

The Westerly

“Te Hauauru”

The staff newsletter of the West Coast District Health Board

October 2009

Medicine Reconciliation Pilot

The West Coast District Health Board is beginning a pilot programme on Medicine Reconciliation as part of the Safe Medication Management Programme (SMM).

Barclay Ward at Grey Base Hospital will be trialing the Medicine Reconciliation process standards, concentrating on the admission process, commencing 12 October 2009 for eight weeks as part of the national programme.

Following feedback from the pilot it is intended that medicine reconciliation will be rolled out progressively through the West Coast District Health Board.



The overall SMM Programme will look at the processes undertaken in prescribing, dispensing, administering and reviewing medications for patients/consumers and the information available to clinicians to support these processes.

While the programme will initially focus on hospitals and their interface with primary care, it will also develop systems to allow the programme to extend across the entire sector.

How do adverse drug events occur?

Potential adverse drug events can occur throughout the health and disability sector at any time when medications are prescribed, dispensed or administered to a patient/consumer.

People are most at risk when information about that person is transferred from one part of the health and disability sector to another or transferred within a primary or secondary health care setting.

For example, adverse drug events can occur when:

In a secondary setting when a clinician prescribes medication to a patient and the prescription is hand written on a medication chart.

Patients may be harmed when:

- The wrong medication is given to a person
- The wrong dose is given to a person
- The medication is administered to a person who is known to be allergic to that medication

- The medication is administered incorrectly (e.g. orally instead of by injection)
- The medication is administered at the wrong time or doses are missed

SMM is developing the following initiatives:

E-Prescribing

The SMM Programme is working on systems for e-prescribing so that information about a person's medications will be passed within and between health providers electronically. The e-prescribing systems to be developed will provide decision support and warning systems, which will help prevent clinicians from prescribing medications that will harm patients/consumers.

Medication Chart

The SMM Programme is working to develop a set of standards for medication charts. Standardising these charts is a key component for the introduction of e-prescribing.

Standardise and Link Systems

The SMM Programme is working to standardise and link all hospital medicine information systems to ensure consistent information is recorded and available about a person's medications.

Unit Dose/Bedside Verification

The SMM Programme is working to look at possible ways of electronically identifying people in hospitals and their medications. This may include re-packaging and bar coding medications as single doses. People in hospital would then be matched electronically to their medications before they are given to them.

Medicine Reconciliation

The SMM Programme is working to develop electronic systems for medicine reconciliation, which will allow clinicians to see an up to date list of a patient's medications, which will assist with the prescribing process. This linked electronic system will list the name, dosage, frequency and route (how given i.e. by mouth or injection etc) of a person's current medications and compare it to the new prescription and alert the clinician to any discrepancies.

www.safemedication.org.nz



New Coasters

By Mel Kaye
Migrant Services Manager

Imagine, if you can, stepping off a plane to begin your life in a new country, having no sense of the familiar and possibly not even speaking the language.

Migrants often find themselves overwhelmed by the day to day tasks of living – where do I buy food? How do I get the telephone connected? Which school? Rent or buy? What if I'm ill? Then throw into the mix finding friends or finding employment? Everyday brings new challenges, some will be exciting, many will be exhausting but each one is a step in the learning process of becoming part of a new community.

A key factor in the success of this process was to have a central point of contact, a "one stop shop" for information, assistance, support and a friendly ear in times of need and so my role as Migrant Services Manager was formed.

Since my role commenced at the end of July 2008 I have made contact, or been found by upwards of 50 families, from a variety of countries and backgrounds – the UK, South Africa, Tonga, Zimbabwe, China, Tibet, Honduras, Argentina, the Philippines, Sri Lanka, Fiji, Peru, Germany and South Korea to name but a few of the 32 nationalities now represented on the coast.

The queries from these people have been just as varied – issues have been raised around immigration, employment, housing, education, language skills, and social networks, sporting opportunities, settlement and medical provision. The great thing is that the employers on the West Coast are also asking how they can help welcome and support their new employees.

In addition to helping our newcomers settle, New Coasters aims to help the locals become aware of the different nationalities that are living on the coast by providing events and gatherings to celebrate our different cultures.

In March 2009 a Teddy Bears Picnic was held in Dixon Park on Race Relations Day. Upwards of 100 people came together to enjoy the entertainment provided and to enter competitions. Local businesses and the council supported the event by providing spot prizes, venue and power and other equipment etc.

Our new office premises in town were opened in July 2009 by the Race Relations Commissioner Joris de Bres. We can now provide space to display the many resources available to newcomers and a meeting room should groups wish to get together and utilise the space. The group now employs satellite workers in both Westport and Hokitika as well as myself to coordinate the Newcomers Networks which provide social opportunities for people to meet others and gain support through new friendships.



New Coasters work to support migrants, and our collaboration with the local community, especially Blaketown school, to provide resources for children new to the area was recognised in August 2009 when we received one of 12 awards from the Human Rights Commission for an Outstanding Contribution to the New Zealand Diversity In Action Program.



To allow New Coasters to expand on the work already done, and to continue to better support our newcomers, we aim to develop a booklet which will introduce the migrants to what is available in our region – not from a tourist perspective, but from the view point of daily living and integration. We are working on plans to celebrate International Migrants Day on December 18th, and to contribute to the commemoration of the Treaty of Waitangi and the impact it has on the lives of people coming to live in New Zealand.

The more people we can help to settle here, the more diverse and interesting the West Coast becomes. Greymouth is a great place to live and I want to help as many people to realise that as possible.

