

What have we achieved this year?

The DHB has continued to focus its efforts on implementing the objectives and priorities outlined in the District Strategic Plan and the District Annual Plan. Despite a very challenging year, many achievements have been made by the staff of the DHB and our partner providers in primary and community care and with the communities that we serve.

THE OUTCOMES WE SEEK

Priority Area

Improve community wellbeing

Achievements

- We have completed an extensive consultation on establishment of the Mangere Integrated Community Healthcare Project. This Treaty of Waitangi based project aims to encourage “Owning our Health in Mangere and Working together to Create Wellness”
- We have agreement and commitment from all our partner Primary Health Organisations to establish locality planning approaches and arrangements to focus on those areas of greatest need and potentially greatest gain.
- Local mainstream and community organisations and all frontline police officers have received training to initiate conversations about alcohol and other drug use. They will now carry out screening, deliver brief interventions and refer to specialist services as required.

Priority Area

Improving child and youth health

Achievements

- Counties Manukau DHB has been leading a regional project to expand our child health information system; Kidzlink+. This will mean that we can track more children and so increase coverage rates for both Well Child and immunisation.
- We successfully increased our proportion of children aged two years being fully immunised from 69 percent to 74 percent which was well on the way to our target of 75 percent. Our greatest increase was in the numbers of Maaori and Pacific children fully immunised.
- We launched our Oral Health initiative to align with the Ministry of Health’s goal of Good Oral Health for All, For Life. We are grateful for the support of the South Auckland Health Foundation and the SkyCity Community Trust.

- We hosted the national launch of the Before School Check (B4SC) programme at Favona School in Mangere. Counties Manukau DHB ran a successful pilot for the programme ending in the early part of the year.
- As part of our ongoing commitment to the improvement of oral health services for children and young people we completed an extensive community consultation in Mangere and Otara. We have been seeking feedback on our Child and Adolescent Business Cases.
- Work was completed after year in the investment to rebuild the Buckland Road Community Dental Clinic – the first of the new generation of oral health clinics in the country.
- The Prime Minister and Associate Health Minister launched the national Human Papilloma Vaccine programme at Manukau Superclinic and Counties Manukau DHB began our planning to roll out this important public health initiative.

Priority Area

Reduce the incidence and impact of priority conditions

Achievements

- LotuMoui physical activity launch with the release of the physical activity toolkit. This initiative is part of the ongoing work in the LotuMoui programme.
- The Mangere Healthy Kai programme won the Supreme Award at the 2007 NZ Health Innovation Awards. The programme began in 2003 and has been changing eating habits in Mangere to help combat obesity, type 2 diabetes and cardiovascular disease. Judges described the programme as “an innovative and collaborative approach within the broader community”.
- Our established Chronic Care management programme continued to expand with 13,300 enrolees now in the programme which is a 34 percent increase on the previous year. We have expanded the modules offered to include

depression and now over 2500 people are enrolled in this module of the programme.

- We have successfully implemented the internationally recognised diabetes Self Management Education (SME) programme with evaluation showing very positive health outcomes for the over 500 patients now enrolled.
- We continued our major campaign Let's Beat Diabetes with the successful implementation of the Swap to Win campaign.

Priority Area

Reduce health inequalities

Achievements

- Our chronic care management programme maintains its focus on reducing inequalities with 22.5 percent of patients in the programme being Maaori and 37.5 percent being Pacific people.
- We achieved our targeted volumes for the Diabetes Get Checked programme with 3,692 more than last year. In particular, a good gain for Maaori where targets were met for the first time.
- We have developed a Maaori male specific SME programme for diabetes and gout.
- This year has seen the establishment of a Maaori Disability Plan and Steering Group which is inclusive of Manawhenua, Maaori disability providers, Tainui MAPO and disability consumers across all areas.
- The Stand Up! Programme in six Decile 1 schools has had good uptake and resulted in significant reductions in alcohol and other drug use by participating students, the large majority of whom are Maaori and Pacific.

Priority Area

Reduce the number of people admitted to hospital who could have been cared for in the community

Achievements

- We continue to implement the Primary Options to Acute Care programme. Over 4,100 people avoided hospital attendances as a result of POAC intervention.
- We have continued to improve our progress

towards targets to reduce the numbers of ambulatory sensitive hospitalisations. We have done well particularly for Maaori children maintaining our rates below the national average.

- We have successfully trialled a case management and coordination approach to our Very High Intensive Users of hospital services. The trial involved general practice, the Primary Healthcare Nursing team, Pharmacy and the Acute Care team. Evaluation of the pilot showed a reduction in the reliance on acute hospital services.

Priority Area

Improve the capacity of the health sector to deliver quality services

Achievements

- Counties Manukau DHB received an Australian and New Zealand Mental Health Service Achievement Gold Award at the Mental Health Services Conference for the Community Living Services initiative. The judges were impressed with the partnership approach to the model and the outstanding outcomes for mental health consumers.
- We held a one day regional workshop held with other Auckland DHBs and interested parties looking at how to keep 'silver surfers' in the health workplace – Attracting and Retaining the Mature Worker. The workshop looked at the challenges for DHBs to retain the knowledge and skills of its ageing workforce and to build a more flexible and supportive workplace.
- We have seen the graduation of the first class of the Community Health Worker course developed in partnership with Manukau Institute of Technology and we have a further 20 students enrolled in the second course.
- We have 18 nurses undertaking the long term conditions paper at Auckland University increasing the capacity of the primary care workforce to address chronic health needs.
- Middlemore Hospital managed well through out the period of the RMO strikes with the impact on patients in hospital minimised

through the extraordinary efforts of all other clinical staff. Despite a very difficult year, Counties Manukau DHB has achieved record total provider elective levels, exceeding the targets agreed with MOH. During 2007/08 we achieved a total of 13260 Elective WIES (Ministry Of Health measurement of electives performed) an increase of over 1400 Elective WIES for 11.85% on the previous year.

