



Women's Health

IMPLEMENTATION OF SERVICE REVIEW RECOMMENDATIONS

Good progress continues to be made.

Forums with staff and LMCs

We all enjoyed the afternoon tea on 5 May to celebrate International Midwives Day. We acknowledge those who were unable to be there due to flash flooding.

Staff and LMCs

Wednesday 11 May 2016

3pm and 4.15pm

Education room

Come along for an update on progress and to have an opportunity to provide feedback and ask Mike Grant and the team questions.

The service review reports, updates and work programmes can be found here:

http://www.midcentraldhb.govt.nz/HealthServices/Women_sHealth/Pages/MS-Review.aspx



WH Outpatient Clinic

As previously updated we are currently looking at options for both short term changes and then looking at longer term options to make the most of available space for both Obstetric and Gynaecology clinics. Clinic staff have met and looked at how they currently work, how the immediate future looks and how clinics will run to best match the model of care delivery to the facility. These meetings will continue to ensure all clinics and options are explored, before a decision is made regarding facility changes.

Maternity Clinical Information System

Roeland de Vries, our project manager for MCIS, is well underway with his assessment of the current state of the Maternity Clinical Information System (MCIS). Roeland is preparing an assessment report that will identify the issues, recommendations and plan of action to improve MCIS. This will also include the improvements planned in the next major upgrade of the system software (Version 10). Roeland has also been coordinating testing the upgraded software, due for release at the end of May. We are aware that other DHBs are facing challenges with MCIS, with Counties Manukau DHB returning to paper clinical records until the system is improved. We want to understand how Counties Manukau came to that decision and will be giving careful thought to what actions we should also take. In the meantime we are committed to the programme of improving MCIS, supported by the action plan Roeland is developing.

Special mention should be made of two key staff who have shown huge commitment and good will through the months of MCIS development and implementation, Sandra Turner, System Administrator and Jane Stojanovic, Charge Midwife, Horowhenua, have both excelled in supporting staff over this time.

Working Group

The Working Group is now well established, meeting weekly. They have identified key stakeholders, both internally and externally. They are currently drafting a comprehensive communication plan to give everyone an opportunity to participate in the improvement work. You are welcome to contact the Working Group members directly:

- Catherine Marshall (Chair) - 027 412 8609
- Robyn Williamson: Service Manager
- Jayne Waite: LMC Midwife
- Kelly Wylie: Consumer Representative
- Dr. Steven Grant: Acting Clinical Director
- Dr. Sarah Machin: Obstetrician
- Julie Rob-O'Connell: Iwi Maori
- Barbara Ruby: Quality Coordinator
- Amanda Rouse: Core midwife, MQSP Coordinator
- Diane Hirst – Charge Midwife - 021 951 190
- Nicholas Glubb: Operations Director

We welcome your feedback and ideas.

Staffing Changes

Clinical Director Update

Digby Ngan Kee has returned to a Specialist Consultant Gynaecologist position for Women's Health. His knowledge, skills and expertise are greatly sought after and having him more available clinically will provide a real benefit to the women in our district. We wish to express our appreciation to Digby for his commitment and hard work as Clinical Director for the Regional Women's Health Service.

We are committed to an inclusive process of appointment to the Clinical Director position. This is a key position in our service and we are committed to find the best candidate. It is currently being advertised on the Hardy Group International website:

<http://www.hardygroupintl.com/>

Acting Executive Director of Nursing and Midwifery

Leona Dann left on 26 April to take up a national role with the Health Quality and Safety Commission. Michele Coghlan is the Acting Executive Director of Nursing and Midwifery while recruitment to this position is undertaken. Michele is working closely with Diane Hirst and other midwifery leaders during this time.

Work Programme

Maternity Quality & Safety Programme (MQSP)

The work required for a successful MQSP programme has been incorporated into an overarching strategy going forwards. MQSP is underpinned by the Maternity Standards, the Referral Guidelines, Service Specifications, Clinical Indicators and quality improvement activities that culminate in a comprehensive published Annual Report. Our framework for MQSP and service improvements are based on:

- Safe Care
- Experience of care
- Effectiveness of Care
- Key projects

Workstream Development

25 initiatives and 70 actions arose from the service review recommendations and align with the MQSP. We chunked these into eight manageable work streams that enable team-based partnership and a "connected" approach. Many of these work streams,

once the recommendations from the review have been met, can and will continue into the future.

This work continues to be aligned with the MDHB Strategic Imperatives, identified in the new strategic direction, namely:

Quality and Excellence by Design, Partner with People and whanau to support health and wellbeing, Connect and transform primary community and specialist care and Achieve equity of outcomes across communities.

1. Safe Staffing
All aspects of workforce, roles, responsibilities, education, and training
2. Facility Improvements
Improvement to our clinical environment to improve and enhance care
3. Governance and leadership
Organisational structure, clinical governance, MOU with Whanganui DHB
4. Quality and outcomes
Quality Improvement processes such as audits of care, incident analysis, care reviews, acting on learning points and improvement plans. "Closing the loop"
5. Consumer Engagement
Partners in Care Programme, Tuia Framework (Responsiveness to Maori), Information/Education, improved feedback processes and actions, and improved responsiveness generally
6. Stakeholder Engagement
Improving relationships and interface with internal and external service providers (including LMCs) contractors
7. Guidelines
Comprehensive review and streamlining of guidelines and policies, incorporating audit tools and parent information. Ensure they are easy to find and easy to use.
8. Annual report to Ministry of Health
Improving data analysis, national benchmarking and accountability.

We invite you to be involved in work stream activity.

