

Monthly Update

February 2015



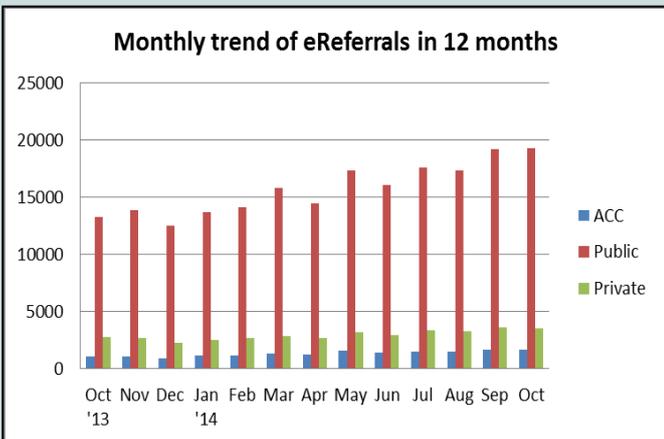
eReferrals across the region

eReferrals, which is replacing paper-based referrals, is now being used by all South Island DHBs, after Southern DHB launched stage one of the programme in almost 30 general practices across the district. This also makes the programme one of the first key South Island Alliance Information Services solutions to become fully regional.

Southern DHB is at stage one, where referrals are sent via fax. At stage two, referrals are communicated via electronic message directly into the clinical workstation, Health Connect South. Ultimately, Stage 3 will allow for electronic triage within Health Connect South, enabling a truly paperless eReferrals process.

To date more than half a million referrals in the South Island have been made using the system. eReferrals is a combination of the Electronic Request Management System (ERMS) and Orion Health's Referral Management System (RMS).

Figure 1: eReferrals between primary and community healthcare and private, public sector and ACC



HOPSLA Members Awarded for Advance Care Planning Promotion

The Health of Older People's Group (HOPSLA) have been celebrating success recently, after two South Island members won awards relating to their efforts to support the promotion of Advance Care Planning (ACP).



During 2014, the National ACP Cooperative coordinated the first New Zealand "Conversations That Count Day" (CTC) to promote ACP, with HOPSLA playing a key role in driving the campaign's coordination, roll out and promotion throughout the South Island.



The success achieved by HOPSLA and ACP Cooperative members in raising awareness of ACP earned the CTC Campaign the Chief Executive's Award at the Auckland DHB Health Excellence Awards 2014.

HOPSLA Member Jane Large (left) and Jane Goodwin (CDHB, above) were recognised for their efforts, with the campaign beating 41 other projects to win the award. They have also been awarded for the 'co-design' approach undertaken by the National Cooperative in developing the CTC Day campaign, with a poster capturing the process winning first prize ahead of hundreds of other entries at the APAC International Health Improvement Conference in Melbourne. [Read More here.](#)

Regional Bariatric Surgery Service Well Underway

The South Island Bariatric Surgery Service is now well underway with clinicians and patients on board with the regional service. Since its establishment in mid 2014, the service has discharged 17 patients, two ahead of plan, and held two multi-disciplinary meetings to consider which patients should be referred for final assessment at the DHB of service. The regional service is

resulting in a fairer and more transparent process for patients as they move through their weight-loss journey. A testament to the way weight-loss surgery can change patients outlook on life was received recently from a patient who described how her quality of life and health had improved as she worked through the bariatric surgery pathway. The patient wished to pass on her thanks to the team involved in her care.

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Safety 1st “Goes Live” in the South

The “Go Live” of Safety 1st is another progressive step for the South Island Health Services as they redesign and align the way in which they collect vital information on incidents and patient feedback. This information will then be put to its most important use in improving patient and staff safety and the experience of care.

Canterbury DHB is the first DHB to switch on the new system, with Mental Health and Older Person’s Health and Rehabilitation Services going live during February. Other departments at Canterbury are to receive the system in the following months in a planned roll out across the DHB’s many departments.



Southern, Nelson Marlborough and West Coast DHBs have all commenced staff training and their Safety 1st system is planned to “go live” across their sites from March. The South Canterbury DHB launch is scheduled for July.

The benefits of the new system are many including: easy access to information that will help staff to learn from events, easy reporting processes, a “user friendly” interface, and tools that reduce the time needed for staff intervention.



