

Greetings from the Chief Executive Officer, David Clarke

This will be my last newsletter before my departure at the end of March and I would like to thank you all for your support both at South Auckland Health and latterly Counties Manukau DHB. I believe we have a vibrant and highly professional and innovative primary health sector and it has been a pleasure to work with such a dedicated and committed team of people both within the organisation and in the community.

I believe there is huge potential to make an even greater difference to improving patient care throughout Counties Manukau.

PHOs

A key platform of Government policy is to develop Primary Health Organisations and we have taken a proactive stance to work in the pioneering stage with the Ministry with regard to these organisational structures. We need to focus on population outcomes and integrated care.

This week the Minister has announced the injection of more than \$400 million in funding for primary health care over the next three years. It is expected that by the end of 2002/03 that for at least 300,000 New Zealanders there will be improved primary health care services and reduced costs for accessing primary health care.

Integrated Care Conference

The Integrated Care conference was held on 14 & 15 February 2002. From feedback I have gathered it was a great success and hopefully the first of many such conferences and discussions throughout the country about what can be achieved by working together.

I would like to thank Joe Howells and his team for all their hard work and commitment, not only in organising the conference but for continuing to be passionate about integrated care.

There are also many others in the community and the hospital (too many to mention) who have been equally passionate advocates and my thanks to you all.

Once again thank you all very much for your assistance and patience and the support you have given Counties Manukau DHB/ South Auckland Health and me over the last 9 years and I wish you all the best for the future.



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Primary Health Organisations (PHOs)



Late last year, the DHB conducted a Registration of Interest process for 'first wave' PHO development in Counties Manukau.

As a result of this process, two consortiums made up of six organisations have been identified to work with the DHB to develop two 'first wave' PHOs in the region. One of these will be Maori-led and the other Pacific-led, with key objectives to address the priority health needs identified in the national Primary Health Care Strategy.

The two consortiums are made up of:

1. Papakura Marae
Raukura Hauora o Tainui
Turuki Health Care
2. Health Pacifica
Health Star Pacifica
South Seas Health Care

An intensive business planning and implementation process is underway for these organisations which have a target date of 1 July 2002 by which to be operational.

Being the first to develop PHOs in the country brings with it many challenges and opportunities. These 'first wave' PHOs will provide practical experience for all stakeholders and future PHOs in the region. Providers and communities who are not directly involved in these 'first wave' sites will have opportunities to learn from them and participate in future PHO development in Counties Manukau.

To obtain further information on PHO and primary health care development in Counties Manukau, you can access the Counties Manukau Primary Health Care website through www.cmdhb.org.nz and clicking on the Primary Health Care text box, or contact Rana Wong ph 09 262 9533, (rwong@cmdhb.org.nz), or Fran Silvestri fran@pl.net.

FAREWELL

Joe Howells, General Manager Integrated Care, will be leaving us in May to take up a General Management role in the Wairarapa.

Joe came to South Auckland Health as General Manager Ambulatory Care 5 years ago and was instrumental in commissioning the Manukau *SuperClinic™* in 1997 and developing the Ambulatory Care strategy.

Joe became GM Integrated Care in 1999 and has worked hard to get Primary and Secondary care working together and has been dedicated and passionate in his work in the integrated care field.

Kris MacDonald, Programme Manager Primary Care Funding, will be leaving the Counties Manukau DHB in April to join the Auckland DHB as General Manager Maori Health. Kris joined us in 2000 working on DHB establishment and then into the field of Primary Care contracts and relationships.

We are sorry to lose both Joe and Kris as they have both been an integral part of our team. We wish them well in their new ventures.

Primary Care Organisation (PCO) contracts

PCO contract negotiations are well advanced, with most having concluded. The first draft contracts are being prepared through SSSG and it is envisaged that the contacts will be in place by 1 April. The four northern region DHBs are also ensuring that there is regional consistency in Annual Plans, Maori Health Plans, and Civil Defence Plans that are ancillary to the PCO contract.



Kia Ora, Malo e lelei, Talofa lava, Ki Orana, Fakaalofa lahi atu, Ni sa bula, Taloha ni.

There are many exciting challenges ahead of us this year.

At the end of 2001 a Pacific Provider Development Fund for the District Health Board was successfully negotiated. The projects for the next few months are:

- ❑ Quality forums for providers that will focus on successful indigenous models of health, best practice guidelines for chronic conditions, information technology development and population health planning and evaluation. Information will be sent to Providers shortly.
- ❑ The establishment of a district network of providers to share experiences and co-ordinate services. This is likely to be a monthly meeting.
- ❑ The development of a Pacific Primary Care plan for Counties Manukau region, which will need your input.

