

C&C DHB PARTNER UPDATE

4 August 2009

Capital & Coast DHB will regularly be providing information packs to stay in touch with our colleagues in primary health and to keep everyone up to date with what's going on.

Please help us by distributing this to other Primary Health Care Providers who you think might find this information useful.

Headlines in this edition:

- ***Immunisation Rates Excellent*** – Our district exceeds targets
- ***Measles Outbreak Heads North*** – Preparation for local outbreak
- ***Care Coordination Centre Key Contacts*** – GPs to have own key contact person, **see letter attached**
- ***ED and Hospital Discharge Email Notifications*** – Update on roll out of email system
- ***GPs asked to complete CHS survey*** – Help Community Health improve services – **survey attached and online**
- ***Referral Receipt And Acknowledgement Process*** – Update to rollout of fax-back referral forms
- ***New MAPU Initiatives*** – New details in place following meeting
- ***Anticoagulation Working Group*** – Anticoagulation component model outlined
- ***Diabetes Detection Rates Up*** – Detection rates good, but annual management targets not met
- ***Excellent Care Plus Enrolment Rates*** – Enrolment figures pass 70%
- ***Grand Round*** – Safer Medication Management – held **August 13**
- ***Long Term Conditions – Upcoming Education*** – RSVP for sessions

See below for further details on each of these issues:

Immunisation Rates Excellent

Immunisation rates for Quarter 4 of the last financial year have exceeded targets, which is great news and a credit to all the primary sector and specialist immunisation staff.

The figures show that in the C&C DHB district, there are a total of 89% of children fully immunised by age two, with Maori rates at 85% and Pacific 88%.

This is exceeding our 09/10 targets, so the challenge now is to maintain and improve on this level.

Measles Outbreak Heads North

Measles cases have soared during July, with cases climbing from 7 confirmed cases in each of May and June to over 90 in July, with more expected to be reported and it is likely we are at the beginning of a serious national outbreak.

The disease now appears to be heading north from its original beginnings in the South Island.

Regional Public Health, Infectious Diseases, Laboratory Services and C&C DHB Primary Care recently met to discuss our strategy in the event of a measles outbreak in the Wellington Region.

Of the 90 notifications nationally, so far there have been no notifications within the Wellington region.

Regional Public Health will soon be issuing guidelines on how best to manage any suspected measles cases.

In the meantime we would like Primary Care providers to work pro-actively with the 15 month and 4 year immunisation events. It would be our recommendation that practices think about doing "pre-calls" for children enrolled in your practice once they become 14 months and 3 years 11 months of age.

Although, as a DHB, our immunisation coverage rates are good by 2 years of age, we still see a trend where timeliness continues to be an issue in 15 months event.

The key message for parents is to have their children vaccinated on time, especially given the current environment, and maybe by prompting parents earlier, this may encourage timeliness.

Care Coordination Centre Key Contacts

A new system has been introduced to link Care Coordination Centre Care Managers directly to GP practices.

All practices should now receive a letter letting you know who your Care Manager is. The letters outline the geographical coverage for each Care Manager (as all cover more than one practice) and the names and contact numbers of the Care Manager team looking after that practice. **See a copy of this letter attached.**

This is a direct response from the CCC to previous issues raised by GPs regarding barriers to effective communication. The newly appointed CCC Service Manager, Lynn Jones, has started making appointments to come to each practice with the allocated Care Manager to facilitate discussion around appropriate referrals, referral management, packages of care, the restorative approach and any others issues that you may wish to raise.

ED and Hospital Discharge Email Notifications

All GP practices in the C&C DHB district, except those under Capital PHO, should now be receiving email notification of their inpatients who were discharged the day before, or if they have attended the Wellington Hospital Emergency Department.

If you have any issues/feedback with this reporting, you can contact Alison Marsh by email: alison.marsh@ccdhb.org.nz or call her on (04) 918 6011, and she will get back

to you as soon as possible. Please be aware, however, that Alison only works part time.

GPs asked to complete CHS survey – We Need To Hear From You!

Capital & Coast DHB Community Health Service (CHS) is currently reviewing the way and type of services it provides and has put together a survey to get feedback from our primary health colleagues.

The overall aim is to look at how the service can be enhanced to improve the experience of patients and their family/whanau when they use the healthcare services provided by CHS.

The primary goal is to help avoid preventable admissions and to support timely discharge from Hospital.

A copy of the survey is attached, which you can complete and fax or email back, or you can use the link below to access an online version.