- CMDHB is leading the way nationally in obtaining information from its mental health non-government organisations and using this information to improve services. This is resulting in quality improvement activities within the participating organisations.

Priority Area
Implement quality improvement initiatives to ensure patient safety

Achievements

- Counties Manukau DHB staff took lead roles in the sentinel events media release. The CMDHB CEO, CMO and Director of Quality improvement were the lead spokespersons for the DHBs nationally. The event was extremely successful in that the messages were understood by the media and generally portrayed accurately in all coverage.
- The DHB rolled out the Whai Manaaki. This initiative will be progressively rolled out across the hospital sites and aims to empower clinical staff to innovatively seek ways to improve the quality of their clinical practice by seeking out ways to reduce wasted non patient time thus releasing them to spend more time on quality patient care.
- The Quality Improvement Unit has developed the organisational Quality Improvement Action Plan. This document is intended to provide a crucial foundation for the DHB and its partners to build upon to develop quality improvement initiatives.
- Improved performance in Emergency Department (ED) has seen a significant improvement in 'seen by times'. A final model of care has now been approved by clinical staff.

- Counties Manukau DHB and the Ministry of Health co-sponsored a successful workshop on emergency services in Wellington. The objectives were to clarify how much is known about New Zealand Emergency Department performance, understand whether identified problems of performance relate to customer satisfaction and negative clinical outcomes and to raise options for better national measurement and benchmarking of ED performance.

Priority Area
Continued facility planning to meet the needs of our communities



Achievements

- Construction of the new 6 storey Edmund Hillary Ward Block commenced in February 2008. The first stage of construction will be complete in June 2009 with the entire building being occupied by June 2010. This magnificent building will be located next to the current Adult Medical Centre, and on completion will provide an additional 240 inpatient beds.
- The Health Minister Hon David Cunliffe officially opened the new lobby and courtyard at Middlemore Hospital in May 2008. Board members and VIPs attended and the ribbon was

- cut by the Minister and Esme Green - the first RN to practice at Middlemore Hospital when it opened its doors in 1947.
- The first stage of the Manukau Campus expansion commenced in May 2008. A new Renal Unit is currently being built along with new Modules for Ophthalmology and Women's Health, the Referral and Appointment Centre, Conference Rooms and Cafeteria. The Renal Unit is due to open February 2009. The design of the Campus expansion maintains the principles of the SuperClinic which includes easy access through one main entrance, the module concept, light and space, and good way finding.
 - The opening of the Intensive Care Unit (ICU) took place in June 2008. TV Celebrity Mark Sainsbury hosted the event with guest speakers Hon Helen Clark (NZ Prime Minister), Gary Troup, (Deputy Mayor Manukau City), Professor Gregor Coster (CMDHB Chairman), Catherine Simpson, (Clinical Leader ICU) and Diane McIntee, (former ICU patient). The new unit is expected to increase capacity to about 1000 critically ill patients each year and is generally acknowledged as being world class .
 - The upgrade of Tiaho Mai (Acute Mental Health Unit) commenced in July 2008. The building works on Tui Ward will include individual bed rooms and ensuites for all service users, a specialised low stimulus area, self care kitchen and laundry and a three bedded Intensive Care Area (ICA) on the end of the ward with its own lounge and dining area, seclusion suite and outside courtyard. The two other wards, Kuaka and Huia, will undergo refurbishment to improve the current environment for both staff and service users. Building works will be complete in March 2009.
 - The reactivation and refurbishment of Theatre 11 (Middlemore Hospital) was completed in July 2008. Plans are currently being prepared for a brand new replacement and expanded Theatre Suite, as part of a proposed Clinical Services Block (CSB) on the Middlemore site. A major business-case including this and covering further CMDHB requirements to meet imminent growth expectations, expected to cost in excess of \$200m, has been lodged with Ministry of Health for consideration and approval. CMDHB will be contributing over half this capital sum from its own resources.
 - In August 2008 the CMDHB opened the Clendon Community Clinic. Among those acknowledged were the South Auckland Health Foundation, Sponsors Peter Smith, MD, Progressive Enterprises Limited and Ruth Krippner, Chairperson, Fresh Future Charitable Trust. Fresh Future donated over \$210,000. The Community Clinic will provide services for pre-school and school aged children, including immunisations, hearing and vision assessments. There will also be youth services available including Sexual Health, Mental Health, management of diabetes, asthma and obesity and general health issues.
 - The new Buckland Road Community Dental Clinic was officially opened on 12 November 2008. Television celebrity Wendy Petrie hosted the event with guest speakers Hon Steve Chadwick, 'His Worship the Mayor' Len Brown and Jock Irvine Chairman SKYCITY Auckland Community Trust. The Trust has been a key supporter of CMDHB's oral health campaign and has given a total of \$300,000 towards equipping the Dental Clinic.
 - In November 2008 demolition works commenced for Middlemore's new High Dependency Unit (HDU). Initially 6 adult HDU beds will be set up in Kidz First C-Pod, increasing to 10 beds over 12 months. Four HDU beds will also be equipped within the current ICU (2x adult and 2x paediatric). In the longer term i.e. from 2012, an 18-20 bed HDU will be located within the proposed new Clinical Services Block (CSB). The new HDU will open February/March 2009.
 - Throughout 2008 refurbishment works have been carried out within CMDHB's satellite sites. These include Tamaki Oranga, the Otago Spinal Unit and Botany Downs, Papakura and Pukekohe Maternity Units.