

From the Chairperson

Sally Webb Chair Bay of Plenty District Health Board



The Bay of Plenty District Health Board receives \$625M of health funding to purchase and deliver health services for the BOP district.

Our annual plan sets out what we propose to do with this funding and how we will go about it. A great deal of effort goes into preparing our annual plan, including significant engagement and input from our key stakeholders. A full copy, as well as a condensed version, of our annual plan is available on our website: www.bopdhb.govt.nz/News&Publications\Plans&Reports.

Our vision for the people of the BOP is for "healthy, thriving communities". To achieve this, we will continue to strive for achievement of the Government's priorities and the Minister's expectations, as well as our five key strategic priorities:

1. Health Targets – we are proud of the significant progress we have made in our immunisation rates and providing better help for our hospitalised smokers to quit, and look forward to further improvements in the year ahead.
2. Maori Health / Reducing Health Disparities – this plan has an even greater focus on setting

targets that highlight our goal for Maori to enjoy the same level of wellness as non-Maori.

3. Health of Older People – we have an increasing and ageing population, with a related increased cost of care for older people. Our emphasis is on wellness and encouraging healthy, independent living for older people, with good access to quality services.

4. Primary Health – in line with the Minister's expectation, we want to reduce reliance on hospitals and increase people's access to primary care.

5. Wellness / Chronic Conditions – we will deliver support services to enable people to become healthier and reduce their need for treatment.

As well as the above priorities, our annual plan is flavoured by CARE. CARE was introduced to the BOPDHB as our values acronym, meaning Compassion, Attitude, Responsiveness and Excellence.

We are proud of our organisation, and believe by being a values-based organisation, we will make a difference to the people we serve.

From the CEO

We have recently finalised our 2012/13 annual plan which sets out what we propose to do with this year's funding and how we will go about it.

We'll deliver access to health services for more people than ever and we're committed to again balancing the books and living within our means.

It is, however, likely to be a challenging year: maintaining services and importantly the quality of those services, in a financially constrained environment will require the DHB to pursue new ways of doing things.

We'll progress a number of clinical innovations including Bay Navigator, a key clinical pathway integration tool between community and hospital care. We'll also work closely with the other Midland DHBs - Waikato, Tairāwhiti, Lakes and Taranaki - to ensure the most effective use of our resources.

The key outcomes we're seeking over the next three years are:

- Fewer people smoke
- Reduction in vaccine preventable diseases
- People have healthier diets
- Children and adolescents have better oral health
- Early detection of treatable conditions
- People better at managing their long term conditions
- Fewer people are admitted to hospital for avoidable conditions
- People maintain functional independence
- People are seen promptly for acute care
- People have appropriate access to elective services
- Improved health status for people with a severe mental illness
- More people with end stage conditions are supported



Helen Mason, Acting CEO, Bay of Plenty District Health Board

We look forward to meeting the challenges ahead. Thank you to everyone who will work with us in the coming year as we continue to strive towards our vision of healthy thriving communities within the Bay of Plenty.



The cover of our 2012/13 Annual Plan shows a staff member with his whanau, including his daughter Maddison. This was the first time Maddison's great grandmother had been on the beach in 10 years - a really memorable occasion.

The Board says thank you to staff and providers

At their July meeting, the Board of the DHB was updated on the achievements over the course of the last year, which resulted in the DHB meeting its budget. The Board would like to formally congratulate and recognise with gratitude all our DHB staff and health care providers who have worked so hard and contributed to helping the DHB reach its financial targets.

The Board recognises the significant effort that has gone in to changing the way services are delivered. Our Chair Sally Webb passes on her congratulations for the many successes in 11/12. She commented on the capacity for sustained innovation and improvements that has meant we've been able to treat more patients, deliver more services and improve the quality of care at the same time as balancing the books. The Board looks forward to ongoing support in continuing these innovations in the coming year, and continuing to find new ways of delivering services in what will be challenging times.