Mel Kaye
Migrant Services Manager
New Coasters Inc.
PO Box 306
66 Mackay Street
Greymouth
Telephone 03 768 6580

IT Update

West Coast District Health Board is replacing its current PABX Phone System. The new PABX system provides cost savings and improves functionality and disaster recovery capability compared to the current aged system. Initially the replacement will be to provide a basic system, similar to the existing one, but over time new functionality will be incorporated.

The replacement is occurring at four sites, Greymouth Hospital, Buller Hospital (including the medical practice), Hokitika Health Centre and Reefton Hospital (including the medical practice).

The actual change dates and times are:

8:00pm Monday 19 October, Grey Base Hospital

8:00pm Wednesday 21 October, Buller Health

6:00am Friday 23 October, Hokitika Health Centre

8:00pm Tuesday 27 October, Reefton Health

Important note: During the cut over occurring above, desk to desk dialling between Greymouth, Buller and Hokitika will not function. This service will be restored as each site is moved onto the new system. More information on this will follow in coming days. In addition, once completed, desk to desk dialling will be available between the Buller and Reefton medical practices and Reefton Hospital.

Although the both Buller and Reefton medical practices are going to be merged onto the new PABX system, the workflow at these and all other sites will remain the same, i.e. incoming calls to the receptionists at each site will remain as they are now. In addition, all internal extensions will remain the same, i.e. 8711 will still connect to Buller reception, and calls from other clinics areas can still use the 6xxx extensions to contact Buller and Reefton Medical Practices.

The new phone systems voice mail system will be similar to the current system wherever possible. i.e., dial 2222 to access voice mail, etc. Both Buller and Reefton Medical voice mail will change as they currently use a separate system for voice mail. Full training will be provided as mentioned below.

Within the next few days IT will be making several announcements around training schedules. The training is divided up into three types of training and will occur mostly during the week beginning 12 October. There will be different sessions that people will be able to book at each site, and at the Greymouth site some will occur in the evening. The types of sessions that will occur are:

Console Phone

This is mandatory training as there will be a new phone installed for the main operators (i.e. staff located at the admissions desk) at each site,

Buller, Greymouth, Reefton and Hokitika.

System Phone

This is mandatory for any staff members who need to use a system phone, as these phones will need to be replaced. People that use this type of phone are generally PAs, Ward Clerks, Receptionists.

Standard Phone (this covers most users)

This is optional training and will allow you to make best use of your phone when the new system is installed. The standard desk phones will not be replaced and will work the same as now (i.e. dial 1 to make an outside call, 2222 to access voice mail etc...). Full documentation will be provided during any training sessions for staff and information will be available on the intranet.

Key staff, unable to attend the training sessions within normal working hours, please contact your Head of Department.

From Tony Ryall

We all know that things are tight with taxpayers' finances, so it has been very encouraging to see so many District Health Boards step up this year and deliver a record increase in elective surgery numbers. You are to be congratulated.

DHBs are facing major financial challenges - \$160 million in unfunded services (deficit) as well as the worst global economic crisis since the 1930s.

Despite the recent encouraging news that we might be coming out of the recession, there is a significant time lag before the economy returns to growth, fuller employment and greater tax revenues.

In the meantime, the Government will remain in deficit for some time to come. It will borrow \$30 billion over the next four years to protect vital services like health, just as it had to borrow \$1.5 billion dollars for new spending in this year's Budget.

Such is the priority this Government places on protecting and supporting our public health service, Health received half of that \$1.5 billion of new spending— the same amount it has received in better economic times.

Next year the new spending allocation for the whole Government is around \$1.1 billion. This means it will be difficult for Health to maintain the level of funding increases of recent years.

This makes it all the more important for DHBs to ensure there is greater effort to reduce administrative overhead and low priority spending- and deliver more frontline services to more people.

We are committed to a strong and enduring public health service, which is focused on better individual experiences for patients and their families, improved quality and performance, and a more trusted and motivated workforce.

HEHA Update



Healthy Eating – Healthy Action
Oranga Kai – Oranga Pumau

Wellness Month OCTOBER

Take the opportunity to “walk the talk” during October with the West Coast DHB’s Wellness Month

Keep your eyes peeled for activities and promotions throughout October such as:

- Becoming supermarket savvy
- Short guided walks
- Cooking demonstrations and tastings
- Free fruit Fridays
- Meat Free Mondays
- Yoga
- Salsa Dancing
- Pool and gym vouchers
- Easy edible gardens
- Smokefree
- Mental Health Wellbeing

Check out the intranet for further information about how easy it is to get involved!
<http://coastweb/intranet/staff/heha>

Breast Cancer

October is Breast Cancer Awareness Month.



Time to book your free mammogram with Breastscreen Aotearoa. Call **0800 270 200** today if you are aged 45 - 69. It could save your life.

Early Detection is Your Best Protection.

Fresh Future



A big thank-you from the organisers of the West Coast Fresh Future appeal to everyone who got involved in the fundraising. The “Splash for Cash” involved various businesses and organisations sponsoring one of their colleagues for a trip down the hydroslide at the new Grey District Aquatic Centre. It raised about \$7,500 towards the appeal..

This idea was the brainchild of local Fresh Choice owner Chris Ward and has been actively promoted by Dot O’Connor and Jude Bruce and supported by Fresh Choice appeal sponsors Fresh Choice and Dick Smith electronics along with other local businesses and the Grey District Council.



The national raffle that was a major part of the fundraising has just been drawn, though sadly none of the prizes made it to the Coast.

Innovation Awards

**2009 WEST COASTDISTRICT HEALTH BOARD
INNOVATION AND EXCELLENCE AWARDS
“ACHIEVING A SUSTAINABLE FUTURE”**

Closing date for entries is Friday 9 October, so you haven’t got too much time to get your entry in.

Visit www.westcoastdhb.org.nz, or call Bryan on 768 0499, extension 2665.