



Nelson Marlborough Health System System Level Outcomes Measures Plan 2017-18

The Top of the South Health Alliance (ToSHA) is committed to improving the health of everyone in the Nelson Marlborough region by effecting transformational health system change. We will keep investing in initiatives that provide the opportunity to enhance the integration of community, primary and secondary care across the continuum of health to achieve health equity and enable high quality, safe, person-centred delivery.

To do this, and to support the implementation of the refreshed New Zealand Health Strategy, we have jointly developed an Improvement Plan for System Level Outcome Measures:

Total Acute Hospital Bed Days Per Capita									
Champion: Pam Kiesanowski, Director of Nursing & Midwifery and Acting General Manager Clinical Services									
Aim	Actions and Milestones		Contributory Measures						
<p>TARGET: Reduce acute hospital bed days rate</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Year to March 2015</th> <th style="text-align: center;">Year to March 2016</th> <th style="text-align: center;">Year to March 2017</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">277.3</td> <td style="text-align: center;">282.0</td> <td style="text-align: center;">265.1</td> </tr> </tbody> </table>	Year to March 2015	Year to March 2016	Year to March 2017	277.3	282.0	265.1	<ul style="list-style-type: none"> • Systematically review unplanned readmissions data • Identify amenable causes of unplanned readmission • Develop an action plan to reduce the unplanned readmissions rate 		<ul style="list-style-type: none"> • Reduce acute unplanned readmissions rate
Year to March 2015	Year to March 2016	Year to March 2017							
277.3	282.0	265.1							
	<ul style="list-style-type: none"> • Support patients to prevent illness with Flu vaccinations 		<ul style="list-style-type: none"> • Maintain Flu vaccination rate for over 65 year olds 						
	<ul style="list-style-type: none"> • Develop a discussion document for an ambulatory care nursing service and agree on the implementation approach • Further develop the Marlborough Health hub to deliver integrated services in the community • Review ED touch points in health pathways for appropriateness 		<ul style="list-style-type: none"> • Reduced Ambulatory sensitive hospitalisations (ASH) rate for the 45-64 age group 						
Ambulatory Sensitive Hospitalisations (ASH) Rates for 0-4 year olds									
Champion: Dr Nick Baker, Chief Medical Officer & Paediatrician; and Ditre Tamatea, General Manager Maori Health & Vulnerable Populations									
Aim	Actions and Milestones		Contributory Measures						
<p>TARGET: Reduce ASH rates for Maori age 0-4 years to <4009 by 30 June 2018</p>	<ul style="list-style-type: none"> • Implement Harti Hauora, a Child Health programme that sees a comprehensive 360 degree assessment against priority areas • Implement Public Health 		<ul style="list-style-type: none"> • Increase children caries free at 5 years of age (by ethnicity and deprivation level) 						

	2014/15	2015/16	2016/17		
NM Māori 0-4yrs	6882	4302	4800	<p>outreach initiative to support good child health including immunisations and oral health</p> <ul style="list-style-type: none"> • Monitor efficacy of the Pēpi First smokefree pregnancy initiative and change to achieve success • Maintain early enrolment with LMC by: Updating pregnancy information packs with consistent advice and information given to women; Holding GP/LMC forums to discuss information relating to pregnancy pathways, Health Pathway for GPs, and the importance of women booking with an LMC within 12 weeks 	<ul style="list-style-type: none"> • Maintain early enrolment with LMC: 90 per cent of pregnant women register with a Lead Maternity Carer in their first trimester
NM Other 0-4	4348	3994	3975		
Patient Experience of Care					
Champion: Dr Elizabeth Wood, Clinical Director Community & Chair of Clinical Governance					
Aim	Actions and Milestones			Contributory Measures	
<p>Improved patient experience of care across the five domains of safe, timely, efficient, effective and patient centred</p> <p>TARGET: Increase the participation rate of patient surveys by 5% by 30 June 2018</p>	<ul style="list-style-type: none"> • Support the implementation and utilisation of the primary care patient experience survey (PES) • Following implementation of the primary care patient experience survey, share primary and secondary results with clinical governance groups and address areas of concern • Continue to drive secondary care service improvement through the NMH "You said, we did" campaign, with a focus on medication information at discharge • Utilise patient survey data for local improvement projects 			<ul style="list-style-type: none"> • Improve Hospital Patient Experience Survey results • Implement the Primary Care Patient Experience Survey by December 2017 	
	<ul style="list-style-type: none"> • Work collaboratively with our primary care partners to ensure the Emergency Department is kept available for Emergencies by ensuring GP services are able to respond in times of high presentations and patients are seen in the most appropriate lowest intervention environment • Increase access to care and 			<ul style="list-style-type: none"> • Reduce waiting times to see GP • Reduce waiting times for diagnostics (MRI, CT, colonoscopy and angiogram) 	