The Board of the Bay of Plenty DHB says an official thank you to staff and providers.

Need a lift - call the St John Health Shuttle

The St John Health Shuttle has been taking residents to and from appointments for over 10 years.

"We take people to any health-related appointment, whether it's at the hospital, their local GP, dentist, optometrist or something else like a podiatry appointment," says St John Health Shuttle Coordinator Lynda Searle.

Two vehicles driven by volunteers cover Tauranga including Pyes Pa, Ohauiti and Welcome Bay, as well as The Mount and Papamoa, as far as Parton Road. The shuttles can each travel over 200kms some days, transporting on average 14 people a day. Bookings are made based on the person's appointment time.

"We ask people to be ready one hour before their appointment time and they will be collected within that hour depending on what other bookings are made that day," says Lynda. "The Health Shuttle is a free community service that transports people to essential medical and health-related appointments, and then brings them home again. There's no charge for shuttle transport, however a donation is appreciated to cover costs."

It is available from Monday-Friday between 8.30am and 3.30pm. Bookings should be made at least one week in advance. For more information or to book a pick-up call 578 2011.

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Free parenting workshops

Bay of Plenty parents are benefiting from free workshops thanks to the Triple P Parenting Programme.

The programme was made available earlier this year through a Ministry of Health trial for parents with children from three to around seven years old who have mild to moderate behavioural problems.

Triple P is world acclaimed for its effectiveness and is helping families in 24 countries turn problems around at home – or prevent them.

Clinical leader for the partnership that has brought the free parenting support to Bay of Plenty parents is Ardell Unsworth, at Kaitiaki Nursing Services.

“We want to get the word out and make sure parents are hearing about Triple P and can do it if it’s right for their family,” says Ardell. “We’re ready and waiting to help parents where early intervention can make a terrific difference. Parenting can be a tough job and often parents don’t know where to turn for help.”

Ardell says although it’s early days, parents getting individual support or who have attended workshops, are reporting good results at home as they learn new ways to handle their kids. The discussion groups on dealing with everyday parenting challenges like disobedience or fighting and aggression are going down very well with parents.

“Parents think these sessions are great and find them practical and helpful. Even parents who were pretty hesitant about coming or asking for help seem pretty comfortable working in these groups with other parents. They soon work out they’re not the only ones struggling with their kids,” says Ardell.

The practitioners who have been trained in the Triple P Parenting Programme are based in a range of agencies all over the region.

“They are professionals already working with families through roles including social work, teaching, psychology and public health,” says Ardell.

Triple P discussions groups are a two-hour session for no more than a dozen parents who are grappling with the same issues. They learn simple tips and strategies from a practitioner and take home a workbook to back up what they’ve learned. To find out more about Triple P contact Ardell Unsworth on 07 571 0144 or 027 311 2140, or go to www.triplep-staypositive.net.



Kaitiaki Nursing Service Clinical Leader Ardell Unsworth has brought the Triple P Parenting Programme to the Bay and says more discussion groups will soon be available in Tauranga, Whakatane and Te Puke.

Every sleep a safe sleep for BOP babies

Sudden Unexpected Death In Infancy (SUDI) rates have steadily increased in Tauranga since 2009 and are highest amongst Maori babies.

“Babies are more vulnerable to SUDI when exposed to smoking during pregnancy, when their birth weight is less than 2500gms and when co-sleeping with adults, especially those who smoke and/or use alcohol or drugs,” says Injury Prevention/Child and Youth Mortality Review Coordinator Raewyn Lucas.

Raewyn says other risks include unsafe infant sleep positions (prone to side sleeping, or babies sleeping with their head slumped forward that obstructs the airway) and unsafe placement with pillows, loose covers or on a couch where overheating, entrapment and/or suffocation may occur.

One of the ways to help prevent SUDI in vulnerable babies is to use a wahakura or Pepi-Pod. The wahakura is a woven baby bed made from harakeke (flax) and is designed to protect the baby by providing a safe sleeping space in the first six months of life.