Work has commenced on developing a Pacific led Primary Health Organisation for Counties Manukau. Three Pacific organisations have agreed to work together to lead this work - Health Star Pacific, Health Pacifica Doctors and South Seas Healthcare. For more information contact Pauline Winter on (09) 376 6524.

The Health Research Council has the role of administering the John McLeod Scholarships. Scholarships are available to students of Pacific descent, studying in the Auckland region. The scholarships are valued at \$3,000.00. Information is available from Karlo Mila on ph: (09) 303 5225.

Farewell

It was with regret that we farewelled Christina Tapu from South Auckland Health in December last year. Christina provided the robust foundation from which Pacific health has grown over the past 10 years. She was the 'face' for Pacific Health at South Auckland and provided support, assistance and leadership for many families and individuals. We thank her for her valuable and substantial contribution and look forward to continuing to work with her as she takes up a new role.

Welcome

Welcome to Lincoln Papali'i who has joined us as Programme Manager Pacific Health. He comes to us from North Shore City Council and has a background in finance, local government and community development.

Linda Mulitalo

Personal Assistant Pacific Health

Ph: (09) 262 9530

Tony Brown

Programme Manager Pacific Health

Ph: (09) 262 9531

Lincoln Papali'i

Programme Manager Pacific Health

Ph: (09) 262 9532

Debbie Sorensen

General Manager Pacific Health

Ph: (09) 262 9525

Counties Manukau Primary Health Care Plan

The development of a Counties Manukau Primary Health Care Plan will provide both a vision for primary health care in the future, and a plan that the DHB will use to guide primary care development over a period of about 5 years.

A key step towards the development of this plan was the Primary Health Care Think Tank held prior to Christmas.

The "Principles for Primary Health Care Services" developed from this workshop has been posted on the Counties Manukau Primary Health Care website for consultation, and will be included in the consultation round for the Counties Manukau Strategic Plan.

The target date for a draft Primary Health Care Plan is mid May 2002, and between now and May, the primary health care sector will continue to be invited to participate in its ongoing development.

INTEGRATION 2002



Ben Taufua, Aroha Haggie, Tony Brown

Martin Entwistle, Dr Allan Moffit, Joe Howells

Counties Manukau DHB and the Ministry of Health co-sponsored a National Conference entitled "Integration 2002" at Waipuna in mid February.

Following a powhiri by Manawhenua, the Minister of Health, Hon Annette King, opened the Conference. Over the two day conference keynote addresses were given on a wide range of perspectives including speeches by Associate Professor Claire Jackson from Brisbane on the international perspective of integration and Dr Paul McCormack on the Canterbury experience. Over 250 delegates attended the conference which highlighted the successful results achieved in the Integrated care pilots in Counties Manukau over the past three years.

- ❑ The results of the Primary Acute Options work (ProCare/ EastHealth/South-Med), Diabetes (Mangere Family Doctors and Health Pacifica), CHF (ProCare/South-Med) and COPD (SAIG/First Health/ Raukura Hauora) are clearly very significant and of national importance.
- ❑ The excellent work achieved by Maori providers and South Seas Healthcare was also showcased.
- ❑ The Information Technology aided integration that we have achieved here is attracting international interest.

Following the success of this inaugural Integrated Care conference it is hoped this will become an annual event.



INTEGRATION 2002



*Above: Dr Debbie Ryan, Tony Brown, Lee Pearce, Lincoln Papali'i
Below: Associate Professor Claire Jackson, Professor Gregor Coster*



COMMUNITY PLANS FOR HEALTHY FUTURES



The Counties Manukau District Health Board has released their draft Strategic Plan and has begun a series of consultation meetings inviting the people of Counties Manukau, to come and “have their say” about the future health services of the community.

This is an opportunity to hear what the Counties Manukau DHB intends to achieve within the next 5 – 10 years. The consultation process is designed to encourage the participation of the community in the planning of health priorities by ensuring services meet the needs of our community.

Individuals and organisations will be able to complete written submissions or arrange to make verbal submissions.

A flyer is inserted in the newsletter detailing the times and venues of the consultation meetings.

However, there has been a minor change to the programme as detailed below:

Primary Care Meeting is now on **Monday 25 March** at 7.00 pm at the Counties Manukau DHB offices, 19 Lambie Drive, Manukau.