	reduce waiting times for patients											
Amenable Mortality Rates												
Champion: Cathy O'Malley, General Manager Primary, Strategy & Community												
Aim	Actions and Milestones	Contributory Measures										
<p>TARGET:</p> <ul style="list-style-type: none"> Maintain current amenable mortality rate for 2017/18 Reduce inequity for Maori within our amenable mortality rates by 2020 <table border="1"> <tr> <td></td> <td>Rate calculated using projected 2011 population data</td> </tr> <tr> <td>NM Māori</td> <td>129.9</td> </tr> <tr> <td>NZ Māori</td> <td>219.6</td> </tr> <tr> <td>NM Non Maori, Non Pacific</td> <td>78.6</td> </tr> <tr> <td>NZ Non Maori, Non Pacific</td> <td>80.0</td> </tr> </table>		Rate calculated using projected 2011 population data	NM Māori	129.9	NZ Māori	219.6	NM Non Maori, Non Pacific	78.6	NZ Non Maori, Non Pacific	80.0	<ul style="list-style-type: none"> Develop a new whole of system diabetes model of care that focuses on self management, early intervention and equity Continue to implement the child obesity plan in order to achieve the Raising Healthy Kids Target 	<ul style="list-style-type: none"> Number of pre-diabetes courses held in primary care 95% of obese children identified in the Before School Check programme offered a referral to a health professional
		Rate calculated using projected 2011 population data										
	NM Māori	129.9										
	NZ Māori	219.6										
	NM Non Maori, Non Pacific	78.6										
	NZ Non Maori, Non Pacific	80.0										
	<ul style="list-style-type: none"> Work with Marae and other Maori settings (e.g. Kohanga Reo Tane Ora, community hubs) to support healthy choices and behaviours 											
	<ul style="list-style-type: none"> Support patients to prevent illness by providing better help for smokers to quit Establish a single point of entry into the stop smoking service Monitor efficacy of the Pepi First smokefree pregnancy initiative and change to achieve success (impact on respiratory conditions for children) 	<ul style="list-style-type: none"> Achieve Health Target: Better Help for Smokers to Quit 										
	<ul style="list-style-type: none"> Implement the Mental Health & Addictions Integration Programme to ensure a stepped model continuum of care for all ages 	<ul style="list-style-type: none"> Improved access to care for people seeking support for mild to moderate mental health issues 										
	<ul style="list-style-type: none"> Implementation of the He Huarahi Matepukupuku (Improving the Cancer Pathway for Maori) project for cancer services and implementation of other findings from the Maori cancer pathway 	<ul style="list-style-type: none"> Achieve Faster Cancer Treatment Target 										
Youth Access to and Utilisation of Youth Appropriate Health Services												
Champion: Annette Milligan, Clinical Director Women, Child & Youth												
Aim	Actions and Milestones	Contributory Measures										
<p>Youth have increased access to, and increased utilisation of, youth appropriate services: Mental Health and Wellbeing</p> <p>TARGET: Reduced self-harm hospitalisations and</p>	<ul style="list-style-type: none"> Utilise the Youth Advisory Panel to provide inputs into youth mental health developments (Youth Voice) Provide education to vulnerable youth using channels as advised by the Youth Advisory Panel Progress developments of 	<ul style="list-style-type: none"> Youth access to Mental Health & Addiction Services Youth alcohol related ED presentations Youths accessing primary health brief intervention services 										

short stay ED presentations for <24 year olds by 30 June 2018	platforms which would be useful for young people / parents / providers to access health and service information (Access to Information) <ul style="list-style-type: none"> • Explore options to increase nurse-led, school-based & community-based access to healthcare, as resources allow (Model of Care) • Implement the Mental Health & Addictions Integration Programme to enhance a stepped model continuum of care for all ages, working to the agreed principles 	<ul style="list-style-type: none"> • Number of young people 16-18 years Not in Education, Employment or Training (NEET)
Proportion of Babies Who Live In A Smoke Free Household at 6 Weeks		
Champion: Sue Allen, Service Manager Women, Child & Youth; and Ditre Tamatea, General Manager Maori Health & Vulnerable Populations		
Aim	Actions and Milestones	Contributory Measures
Increase the proportion of babies who live in a smoke-free household at 6 weeks post-birth TARGET: More 'Households are smoke-free at six weeks postnatal' by 30 June 2018	<ul style="list-style-type: none"> • Monitor efficacy of smoke free pregnancy initiatives by June 2018 • Provide smoke free education tailored to midwives to support their conversations, in particular with Maori women and whanau by June 2018 	<ul style="list-style-type: none"> • Better Help for Smokers to Quit (IPIF) • Maternal smoking rates (by age and ethnicity): Smoking at LMC registration, at birth, and at 6 weeks • Pregnant women (who identify as smokers) offered advice and support to quit

Progress against this plan will be overseen, and advice provided as needed on strategic direction, by the ToSHA committee. Champions will continue to act as the single point of contact between ToSHA and those responsible for delivering the selected actions, and will review progress against the plan, monitor changes, help eliminate obstacles and drive continuous improvement.

We, the Chief Executives of the Top of the South Health Alliance, pledge our commitment to the delivery of this improvement plan.

Signature

Beth Tester
Chief Executive
Marlborough Primary Health

Signature

Angela Francis
Chief Executive
Nelson Bays Primary Health

Signature

Peter Bramley
Chief Executive
Nelson Marlborough Health