The landmark project is being led by the Quality and Safety Service Level Alliance (Q&SSLA), whose members represent each of the five South Island DHBs and together are planning and managing implementation and roll out to each DHB.

Mary Gordon Chair of the Q&SSLA says that the new system will make a real difference in improving the safety and wellbeing of patients and staff: *“Safety 1st is a real win-win for staff and patients in terms of making our health settings safer and improving the quality of care we provide every day. We know that in every health setting around the world adverse events and incidents do happen, and*

it is our job to learn from them and to reduce the chance of them happening again. This system will make it easier for us to do that. Overall it’s about supporting an open and transparent process of reporting and information sharing within the health sector, which we can all benefit and learn from.”

The new system is being provided by RL Solutions, and has demonstrated proven success both in New Zealand and internationally. It is currently being used by the Health Quality & Safety Commission and other DHB’s across New Zealand.

Picture: Jane Bailey from Southern DHB training staff on using Safety 1st.

Safety 1st is an integrated, electronic system which collects and reports on safety and risk event data at a local and regional level. Its tailored modules are designed to take a ‘whole of systems approach’ and it has the capability to develop incident reports electronically that will be comprehensive and meaningful. The system stores information around adverse events, including what happened and why, along with feedback including complaints, compliments and suggestions. This information can then be used to support learning amongst staff throughout the health care system.

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New South-Island interRAI Data Report

A new report summarising interRAI Home Care data on the health of older people in the South Island is available for the first time, published by the South Island Alliance's Health of Older People's Group (HOPSLA).

InterRAI is a set of validated assessment tools that facilitate a best practice approach and record the findings within a data set. This new report summarises data captured from DHBs via the Home Care Tool and Contact Assessment Tool from 1 July to 30 September 2014, and provides a snapshot of the health of older people residing in their homes across the region.

The report includes scales summarising the major health domains including cognition and physical function scores, as well as priority level and frailty, captured through the Method of Assigning Priority Level (or MAPLe) assessment, and the CHES assessment, which measures changes in health, end-stage disease, signs and symptoms.

With the new report, HOPSLA members aim to support health staff and managers to plan for improvements in treatment and management of older persons' healthcare: *"The interRAI assessment system records each assessment, so that data is available that can support health staff and researchers to develop and deliver comprehensive and effective treatment plans. So it helps us to be more effective, and have better outcomes for patients and for the wider health system."*

For more information about the data report [click here](#)

Stroke Services Collaborating

Stroke services at small centres around the South Island are working together to achieve consistency. Clinicians involved with care of stroke patients recently gathered via teleconference to discuss how organised stroke services worked in their hospitals.

Focusing on services in small centres, the meeting was a chance to have robust discussion about delivering organised stroke services, ways of overcoming challenges, and to share ideas, policies, audit tools and pathways.

Feedback from participants was extremely positive, with the number of documents being shared and sought being a testament to how beneficial they found it.

Meetings like this help clinicians overcome the isolation of working in small centres and due to the success of the first meeting, a follow-up will be held in six months.

South Island Patient Information Care System (SI PICS) rolls out in 2015

The regional SI PICS team are gearing up for the first stages of transition this year, with SI PICS due to be rolled out at Canterbury DHB's new Burwood Hospital late in 2015 as part of phase one at Canterbury. This will be followed in 2016 with **implementation** at Nelson and Marlborough DHB, and the remaining Canterbury DHB locations. All the other South Island DHBs are scheduled to transition to SI PICS by 2020.

SI PICS provider, Orion Health, is in the process of signing an agreement with all five South Island DHBs to implement the single system. The agreement covers development stages, the provision of SI PICS and other implementation services at all five DHBs over 10 years.

Picture caption: left to right starting at the back: Elliot Heffer-Lawson (Technical Delivery Manager); Frances Mansell (Business Process Analyst); Jason Elley (Operational Team Lead); Dusty Eloff (Business Systems Analyst), Middle – Siraj Ali (Business Systems Analyst); Jacqui Wilson (Functional Design Group member); Helen Ramsay (Business Process Analyst); Shannon de Bruin (Project Coordinator). Front – Kelly Turpin (Programme Manager); Andrew Hall (member WCDHB Functional Design Group)



Meet the Canterbury DHB team

