

The PHOnetic

For anyone interested in primary health



Turanganui PHO's Fortnightly Newsletter, Issue 27, January 23 2008



Glen Knol from *best practice* Photo: John Kamana.

best practice Training Begins at General Practices and Turanga Health

By Hayley Redpath

The HealthRight chronic care programme is a step closer now that general practice and Turanga Health staff have been introduced to the accompanying electronic decision tool *best practice*.

best practice or BPAC as it is commonly known, is an electronic software decision support system. BPAC allows staff to provide risk assessment and management of patients enrolled with their practice.

Staff from the three HealthRight Navigation Sites: Serendipity Health Ltd, Kaiti Medical Centre, and The Village Clinic, as well as Turanga Health and Turanganui Primary Health Organisation are receiving BPAC training from Glen Knol, a *best practice* support staff member from Dunedin this week.

Glen is also training staff from Desmond Road Medical Centre and City Medical Ltd in *best practice*. Although not part of the initial HealthRight Programme these practices will be able to use BPAC when working with some patients.

HealthRight is Turanganui PHO's new programme tackling the incidence and impact of some chronic health conditions. The Navigation Sites are trialling two programmes: Chance Check and Lifetime Lifestyle. Both programmes relate to diabetes and cardiovascular disease risk assessment and case management.

The *best practice* tool was selected by Pinnacle Group Ltd and trialed at Mangapapa Medical Centre in 2007. GP Ken McFarlane continues to use BPAC. Ken will give an overview of BPAC for cardiovascular disease risk assessment at the General Practitioner and Practice Nurse Focus Group meeting on Wednesday 13 February, 7am, in the Turanga Health boardroom, 145 Derby Street. (Further details below).

As part of the first wave of HealthRight, 310 patients enrolled with Turanganui PHO will be invited to have a risk assessment of their health carried out by Navigation Site staff using BPAC.

The 310 patients selected have been identified as having two or more chronic conditions, and are Maori or Pacific Island males aged 35-74 or Maori or Pacific Island females aged between 45 and 74.

Turanganui PHO Clinical Projects Manager Shirley Keown said each practice will have its own ideas and best methods for contacting patients and managing patient flow.

"Some may run specific clinics while others may have a different way of doing things. This is where being a Navigation Site will be challenging as they have no template or previously successful method to model. However, the end result will be a programme that the other general practices will be able to replicate when they come on board."

HealthRight Champions at each Navigation Site have been identified. At KMC they are GPs Tom James and Fergus Aitchison, and nurses Sue James and Julie Abrahams, The Village Clinic has nominated all staff as HealthRight champions, and the same has occurred at Serendipity Health Ltd.

Where appropriate, patients will be referred to other HealthRight staff including HealthRight Clinical Manager and Nurse Practitioner Diane Williams, Social Worker Tina Holmes or Lifestyle Coordinator Shelley Mitchell. Patients may also be referred to Turanga Health for case management with support from Disease State Management Nurse Sarah Timmins, Kaiwhina Ann Barbarich and smoking cessation staff Mere Waihi, Tom Smith and Christine Nepia.

HealthRight pamphlets, posters, and folders have been designed and created for patients, and these will be available to KMC, Serendipity Health Ltd, and The Village Clinic this week.

Turanganui PHO hopes patients will receive invitations to participate in HealthRight by late February.

Penny Feyen New NASC Manager

By Clare Webber

A new manager in the Tairāwhiti District Health Needs Assessment and Services Co-ordination (NASC) team is an opportunity to remind GPs what NASC provides.

Penny Feyen has had 25 years experience in nursing and nursing management having worked in the

Community News

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If you do not wish to receive this newsletter, please click [here](#) and send an email requesting that you unsubscribe.

Alternatively you can request an addition to The PHOnetic's email distribution list.