Other meetings being held:

Wednesday 27 March Maori hui, Papakura Marae at 1.00 pm

Thursday 4 April Provider meeting, Tainui MAPO offices at 1.00 pm

Wednesday 27 March Child & youth strategy meeting, Counties Manukau DHB offices at 10.00 am

Tuesday 2 April Older people strategy meeting, Counties Manukau DHB offices at 10.00 am

Counties Manukau DHB is also presenting at the Counties Manukau Health Council forums, details of these meetings are available at www.manukau.govt.nz or by calling the Council on (09) 262 5104.

GENERAL PRACTICE STRATEGY ADVISORY GROUP (GPSAG)



The latest meeting of the group was held on 13 February, the main agenda items being:

- Counties Manukau Primary Health Care Plan
- an update on PHO development
- Primary health care indicators
- Acute demand management initiative - development of primary care providers to implement systems to help stem the burgeoning demand for acute medical beds.
- Community participation in DHB committees. We are working on a process to include community participation on GPSAG and other DHB committees.

At the previous meeting held on 12 December the following items were discussed:

- Sending Emergency Care utilisation data to GPs stating the number of patients referred and the number of walk-ins per GP treated at Emergency Care, compared to the average and the range for the district
- Expanding the membership of GPSAG to form a Primary Healthcare Advisory Group with the addition of Mental Health, Well Child, Pharmacy and eventually Maternity providers
- The DHB's Strategic Planning process
- PHO development
- Quality Strategy and development of a Quality Plan for the DHB.

Please direct any enquiries to Dr Allan Moffitt, DHB Clinical Advisor Primary Care; Ph 262 9544 or Mob: 021 366 684

CHRONIC CARE

Evaluation of the integrated care pilots in diabetes, chronic lung disease (COPD) and Congestive Heart Disease, have been completed. The COPD evaluation was a full academic clinical trial. The results show the projects have been highly effective in improving patients' health status and, even with relatively short study periods of a year, have also shown surprisingly large reductions in hospital utilisation. These are three of the four diseases at the core of the Chronic Care Management programme, with the Ischaemic Heart Disease pilot still in development.

The successful implementation of these pilots has been dependent on a lot of hard work from primary and secondary care providers and their support organisations. The information from the evaluations on the benefits and opportunities for further improvement of these pilots are driving the further development of the combined programme.

The single process for improving care for people with several of these comorbidities, the Chronic Care Management Programme, is still on line for release in July this year. In the meantime short-term funding arrangements are being made in order to support the continued management of patients involved in the pilots until the full programme is released in July 2002.

Several papers on these pilot projects, and the proposed Chronic Care Management Programme, were presented at the Integrated Care National conference at Waipuna in February. More detailed papers have been submitted to the New Zealand Medical Journal for possible publication mid year.

Please direct any enquiries to Dr John Wellingham (Ph. 262 9527 or jwillingham@cmdhb.org.nz)

ACUTE DEMAND MANAGEMENT

As you will be aware, a group of PCO representatives is working intensively with South Auckland Health and DHB staff to prepare a proposal for future management of acute demand in Counties Manukau. Building on experience gained from the integrated care initiatives, the group will identify future arrangements that will:

- support the sustainable development of primary care
- foster ongoing partnerships between primary and secondary care
- achieve short term impacts on acute demand, with a focus on adult medicine and emergency care.

The group's initial proposal will be circulated to all PCOs, and participation in whatever arrangements are finally agreed will be open to all.

Please contact Joe Howells at the Counties Manukau DHB if you require further information on this.

RAUKURA ATTENDS KAPA HAKA 2002

Raukura Hauora o Tainui took the anti smoking message to the national Kapa Haka competitions held in February and were overwhelmed by the number of people seeking information to help whanau members to quit. During the three day festival hundreds of people paraded past the tent at the Orakei Marae and collected information on the quit smoking programme. As an ex-smoker RHOT Smoking Cessation coach, Sonia Moa, found that people related more easily to her and were keen to go on the programme themselves.

For anyone interested in this programme please contact Raukua Hauora o Tainui on 09 270 3499



INFORMATION SERVICES ▼▼

PiMS Community Mental Health

Implementation of PiMS Community software commenced 20 January. This is a further milestone supporting the rollout of the core PiMS administration software throughout our organisation. This particular module will ensure all healthcare professionals involved in the direct care of an individual patient have on-line access to information such as key workers, appointment and admission history, diagnosis, assessment and treatment plans. The initial implementation programme is scheduled to run through to May 2002. Members of the IS Support Team would be more than happy to demonstrate the range of functionality supported to any Primary Care provider with a specific interest in this area.

