

Health Targets as a team we work together



Thames Hospital's 'whole of hospital approach' to the six hour emergency department waiting target shows the value of everyone working together as a team. People from a range of departments – radiology, ED, wards, doctors, nurses, managers, allied health staff and of course Waikato DHB's Visual Communications – all played their part.

Dr Ruth Large's visible and excellent leadership from the front was a key component.

• Mark Spittal
– Group Manager, Waikato and Thames hospitals



We still have a lot of work to do, however for us there have been two integrated things which made the difference:

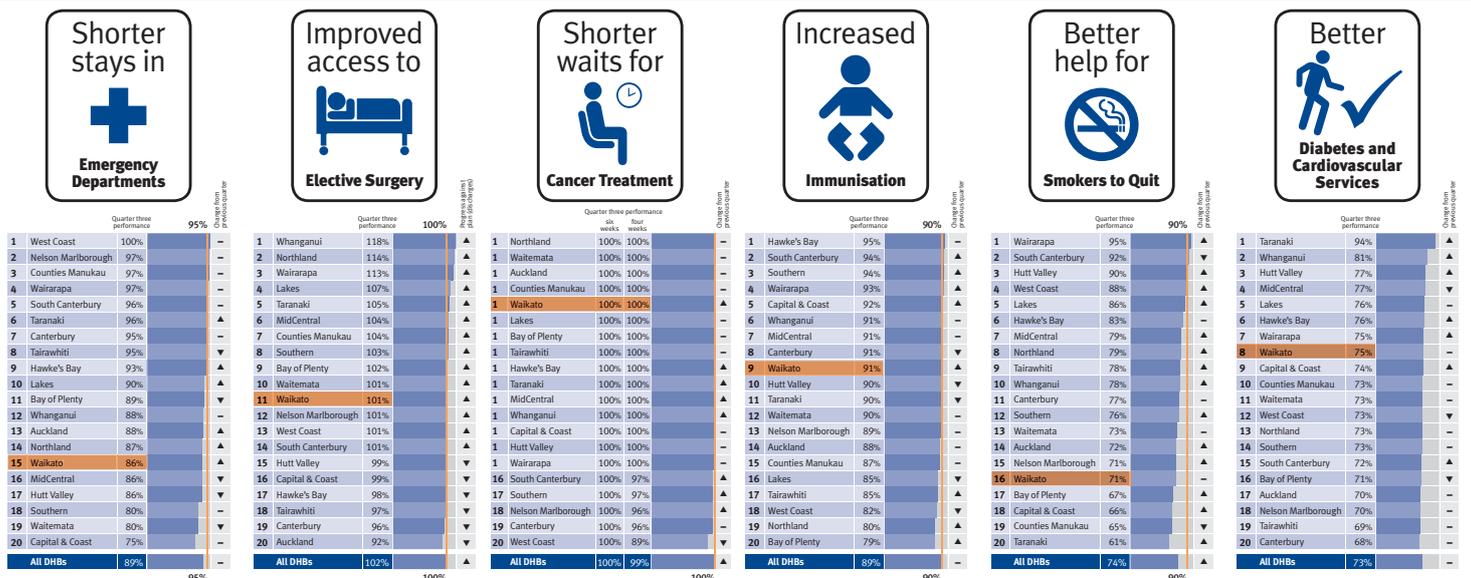
1. We recognised the target as an important marker of the quality of our care and not just as an arbitrary number thrust on us. We treated the target as a challenge for our hospital wide team to pull together and help us drive toward our goal of providing the best possible health care in our rural environment. We all want to be proud of the place we work in.
2. We improved the awareness of the target. We had the target incorporated in our shift summaries and moved it high on our priority for every shift. We took a shift based approach rather than a quarterly approach. David James and Toni Hill did some excellent presentations to all the different groups in our hospital and found ways to communicate better, it has been remarkable some of the little (and not so little) things we found out along

the way which improved our processes. We also displayed the target widely and used the posters to convey the message that everyone needs to work together.

It has been a rewarding experience as we see better integration between our services, improved communication and a sense of pride in what we achieved. We still have work to do but for me this is what the target is all about, focusing on the delivery of timely care to the patient in the right place. I love that this target is patient focused. At the end of April we set ourselves the target of being on target by the end of May, looks like we're going to make it, go Thames!