Pain Management Education will be presented to health professionals by Waikato Pain Nurse Specialist Sue King on Friday 22 February 8am-3.30pm in the Conference Room, Gisborne Hospital. There is a charge of \$35 per person and registration is essential. [Click here](#) for more information. Phone Candy Atkins on 869 0500 x8034 or [email her](#) to register.

Play Therapy Workshop Play therapy workshops are being presented to all staff who deal with children. The workshop will be at Planet Sunshine, Gisborne Hospital Children's Ward, Monday 18 February and Tuesday 19 February. Presenter is Kidz First Children's Hospital Play Specialist Ana Smith from Auckland. The presentation is 45 minutes. For more information [click here](#), or email sue.cranston@tdh.org.nz.

Appointment of Community Members to the Statutory Committees of the Tairāwhiti District Health Board The Board wishes to receive applications from members of the public with a range of backgrounds and expertise to be considered for appointment to the Hospital Advisory Committee, Community and Public Health Advisory Committee or the Disability Support Advisory Committee.

For further information on each of the committees and an application form please contact the Board Secretary Joyce O'Donnell

public and private sector in New Zealand and Australia.

While NASC provides a number of services, its main role is providing assessment and support service coordination services for people over 65 years with age related disabilities.

NASC services include:

- home help, personal carers, carer support, day programmes and rest homes for people aged over 65. However, Penny says a main focus for NASC is supporting people in their own homes, a primary principle of the Health of Older People Strategy.
- assessment and support service coordination services for tangata whaiora over 18 years of age who fall into the top 3% of need including home based support, drug and alcohol services, residential placement, support for independent living, medication monitoring, peer and advocacy support, and more.
- assessment and allocation of Child and Adolescent (CAMHS) respite care days
- support for chronically medically ill people; that is, people with end stage cancer who need to be supported to stay in their homes.

"Of course, the GPs are aware of all this, but it is a good time for a reminder of what NASC can, and can not, provide assistance with Penny says.

"I want to make sure people understand what the funding pathways are and direct people to where they need to go."

"It is always easier for people to phone us first if they are unsure whether a client can be supported through the NASC service – rather than starting the referral process and the huge amount of paperwork that ensues if it all comes to nothing."

Penny says good communication between NASC and referring health professionals is important. "It is really helpful for us if referrals fit with our criteria. It means we are not intruding unnecessarily in people's lives, so we encourage people to contact us at any time for clarification of that criteria."

The NASC Manager role is a newly created position that Penny has been in for two months.

"The aged community is getting bigger and bigger and it has been great that the district health board is now funding a supportive managerial role so the team can get on and do their job, and I can support them to do that."

"For me, this role is a lovely change, it is refreshing and I am really enjoying it."



NASC Manager Penny Feyen. Photo: Clare Webber.

on (06) 869 0500 x8093 or joyce.o'donnell@tdh.org.nz.

Applications close on 25 January 2008 for consideration and finalisation of appointments in February.

Ingrid Collins, TDH Board Chair.

Infection Control Practices Update

Thursday 20 March, 10am-11am, Conference Room, Gisborne Hospital. Sandi Gamon has recently started as Infection Control Nurse at Tairāwhiti District Health. She is offering four Infection Control Practice Sessions in 2008, the first of which is Thursday 20 March. Please mark in your calendar the other sessions: 19 June, 18 September, and 11 December. To register email candy.atkins@tdh.org.nz. For further enquiries ring Sandi on 869 0500 x 8561.

Tairāwhiti District Health Board Meeting, Tuesday 19 February, 9am, Morris Adair Building, Gisborne Hospital.

Community and Public Health Advisory Committee/Disability Support Advisory Committee Tuesday, 26 February, 9am/11am, Morris Adair Building, Gisborne Hospital.

Hospital Advisory Committee Meeting, Monday 18 February, 12.30pm, Morris Adair Building, Gisborne Hospital.

Visit www.tdh.org.nz for all TDH meeting agendas.

The Ngai Tamanuhiri Way

By Hayley Redpath

Turanga Health staff were given an up close and personal experience of Ngai Tamanuhiritanga last week during a wananga providing insight into the history and values of the clients they work with.