Please be assured your responses will be treated as confidential.

Faxes can be sent to: 04 3855581, Attn Ann Boland

Emails can be sent to: ann.boland@ccdhb.org.nz

Online access:

http://www.surveymonkey.com/s.aspx?sm=HXmF6XeOLmb04Nco01s03w_3d_3d

If it would be useful for the survey team to come and meet with you, please contact Ann Boland by phone: 04 8061582 or 0276223174.

Referral Receipt And Acknowledgement Process

GPs should now be receiving prompt acknowledgement of referrals made through the C&C DHB Booking Centre, by using the simple fax-back form.

With GP Practice Administration Staff filling out the details on the form and sending it along with their referrals, the Booking Centre can easily check they have received all the necessary information and fax it back to show everything has been received.

So far, the system is going well, with the Booking Centre picking up the occasional referral that is missing information and subsequently being able to request it be re-sent.

If practices are having any issues with the new receipt system, do not hesitate to contact the Booking Centre on (04) 8060992.

New MAPU Initiatives

On July 30 the second MAPU (Medical and Planning Assessment Unit) education evening was hosted by Dr Robyn Toomath, Dr Andrew Brant and Dr Adrian Gilliland at the Wellington Regional Hospital.

A number of GPs from the greater Wellington area attended the presentation and took part in the group discussion.

To assist with the MAPU, which is due to open in November this year, the service model has been implemented and will continue to be developed over the upcoming months. Several key issues were identified and as a result the following initiatives have been implemented:

- **If you have a query about the new MAPU you can email us at mapu@ccdhb.org.nz.** We clear the emails at the end of each work day and will respond by the end of the next working day.
- We now have **one contact number for the Medical Registrars, which is: 0274999465.** Looking ahead to when the MAPU opens, it is critical that we don't block assessment beds with patients who may require, for example, a surgical opinion. For a patient to be accepted by medicine it does therefore require a conversation. If the registrar is unable to answer because he/she is on another call, please leave a message with contact details (rather than

clinical details relating to patients) and they will get back to you as soon as possible.

- We are also currently investigating **a process for GPs who receive patient information for a patient who is not theirs, to be able to return to one central fax number** so we can redistribute that information to the right GP and ensure our GP database is as accurate as possible. We hope to trial this within the next six weeks.

Anticoagulation Working Group

A C&C DHB Anticoagulation Working Group has been set up to focus on system improvements and patient safety relating to the use of Warfarin, which is responsible for a significant number of adverse events.

The group includes representatives from the DHB's primary and secondary care teams, as well as key people from the Planning & Funding Directorate.

Based on the findings from the primary care questionnaire and discussions at the working group, the key components of the model of anticoagulation have been identified for further development. Each component will be developed with recognition of the linkages and connections with other components (**see table below**).

Components of the Model	
Co-operative Anticoagulation Management	Anticoagulation Protocols
	Provider Education
	Patient Education & Support
	Information on discharge
	Establishment requirements
	Audit and Review

To support the group in the development of the model for C&C DHB, an audit is being carried out to quantify the adverse impact resulting from the current model of anticoagulation management in the DHB.

Initial analysis through data matching has been completed and the next phase is to support this analysis through a clinical review of the identified events.

If you would be interested in joining the working group or providing any level of input into the review, please get in touch – contact details are below.

John Carter (Chair), Clinical Leader - Wellington Blood & Cancer Centre
john.carter@CCDHB.org.nz

Astuti Balram, Service Development Manager - Long Term Conditions
ph: 806 1139 or astuti.balram@CCDHB.org.nz

Adrian Gilliland, Clinical Advisor - Primary and Integrated Care
ph: 803 1119 or adrian.gilliland@CCDHB.org.nz

Diabetes Detection Rates Up

C&C DHB has achieved great success in improving detection rates of diabetes for all ethnicities in the past year.

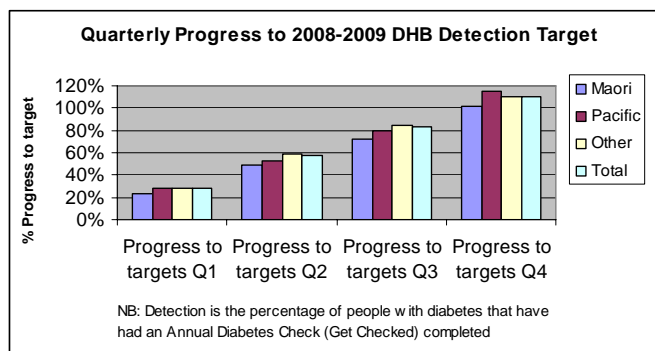
Achieving the MOH targets is a reflection of the significant amount of work done in primary care to enroll patients on to the Get Checked Programme.

