Talofa Lava, Kia Ora and welcome to the second issue of the Well Child Tamariki Ora (WCTO) quality improvement (QI) newsletter.

This quarterly publication is designed to keep you up to date with the latest news and information on the QI project for the South Island.

My name is Anna Foaese and I have a clinical background in midwifery as well as experience in DHB quality and management. My role as WCTO QI project manager is based at the South Island Alliance Programme Office in Christchurch.

In this edition, we introduce the South Island WCTO QI steering group members, provide an update about the QI workshops, and also a case study on how QI has been used in the Newborn Hearing/Screening service.

This project aims to enhance and support the national WCTO programme – and we need your help to make lasting improvements. Please visit our page on the South Island Alliance website to see how you can get involved.

In my role, I am available to support you to make quality improvements. I am always open to any ideas, issues or feedback.

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In agreeing to a collaborative regional direction, the South Island DHBs have committed to a 'best for people, best for system' alliance framework to negotiate a way into the future. The WCTO QI project works within this framework to improve child health and wellbeing across the South Island.

Steering group membership established

A governance group for the South Island Well Child Tamariki Ora (WCTO) quality improvement steering group has been established and the first meeting took place in May.

A diverse range of people from across the wider Well Child sector were nominated and 10 have been chosen to represent the group. Two sub-groups have been established from these members, including a Maternity/Lead Maternity Carer (LMC) communication update and a Consumer engagement project.

The purpose of the WCTO QI steering group is to support WCTO providers, DHBs, primary health care, LMCs and other health and social services to improve the health outcomes of children. The group also provides advice and feedback around the WCTO quality improvement initiatives across the South Island.

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Child Health and Lead Maternity Carer Quality Improvement Workshops

Maternity and Child Health Quality Improvement workshops were held in Dunedin and Canterbury earlier this year. The education sessions were co-facilitated by Suzanne Proudfoot (Projects and Campaigns Manager, Ko Awatea), national quality improvement advisor for this project.

The aim of these workshops was to provide an update about local child health services, develop quality improvement skills and to equip participants with a toolkit of resources and enable networking opportunities.

A diverse range of participants attended the events, including representation from midwives, WCTO nurses, DHB service managers, B4SC nurses, pregnancy and parenting...
educators, lactation consultants, immunisation, oral health and newborn hearing screening coordinators. The sessions will be offered in Nelson Marlborough and South Canterbury districts in the next few months.

The vision is to offer similar child health and maternity information updates on an annual basis, to ensure an integrated approach across the maternity and child health sector as well as providing relevant, timely and consistent information.

Transferring knowledge and applying new learning into practice can often be challenging. An example is provided below from a workshop participant, Rachel Simpson (Newborn Hearing Screening Coordinator, Southern DHB), about how she has applied quality improvement skills to the newborn hearing/screening service in the Southern district health board.

Rachel created a driver diagram for the Universal Newborn Hearing Screening Programme in May, and mapped out the aim of screening all babies under one month of age. This was particularly challenging given the geographically widespread population and limited resources.

The demographic for our team is two base hospitals and 12 rural facilities, so the focus was particularly on timely rural outpatients. "I used your driver diagrams/PDSA cycles to assimilate the referral process and formulate the possible pathway hearing checks take and also reflected on good work processes. I like the driver diagrams tool as you can work forwards and backwards across the graph boxes considering the resources that you have and/or may need. The best practice outcomes are definitely the result of strategic planning."

**New Raising Healthy Kids government target**

A core part of the Well Child Tamariki Ora service is for all children to have their weight and height measurements taken and recorded at regular intervals. The ‘B4 School Check’ for four-year-olds is one of those services, aimed at identifying and addressing any health, behavioural, social or development concerns which could affect a child’s ability to get the most benefit from school.

On July 1, the new Raising Healthy Kids health target to help reduce childhood obesity was introduced. Under the target, where a child is identified as not being of optimum weight at the B4 School Check, the health professional will offer the caregiver a referral for the child to a registered health professional in a primary care or community setting. A referral may also be offered to other services that may help, such as family-based nutrition, activity and lifestyle intervention.

Health Minister Jonathon Coleman says the new target is one of 22 initiatives in the Childhood Obesity Plan launched by the Government in October 2015. “The new Raising Healthy Kids health target will ensure four year olds identified as obese while getting their B4 School Check will be offered a referral to the services they and their family need to support healthy eating and activity. Over 58,600 children have benefited from this free check in the last year. Of that, over 1,400 were referred on for support with healthy eating and activity.”
“Under the new target by December 2017 we expect that over 4,000 children a year - 95 per cent of children identified as obese - being supported to achieve a healthy weight.”

All improvement requires change, but not all change results in improvement. It is important to measure what parts of the system are working well and what is not. Follow the link to ‘Get Involved’ and learn more about quality improvement.

Regional Update

Consumer engagement project

The voices of consumers can be a powerful and effective tool - in particular, providing parents/caregivers and children an opportunity to share their 'stories' about how they experience health care. The purpose of a regional consumer engagement project involves interviewing families about their WCTO experience. It will provide an opportunity for whanau to 'tell their stories' about the quality and staying connected to WCTO services. It will also offer an opportunity to share improvement ideas from a child's/families perspective. Interviews will be conducted in Canterbury, Kaikoura and West Coast. For further information please contact Anna Foaese.

Update about the WCTO programme for Lead Maternity Carers

A Lead Maternity Carer (LMC) WCTO update letter was developed to support LMCs to become more aware of WCTO services and best practice guidelines for referral and clinical handover to WCTO providers.
District DHB Updates

Nelson Marlborough DHB
A Maternity and Child information session will be offered in the next few months. The WCTO mobile phone application, that sits alongside the WCTO health book is free to download from either the Apple IOS App store, or the Google Play Android App store.

West Coast DHB
A ‘Meet and Greet’ session for Midwives and WCTO service providers was held in April. Clinicians and services met to discuss quality improvement for the WCTO programme. A quality improvement tool, the Plan-Do-Study-Act (PDSA) cycle was used to identify how to improve the enrolment into all WCTO services for West Coast babies born at Christchurch Women's Hospital. The ‘Trans-alpine multi-enrolment project’ focuses on a more integrated and collaborative way of working to ensure all babies/whanau receive timely and coordinated WCTO services.

South Canterbury DHB
A multi-enrolment project for new families into the South Canterbury district was developed to provide a wraparound system to support new families in the district, to improve access to appropriate health and community services. There has been significant input from different service providers and has resulted in a resource form that links families into various services, including oral health, WCTO, national immunization register, primary practice, B4SC and migrant support. Many services will be promoting the use of this resource. For more information contact Sam Callander scallander@scdhb.health.nz. A ‘Meet and Greet’ session for Midwives and WCTO providers will be offered shortly.

Canterbury DHB
Development of a virtual newborn coordination service for child health enrolments is underway and includes wide consultation. A revised WCTO referral form has been implemented to improve the accuracy and completeness of information, when practitioners make a referral to WCTO providers. A child health brochure is being developed to provide parents/caregivers with information about WCTO services available in Canterbury and Kaikoura. Several PDSA cycles have been implemented, one relating to the effectiveness of completing a clinical verbal handover to the nominated WCTO providers by a midwifery practice.

Southern DHB
A strategic WCTO forum has been established and includes membership from primary care and Ministry of Education. A WCTO and education project is being developed to enable a more collaborative and integrated approach to WCTO promotion in early childhood settings.
If you would like an update from your DHB or service in the next newsletter, please contact
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