Parents and Health professionals learnt about safe infant sleeping in the first year of life and SUDI prevention at a recent workshop in Te Puna.

Using a Pepi-Pod (pictured) or a wahakura may prevent a co-sleeping adult lying over an infant and offers babies a safe space to sleep during the first six months of life.



“It is an indigenous response to the high rates of SUDI for Maori and the risks associated with co-sleeping and maternal smoking,” says Raewyn. “The open weave allows natural ventilation to regulate temperature around the baby. It is handmade and not treated with any toxic chemicals or products.”

The Pepi-Pod is a general purpose storage box that converts to a baby-sized bed with the addition of a cover, fitting mattress and bedding.

“Like the wahakura it offers babies a safe space when they sleep in or on an adult bed, on a couch, in a makeshift setting or away from home when there may be a higher risk of accidental suffocation for babies.”

Local weavers were joined by parents, whanau and health professionals at a recent wananga at Tuitereinga Marae in Te Puna to raise awareness of better protection against SUDI. Health promotion activities and a workshop training programme ran concurrently alongside weavers in the whareniui.

Cigarettes to be kept out of sight



Last year’s amendments to the Smoke-free Environments Act came into force on Monday July 23.

The most significant changes are the requirements for retailers to remove all tobacco displays and any reference to the sale of tobacco products.

If you are a tobacco retailer, you will need to ensure these products are not visible except to the extent necessary to complete the sale.

The Ministry of Health publication Guidelines for Implementing the Prohibition on the Display of Tobacco Products can be found on www.health.govt.nz or you can contact a Smoke-free Enforcement Officer at Toi Te Ora – Public Health Service on 0800 221 555, option 6.

Are you eligible for free hospital treatment?

Visitors to the Bay of Plenty are being reminded to ensure they have insurance to cover the cost of healthcare when they are in New Zealand.

“You are eligible for free treatment if you are a New Zealand citizen, have a New Zealand resident visa, or more than two years of consecutive work visas,” says Bay of Plenty District Health Board Non Resident and Private Patient Manager Rebecca Stevenson.

It could cost you upwards of \$390 for a visit to the hospital Emergency Department if you are not eligible for free treatment.

“Costs escalate quickly with inpatient admissions, radiology and theatre events,” says Rebecca.

Australian citizens/residents may be eligible either through the reciprocal agreement for urgently required treatment, or if they live (or intend to live) permanently in New Zealand. United Kingdom citizens may be eligible for urgently required treatment under the reciprocal agreement if they have been in New Zealand for less than two years, otherwise they

Will you receive free health care when you go to hospital?

If you are not a NZ citizen or resident you may have to pay for your health care.

Any patient may be asked to provide proof that they are eligible for free treatment.

To find out if you're eligible go to www.moh.govt.nz/eligibility

If you're visiting New Zealand on holiday or working, prepare for the unexpected and have health insurance with medical cover. Don't ruin your visit with a large medical bill.

have to meet the eligibility criteria. Patients seeking maternity care may be eligible through their partner/husband.

Rebecca says hospital staff have to determine eligibility for all patients presenting to the emergency department or outpatient clinic.

“You may be asked for proof of your residency/visa status by providing a NZ Birth Certificate or passport. People with gaps between work visas can determine their eligibility by contacting the

Tauranga Hospital Eligibility Coordinator on 579 8189,” she says. “Patients who are not eligible are invoiced for their healthcare. If you are not eligible the BoPDHB strongly recommends you consider getting insurance cover for healthcare in New Zealand.”

Eligibility can become complex and advice should be sought for anyone unsure of their eligibility status. For more information, visit www.moh.govt.nz/eligibility or phone the Tauranga Hospital Eligibility Coordinator on 579 8189.



Schedulers such as Mau Tane send appointment reminders to patients by text message.

Reduction in missed appointments

Tauranga and Whakatane hospitals have seen 1101 more patients at first specialist appointments thanks in part to a new appointment booking system.