• Ruth Large
– Clinical Director, Thames Hospital Emergency Department

2010/2011 Quarter three results



Shorter stays in Emergency Departments
The target is 95 percent of patients will be admitted, discharged, or transferred from an Emergency Department (ED) within six hours. The target is a measure of the efficiency of flow of acute (urgent) patients through public hospitals, and home again.

Improved access to elective surgery
The target is an increase in the volume of elective surgery by an average of 4000 discharges per year.
DHBs planned to deliver 102,859 discharges year to date, and have delivered 1545 discharges more.

Shorter waits for cancer treatment
The target is everyone needing radiation treatment will have this within four weeks by January 2011. Six regional oncology centres provide radiation oncology services. These centres are in Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin.
The change from previous quarter has been calculated using quarter two four-week waiting times. All DHBs have met the previous six-week target. Both results are displayed above.

Increased Immunisation
The national immunisation target is for 90% per cent by July 2011; and 95 percent by July 2012.
* This quarterly progress result includes children who turned two years between January and March 2011 and who were fully immunised at that stage.

Better help for smokers to quit
The target is that 90 percent of hospitalised smokers will be provided with advice and help to quit by July 2011, and 95 percent by July 2012. The data covers patients presenting to Emergency Departments, day stay and other hospital based interventions.

Better diabetes and cardiovascular services
This graph represents the average progress made by a DHB towards three target indicators:
(a) an increased percent of the eligible adult population will have had their cardiovascular disease risk assessed in the last five years;
(b) an increased percent of people with diabetes will attend free annual checks;
(c) an increased percent of people with diabetes will have satisfactory or better diabetes management.

Our comments

Jan Adams, Health Waikato Chief Operating Officer
We are continuing to see progress against the targets, which is pleasing. Cancer services are performing well and we remain focussed on meeting the elective surgical target and improving our performance against the smoking cessation target. The six hour target remains the biggest challenge at Waikato Hospital but we are improving and combined with a whole of hospital approach, we will continue to make progress.

Shorter stays in emergency departments
Waikato Hospital's performance is below expectations. A recovery plan is in place across all services and general medicine, general surgery and cardiology remain the specialities with the lowest level of performance. Thames ED is regularly meeting its targets thanks to an all of hospital approach led by the emergency department clinical unit leader.

Improved access to elective surgery
We met the target for the third quarter and continue to focus attention on being 100 per cent compliant for the whole year. Waikato completed 134 more elective operations for the four other DHBs in our region including 93 for Lakes which helped them achieve their target. We have some challenges to meet in the fourth quarter but remain committed to meeting and improving wherever possible.

Shorter waits for cancer treatment
Waikato DHB met both the four and six week targets for the quarter and provide the service for Bay of Plenty and Lakes DHBs.

Brett Paradine, General Manager of Planning and Funding
Increased immunisation
We have gone ahead of the 90 per cent target for the first time since the introduction of health targets and this is thanks to a concerted effort between GPs, practice nurses, primary care, non Government organisations and Waikato DHB staff, particularly those involved in opportunistic immunisations. Waikato DHB increased coverage from 88 percent in quarter two to 91 percent in quarter three. Recent communications to the Primary Health Organisations (PHOs) by Waikato DHB reminds them to maintain focus to meet the quarterly target.

Better diabetes and cardiovascular services
Waikato continues to perform steadily and the indicators show that the DHB will exceed the final target to achieve between 73 and 74 per cent. Diabetes management is the most difficult of the three indicators for DHBs to achieve sustained improvement in. This is because it requires appropriate diabetes self-management by individuals and because nationally performance is already relatively good. However, opportunities for improvement remain, particularly among poorer performing DHBs and for Māori and Pacific.

Sue Hayward, Director of Nursing and Midwifery
Better help for smokers to quit
Of all the targets this is the one we should and will be showing improvement on. We are working with Information Services to make changes to the clinical workstation smoking fields which will be compulsory to fill in. The ward clerks and nurses use this page when patients get discharged. There will be no excuses for not asking that simple question: "Do you smoke?"