Twenty-five Turanga Health staff spent two days at Ngai Tamanuhiri Marae in Muriwai.

Personal Health Manager Albie Stewart said the annual wananga gives staff the opportunity to think outside their day-to-day business and look at the wider picture. But this year's focus was more defined.

"There are many programmes offered out at Muriwai, from health clinics, youth programmes, and the Kaumatua Day. But we hazarded a guess that very little was actually known about the people, the place, the history, the Ngai Tamanuhiritanga. So we went out there to be immersed."

"Aunty Kui Emmerson spent time with staff taking them on a walk of Ngai Tamanuhiri pointing out historic land marks and explaining their significance. Concepts such as mana whenua, mana tangata, mana moana and mana atua were presented with a Ngai Tamanuhiri flavour bringing elements of iwi health into the discussion and highlighting the relationships that interconnect with the land, people, sea and God."

Albie said it was important to remember that Turanga Health is owned by the three iwi that make up Turanganui-a-Kiwa: Rongowhakaata, Ngai Tamanuhiri and Te Aitanga a Mahaki.

"Which is why staff need to think about the values that are important to those iwi, and how that might inform the way a client is treated and cared for." An evaluation of the overnight wananga shows staff highly rated the experience. "Integrating knowledge of local history and tikanga into practice," was one staff member's comments. Another said the wananga had inspired them to better "capture and motivate the public."

Remainder Turanga Health staff will experience the same wananga at the end of this week.



Aunty Kui Emmerson spends time with Turanga Health staff as they learn more about the Muriwai area and its values.
Photo: Albie Stewart

One for the Boys

By Hayley Redpath

Diane Williams's presentation "One for the Boys" at a primary care conference last week was in remembrance of Tairawhiti men who have met an early death through lack of health knowledge or untimely provision of health care.

Diane, Turanganui PHO's HealthRight Clinical Manager, presented at the Global Healthcare Conference in Auckland.

The conference focused on global health care solutions to vulnerable populations. Its purpose was to inform attendees about nurse-managed and led health care models and services that help increase access to care for millions of vulnerable populations.

Diane was encouraged by the stories she heard.

"It was heartening to learn about the multitude kinds of healthcare delivery, all being done differently in an attempt to meet the growing demand for care all over the world despite dwindling resources."

"In New Zealand we are struggling, but in the global perspective we do have excellent primary care opportunities. It is up to us as providers to make the most of every consult and opportunity for health gain through systematically used best practice"

Diane presented an evaluative study of primary health care access by men in Tairawhiti. It is a subject she is well versed in having completed a thesis on the same issue for her Masters of Nursing.

Diane said her presentation was well received and questions focussed on how to provide care in a different setting, engaging men in health care and how becoming a Nurse Practitioner had made it easier.

Diane's presentation and handouts are available by emailing Diane.



HealthRight Clinical Manager Diane Williams. Photo: Clare Webber.

Farewell

Our thoughts are with Mangapapa Medical Centre this week with the sad passing of staff member Suzanne Watton. Suzanne, 58, had been a part time receptionist, good friend and colleague for a very long time. She will be dearly missed.



Invitation to GPs and Nurses

Medtech Advanced Forms, and Cardiovascular Risk Assessment for the HealthRight Programme.

Presentations:

Dr David Maplesden. HealthRight: Development and use of Medtech Advanced Forms for the Mental Health Programme and future use for Chronic Care Management (HealthRight).

A refresher on CVRA based on a presentation from Prof Norman Sharpe, Medical Director of the National Heart Foundation.

Dr Ken McFarlane. An overview of the use of the *best practice* tool for CVRA and management.

Wednesday 13 February, 2008, 7am-8.30am in the Turanga Health Boardroom, 145 Derby Street, Gisborne.

A light breakfast will be provided.

RSVP via email to: [Tia Moeke](mailto:Tia.Moeke) or via phone (06) 863 2661 .