Together to Improve Community Health and Wellbeing

Joint winners:

Presbyterian Support East Coast, Hawke's Bay DHB, Oranga Tamariki, Family Works HB, Te Ikaroa Rangatahi Social Services: Poipoi Mokupuna

Te Taiwhenua o Heretaunga, Hawke's Bay DHB, Choices: Improving the cervical health outcomes for wāhine

The judges said it was impossible to separate the two entries, both of which showed excellence in reducing inequities, were innovative with clear problem definition, and had a strong focus on improving the patient-whānau experience.

Poipoi Mokupuna

Poipoi Mokupuna, led by Presbyterian Support East Coast, is a pilot programme committed to supporting whānau and non-whānau caregivers with tamariki in their care who have suffered two or more placement breakdowns. The full project team includes representatives of Hawke's Bay District Health Board, Oranga Tamariki, Family Works HB, and Te Ikaroa Rangatahi Social Services.

The programme recognises that many of the children in care have complex behavioural and mental health problems, and that tamariki Māori are over-represented in this group. The support for caregivers includes in-home coaching, specialised training, peer support networks and counselling.

Pre and post surveys showed marked improvements in caregivers' understanding of the needs of tamariki with complex needs, the quality of relationships between caregivers and tamariki, caregivers' confidence in their skills, and improved cultural connectedness.

The success of the programme has led to Oranga Tamariki considering funding the expansion of the programme.

Improving the cervical health outcomes for wāhine

The joint winning project, Improving cervical health outcomes for wāhine, was a joint-collaboration between Hawke's Bay District Health Board's Population Screening team, Te Taiwhenua o Heretaunga's mobile nursing team and Choices Kahungunu health services.

The judges said there was no doubt the project was saving lives by removing barriers to cervical screening, particularly cultural and access barriers – using a kanohi ki te kanohi (face-to-face) approach.

Focused on Māori and Pasifika women who had never had the test or had consistently missed test appointments, it provided a range of places that women could take the test: in their own home, at their registered general practice, at a pop-up clinic within their community (organised as required), or at some other place of their choosing.

That kanohi ki te kanohi approach and provision of options for taking the test addressed many issues the women had, including lack of transport, previous poor experience, lack of understanding of the importance of the test, feeling culturally unsafe, and inflexible appointment times at their general practice.

The programme had been so successful that some general practices were now referring their 'hard-to-reach' patients to the service.

By September this year, the team had screened 159 of the 2139 in the target group.

The plan is to continue to provide the outreach service so equitable health outcomes for women are met.

Excellence in the use of knowledge to deliver innovative solutions

Awarded to:

Ngāti Pāhauwera Development Trust and Te Tātai Hauora O Hine (Centre for Women's Health Research, Victoria University of Wellington)

For their entry:

He Korowai Manaaki – A protective cloak for Hapū mama and Whānau

What began as a research initiative to address health inequities experienced by Māori women and their babies in the rural extremities of southern Wairoa, has grown into a community-led maternity care pathway for pregnant women in Te Wairoa that puts women, their babies and whānau at the centre of care, without barriers.

Wairoa-based Ngāti Pāhauwera Development Trust identified a growing need for better health care intervention for mothers and babies.

The Trust explained the first five years of life from pregnancy onwards are crucial for long-term wellbeing, yet unacceptable health inequities are experienced by wahine Maori and their babies. To reduce these inequities, the Trust invited Te Tātai Hauora O Hine (Centre for Women's Health Research, Victoria University of Wellington), to partner with them in Kaupapa Māori (by, with, and for Māori) research.

The initial partnership goal was to address health inequities experienced by Māori women and babies in southern Wairoa, but it has grown into a well-supported programme 'He Korowai Manaaki (HKM) which began in November 2018 and leverages the expertise of local people by combining a 'clinical wrap' within a 'whānau wrap' that is responsive to the needs of women and their whānau.

He Korowai Manaaki gives choice to pregnant women and their whānau who are supported to access health and social services to better their health and wellbeing, such as medical care, oral health care, transport and even driver licensing.

Ngāti Pāhauwera facilitated the coordination of health and social service providers to ensure women and her whānau could journey in a more seamless way. Starting from primary or midwifery care, women could identify, and then be connected with, other health and social services. For example, a woman and her partner who identified a need for oral health care were supported by their health provider to access a local dentist. The assessment (clean, x-ray and plan) would be paid for by HKM and then other forms of support were leveraged for treatment (e.g. Work and Income grants).

This winning health awards entry reports that women have expressed their gratitude of what HKM has created – 'opportunity'. Opportunity for them to experience improved oral health care or steps to give up smoking, as well as employment opportunities by those who have gained confidence within themselves through this programme.

He Korowai Manaaki has been congratulated by Health Awards judges. The collaboration between the Iwi and Te Tātai Hauora O Hine has seen a number of stakeholders working together in a strengths-based way to reduce the inequitable health outcomes experienced by Māori women, their infants and whānau in Te Wairoa and more recently, across Hawke's Bay.

The future looks bright. Ngāti Pāhauwera and Te Tātai Hauora O Hine have been invited to share HKM with government ministers, other Iwi, DHBs, PHOs and agencies interested in alternative models of care to support whānau wellness. This sharing has led to funding discussions as parties have acknowledged the importance of sustaining HKM in Te Wairoa.

Outstanding Contribution to Hawke's Bay Health

Awarded to:

Hastings Health Centre

For their entry:

A purpose built one-stop health and urgent care facility

The new Hastings Health Centre, winner of the Outstanding Contribution to Health in Hawke's Bay category, is receiving praise from all quarters.

The award recognises high, quality improvement and planning; which makes a service sustainable into the future, shows respect and lives the values of its service.

Along with its future-proofed new building on St Aubyn St, Hastings Health Centre has a much expanded service to look after its more than 30,000 patients, including new roles and services designed to ensure patients see the right health professional at the right time.

Those new services include a Mental Health credentialed nursing service, aimed at providing better and faster access to mental health treatment for those suffering low to moderate issues. New and expanded existing services span the primary health care range, from the walk-in urgent care facility, radiology and laboratory, to a full dental service, a diabetes specialist nurse, and clinical pharmacy.

The "one-stop" health and urgent care facility opened in April this year, manned by more than 100 staff. The art work and suite naming, designed in collaboration with Kahungunu kaumatua, have resulted in a facility that is warm, welcoming and relevant to all, particularly local iwi. A café and outdoor courtyard add to patient comfort.

The Hastings Health Centre team "lives and breathes" the organisation's values: Care, Teamwork, Respect and Improvement.

The centre is an asset for the whole of Hawke's Bay Health sector as it provides more than 35,000 urgent care consultations a year and is receiving great feedback from patients, including in regular anonymous patient surveys.

The judges said Hastings Health Centre's "outstanding" entry needed to be applauded for its collaboration, scale of investment, development and service redesign.