The new system gives patients the opportunity to choose a date and time that suits them, and as a result fewer appointments are being missed.

“From x-rays to minor surgery, almost 300 appointments are provided at Tauranga Hospital every day, but for some of these appointments, the patient doesn't turn up,” says BOPDHB Elective Services Manager Kathie Sale. “The knock on effect for staff and other patients is significant as that time slot is lost and could have been used by someone else.”

Instead of receiving a pre-set appointment in the post, patients are given the opportunity to talk with scheduling staff about a time and date that suits them, and to ask any questions they may have about their appointment.

“This is currently available in orthopaedics, gynaecology, paediatrics, gastroenterology and dermatology,” says Kathie.

Scheduler Team Leader Lyn Riddiford says an appointment reminder is sent by text to people who have given their cellphone number.

“If we don't have a cellphone number, staff call the patient to remind them about their appointment. A transport brochure is also sent out to let people know what options are available to help them get to and from their appointment,” she says. “Following up with patients who have not confirmed their appointment also ensures we fully utilize our clinic time. For patients who did not attend a previous appointment, we contact them directly to book a new slot that is convenient for them.”

If you are wondering about an appointment, or would like to cancel or change an appointment, call the hospital on 0800 579 8000. This new approach to booking appointments is thanks to staff within the Bay of Plenty District Health Board working in partnership with the PSA union to identify areas for improving patient care.

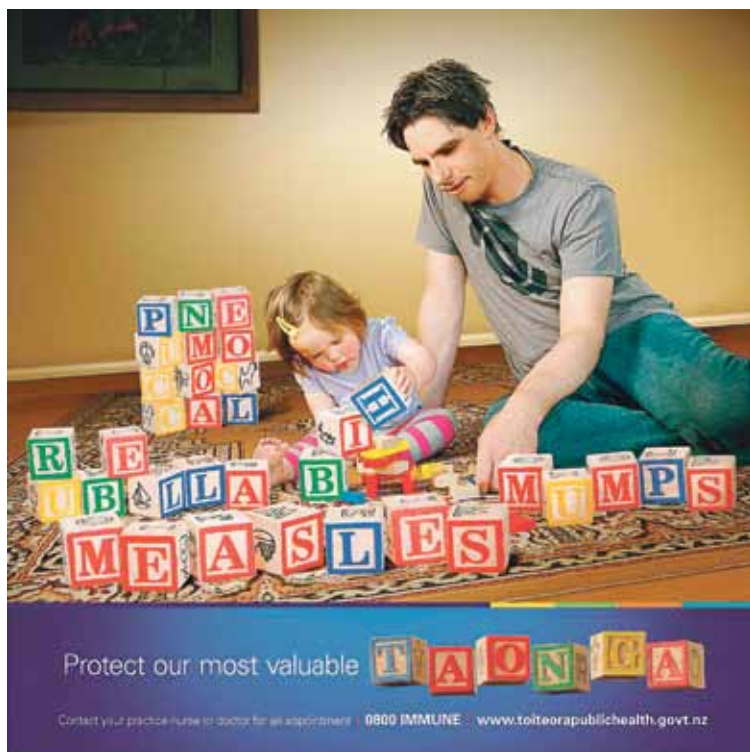


Get your toddler immunised at 15 months

As well as the vaccines recommended for babies when they are six weeks, three months, and five months of age, toddlers should also be immunised at 15 months to help keep them safe from many infectious diseases.

These infectious diseases can make toddlers really unwell and by immunising you can help to protect them from infections such as measles, mumps and rubella. Toi Te Ora – Public Health Service recommends all children are fully immunised. Immunising on time, every time is ideal, but if your child has missed one of their vaccinations, it's never too late to catch up.

Contact your doctor or practice nurse today. For more information visit www.toiteorapublichealth.govt.nz/15_months_immunisation.