Integrated Care IT

Integrated Care IT continues to make good progress and featured strongly at the recent Integrated Care Conference. Following the six month WellChild pilot in Otara last year we have now implemented this initiative in Franklin, Papakura and Otara. This solution is also being implemented in Waitemata by Westkids but running off the CMDHB server and is being considered on a national basis. Following the successful Diabetes initiative, we are now working with the CCM group to extend this technology to other diseases and picking up on the CHF and COPD pilots undertaken last year.

Ministry of Health DHB Information Service

The Ministry of Health DHB Information Service delivers information to DHBs to support operational activities. Information is sourced primarily from the Ministry business units, Shared Support Services Group (SSSG) and Health Benefits, who manage the contract agreement, invoice/claims processing and related payment areas on behalf of DHBs.

The Service was operational from 1 July 2001 and is deployed on the Health Intranet. It provides on-line access to: -

- agreement and information reporting database
- electronic copies of Provider Agreements
- records and filing database
- financial/payment summary reporting
- on-line help for working with the system

The Health Intranet provides a secure network for the exchange of information and the environment to integrate national information systems. Utilising this framework, the New Zealand Health Information Service (NZHIS) is now providing DHBs with on-line access to key national data warehouses including the National Minimum Dataset (NMDS) and Pharmacy. Other warehouses will be added to this service over time.

BOARD MEMBERS

Since the last edition of UPDATE two new Board Members have been appointed to the Counties Manukau DHB. They are:

- Maxine Moana-Tuwhangai
from Ngaruawahia
- Dr Juliet Walker
from Auckland.

There is one more Board Member to be appointed and in our next edition of UPDATE we will have a photograph of the full board plus short biographies of the three new members.

KIDSLINK

After more than 2 years planning and preparation, we are delighted to report the successful launch of the Kidslink Counties Manukau programme on 21 January 2002.

What is Kidslink?

Many children receive Well Child checks and immunisations from different health providers (e.g. doctors, nurses, midwives, medical specialists, hospitals, Plunket, Maori and Pacific health organisations). When this happens, each health provider knows what *he or she* did for your child - but might not know what any other provider did. This means they might be missing important information that could help them give your child the right health care. We wanted to do something about this. **Kidslink** is our answer.

Kidslink is a new way of health providers sharing information about Well Child and immunisation services given to children in Counties Manukau. An electronic information system will be used to help make this happen.

Kidslink will help improve the health of children in Counties Manukau by trying to make sure all these children receive their important immunisation and Well Child checks.

How does it work?

From 21 January 2002, children born and living in Otara, Papakura and Franklin will become part of the **Kidslink** programme. Each baby born is added to the **Kidslink** register (unless the parents decide otherwise). As baby grows and receives one of the expected immunisation or Well Child checks by an enrolled health provider, the **Kidslink** register will be informed that this check or immunisation has been done.

Over time, the register will collect information about the Well Child checks and immunisations given to your child as he or she grows up. Health providers delivering care to your child will be able to use this register to see what checks or

immunisations your child has received. This information helps them decide on the right health care for your child.

The **Kidslink** administrator who looks after the register will check the information regularly to make sure all children, including your child, have a health provider looking after them and that the children have received the expected well child checks and immunisations. If it looks like a child is overdue for a check or immunisation, the administrator will contact your local providers and work with them to help your child get the health care it deserves.

Who are involved?

The Counties Manukau District Health Board is coordinating the **Kidslink** programme, which involves the 4 South Auckland Health maternity birthing units, 34 GP practices, 4 Well Child provider organisations, and many midwives and independent lead maternity carers covering the three areas mentioned above.

From July, it is expected that the programme will spread to cover all children born and living in the wider Counties Manukau region. This will involve the participation of other GP practices, Well Child providers and lead maternity carers who deliver their services to these children.

Counties Manukau DHB is grateful to the many dedicated individuals and organisations that have contributed to the planning, development and testing of **Kidslink**, including the pilot project in Otara, over the past 2 years. Without their support and commitment, and funding contributions from the Ministry of Health and Microsoft, we might never have seen the successful birth of **Kidslink Counties Manukau**.

Want to know more?

For more information, please contact the **Kidslink** administrator on 0800 4 KIDSLINK (0800 454 375).