The actual detection rates are: Maori 43%, Pacific 54%, Other 49% and Total 49%.

Compared to the 2007-2008 year, there have been about 10% more Pacific peoples having a Get Checked completed, with about a 5% increase for the total population.

The Maori population has had a 4% increase in Get Checked sessions compared to

the previous year, which is just lower than the increase for the total population. (See graph below).



However, while the detection rates have been good, MOH diabetes management targets have not been met. For the 2008-2009 year, the number of patients with HbA1c <8% has increased, as have the detection rates, but not enough to achieve the management targets. The management rates are Maori 63%, Pacific 49%, Other 78% and Total 72 % - see table below.

	Number with HbA1c <8% in 2007-08	Number with HbA1c <8% in 2008-09	% Increase in HbA1c
Maori	287	309	8%
Pacific	369	416	13%
Other	3292	3607	10%
Total	3948	4332	10%

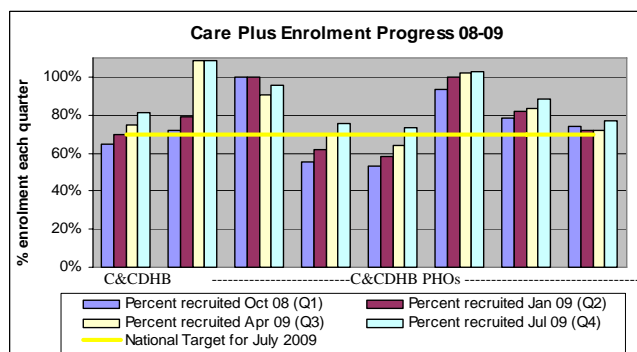
NB: Management is the percentage of people with diabetes that have HbA1c<8% in their Annual Diabetes Check (Get Checked)

To support the progress for the next year, collaborative work of the various diabetes services will be needed.

Excellent Care Plus Enrolment Rates

C&C DHB has achieved the national target of 70% Care Plus enrolments by quarter 3 of 2008-2009 and maintained this to the end of the year.

In addition, all of the individual PHOs have also achieved the national target of 70%. This reflects the significant efforts of the PHOs in supporting enrolments of patients into the Care Plus programme – great effort and awesome results!



Grand Round – Safe Medication Management Programme

The Safe Medication Management Programme aims to greatly reduce the number of New Zealanders harmed each year by medication errors in our hospitals, general practices, aged care facilities and across the entire health and disability sector. This month's Grand Round will feature a special presentation will be given by Paula Campbell on the programme.

Details for those interested are:

Speaker: Paula Campbell

Grand Round Presentation: Safe Medication Management Programme

Date/Time: August 13, 12:30pm – 1pm (NB: Grand Round starts at 12 noon)

Venue: Wellington School of Medicine

For further information on this programme, you can visit:

www.safemedication.org.nz

Long Term Conditions – Upcoming Education

Smoking Cessation & Motivational Interviewing

August 13, 2009

12:30pm – 1:30pm

Venue: Wellington Hospital, WSB, Education Centre L1106

Speakers: Nancy Allen, Smoking Cessation Coordinator, C&CDHB

Corrienne Simpson, Can Quit Adviser, Cancer Society

On completion of the workshop, participants receive a Certificate of Attendance.

Please RSVP to sharyne.gordon@ccdhb.org.nz or 803 1112 (lunch provided).

Flinders Self-Management Model Training Workshop

October 8 & 9

9:00am – 4:30pm

Venue: Kenepuru Education Centre – Conference Centre

The workshop is suitable for health professionals who work with clients with long term conditions and wish to update their skills in providing effective self-management support and collaborative, patient-centred care.

On completion of the workshop, participants receive a Certificate of Attendance, including learning objectives and competencies (14 hours CPD) for General Practice Educational Programme Stage 2, and Maintenance of Professional Standards (MOPS).

Please RSVP to sharyne.gordon@ccdhb.org.nz or 803 1112.

If you have any feedback, suggestions or questions regarding these communications please do not hesitate to contact us.

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Or

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Capital & Coast District Health Board

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Or

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Capital & Coast District Health Board

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For C&C DHB information for the general public about Primary Care, visit:

http://www.ccdhb.org.nz/planning/Primary_Care/Primary_Care.htm