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Tauranga Hospital attracts more students

Student doctor Mike Ngawati feels very lucky and valued to be spending his intern year working in the wards at Tauranga Hospital.

“The student life here is really good,” he says. “The lifestyle is so different from Auckland. It’s friendly, the attitudes towards students are really good and it’s easy to integrate into the hospital teams and contribute more.”

can offer rural placements in Whakatane, which adds even more depth to the student experience.”

Sarah says trainee interns at other hospitals in the country usually only get to work in certain clinical units, due to the high competition for spots and the sheer size of the hospitals.

“This is the first year Tauranga Hospital has had the capacity to host trainee interns for a whole year and word is getting out that it’s a fabulous place to undertake the internship.”

Student doctor Kelsi Nichols, who plans to become a Rural GP, loves the laid-back lifestyle of living in the Bay.

“You can live anywhere in Tauranga and still get to work within 10 to 20 minutes,” she says. “We have built up really good networks with everyone. We know who everyone is from nurses through to radiologists, which makes our training much easier and our contribution so much greater.”



This year the Bay of Plenty District Health Board has taken their first group of 10 full year trainee interns who work apprenticeship-style carrying out clinical care whilst under supervision. Clinical School Manager Sarah Strong says trainees at Tauranga Hospital get involved in a much broader range of clinical experiences and responsibilities than in other larger hospitals.

“The BOP Clinical School is increasingly becoming the hospital of choice for University of Auckland medical students,” she says. “We put a lot of energy into managing their orientation and time here in the Bay of Plenty. As a smaller DHB we

In their 6th year of study medical students such as Mike Ngawati (left) and Kelsi Nichols undertake a Trainee Internship which involves placements in hospitals and general practices. They both love the opportunities and lifestyle that a Bay of Plenty internship offers.

Travel assistance for patients

If you are referred to a hospital specialist some distance away, you may be eligible to receive travel assistance. The National Travel Assistance Scheme takes some financial pressure off patients who need to travel to other regional health services for treatment.

Applicants must meet criteria on the distance travelled and accommodation but in some cases the scheme can pay up to 100 per cent of claims.

Applications can be made directly through the BOPDHB coordinators:

Sue Harrison at Tauranga Hospital on 579 8438 or Tiare Williams at Whakatane Hospital on 306 0708. To find out more about the scheme, call 0800 281 222 or visit www.moh.govt.nz/travelassistance.

Hanlen is our hero

Local girl Karen Hanlen’s dream of going to the Olympics has come true. Karen’s whirlwind adventure over the last two years has seen her take up mountain biking and qualify to represent New Zealand at the London Olympic Games in August.

“When I was young my dream was to go to the Olympics,” says Karen. “It was always in my mind. I thought maybe I’d get there in running. As I got into mountain biking, straight away I really enjoyed it and had results, I thought there was an opportunity.”

Born in Whakatane, Karen met her husband Mark at Whakatane High School and is now a physiotherapist at Whakatane Hospital. Her ambition has the support of the local community; money raised with various activities including movie screenings and car washes is now up around \$7000. A mountain bike park named after Karen has opened, there’s been a fundraiser in her honour and several sponsors are on board to help cover the costs.

“It’s so neat, really humbling,” says Karen.

BikeNZ High Performance Director Mark Elliott said he was impressed with Karen’s efforts. To quote from the Whakatane Beacon: “To achieve such strong performances with such a short time in the sport, as a working physiotherapist with a young family is outstanding and she has the opportunity now to shine on the biggest stage.”

The Olympic women’s mountain bike race will be held on August 11. Until then Karen will be training in her build up for the race, including one more World Cup Race in France on July 28.



Whakatane physiotherapist and mum Karen Hanlen will represent New Zealand in the women’s mountain bike race at the London Olympic Games on August 11.

Free health advice
when you need it



Healthline

0800 611 116

www.healthline.govt.nz

PLEASE RETURN

any loaned hospital
equipment to
Tauranga
Hospital’s
main
reception.



*Thank
you.*