Root Cause Analyses

Catherine Marshall is working with the recommendations from the thematic analysis that was undertaken following the adverse events in 2014/15. This will be completed by the end of May 2016.

Maternity Consumer Feedback

Every month women have the opportunity to feedback to us regarding their experience of care within our service. The survey covers:

- Whether care met expectations
- How involved women were in decision-making
- How much women trust and have confidence in staff caring for them
- Whether information given was helpful
- What went well
- What could be done better

Women's comments help us understand how women experience their care. Feedback is usually positive.

We want to improve feedback mechanisms generally to better reflect our population to be more responsive to needs.

Baby Friendly Hospital Initiative

Palmerston North maternity Services continue to have BFHI accreditation while we await the outcome of our latest BFHI Assessment that occurred in October 2015. There were three areas where we needed to supply further information. These were as follows:

- rooming in compliance not being 100%
- completed Staff education 78% with compliance being 80%
- incomplete data following the introduction of MCIS.

All additional information has been supplied, with some reauditing occurring and manual checking of data. We expect formal confirmation of our ongoing accreditation shortly.

Improvement Advisor Training

Za Vivian, Associate Charge Midwife, has commenced Improvement Advisor training with a week's course in Auckland. She will be undertaking a project focussing on reducing stillbirths by raising awareness of the need for women to monitor changes in baby movements in pregnancy, and acting immediately on any changes.

Thank you to Barbara Ruby (Quality) for mentoring Za through this challenging course.

Referral Guidelines and Service Specifications

Please note the invitation at the bottom of this letter regarding two forums on the use of referral guidelines and the maternity service specifications. It's all about our commitment to improve communication and collaboration in the interests of the women in our care.

The forums are on 19 and 26 May, 2-4.30pm at the Crossroads Church

Team Development for our Clinical Leadership

Team Building/Development for senior medical, midwifery and clinic staff will occur on 1st and 2nd of June. This includes the new ACMs and the aim is to improve working relationships by focussing on how a high functioning team works best. Thank you to the staff working those days to enable this to happen.

YOU are invited to

Providers of maternity care FORUM

SERIES ONE

Improving communication

Using Referral Guidelines & Service specifications

19 May

&

26 May

2-4.30pm

Crossroads Church

Afternoon tea provided

Looking Forward

Over the next few weeks we will be:

- firming up the work stream and inviting your help.
- engaging with consumers, Maori and stakeholders
- meeting with the key departments that interface with maternity services: Anaesthetics/theatres, Child Health, Diabetes, Orthopaedics, and Maternal Mental Health to strengthen interdepartmental relationships.
- presenting a comprehensive communication plan for staff, service providers and users of the service.
- finalising the assessment of the MCIS and the action plan to improve the system
- addressing the Root Cause Analysis recommendations for the six adverse events and the changes made are lasting
- confirming the changes we will make to the Women's Health Outpatient Clinic
- addressing issues with interpretations of the model of NZ Maternity Care.

Thank You

Celebrating International Midwives Day gave me an opportunity to reflect on the strengths of our Maternity Service. Of course, other clinical and support staff all contribute with midwives to the great care we provide day in day out.

In the last couple of weeks we have received feedback on a number of occasions reflecting on good care and great collegial team work. It gives us a window into the improvements we are making and that our shared efforts are bringing results. Well done everyone.



Mike Grant
General Manager, Clinical Services & Transformation



**Clinical Director, Women's Health
MidCentral District Health Board**



- > Strategic clinical leadership focus
- > District-wide influencer
- > Excellence and quality emphasis
- > Picturesque pastoral region of New Zealand, based in Palmerston North

MidCentral District Health Board (MDHB) is offering a unique opportunity to join its senior management team as Clinical Director, Women's Health. MDHB is fast becoming a high performing health system with a vision of "quality living – healthy lives – well communities". Emphasis is on increasing the involvement of the community, providers, social sector agencies and other stakeholders in achieving this vision through integrated whole-of-system models of care and services to meet the healthcare needs of the communities MDHB services. MDHB offers specialist regional services to a population of 540,000 and is responsible for ensuring the district's core population of 162,500 has access to a wide range of health and disability services.

Reporting to the General Manager Clinical Services and Transformation, you will be responsible for developing and implementing the strategic service direction and clinical leadership of Women's Health across MDHB, working in collaboration with the Operations Director and the Nursing, Midwifery and Allied Health Directors.

As MDHB embarks upon transformational change, to be successful in this role you will be an experienced, yet contemporary Obstetrician/Gynaecologist leader. You will combine excellent leadership and people management skills with the expertise and desire to teach and grow a young senior medical officer community to embrace contemporary models of integrated care. Leading a team of 7 Senior Medical Officers and 14 Resident Medical Officers in the effective and efficient delivery of women's health services, you enjoy building and maintaining key stakeholder relationships, have proven expertise in multidisciplinary care and have a passion for excellence and quality in service provision. You aspire to lead a high performing team creating an environment

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conducive to excellence in clinical care. You lead by example and this role enables you to split Clinical Director duties with clinical duties as a Consultant.

Palmerston North city (the ‘Oxford’ of New Zealand) boasts a vibrant tertiary student population with Massey University (which has campuses in Palmerston North, Wellington and Auckland) the Universal College of Learning and high quality public/private schooling available. This role offers significant career challenges while enabling you to enjoy lifestyle, and access to outdoor recreation.

To apply you must be eligible for registration as a Specialist with the Medical Council of New Zealand.

For a confidential discussion please contact **Principal Consultant, Michael Guerriero** on **+61 02 9900 0107** or **+61 (0) 431 460 846**.

Before applying please obtain selection documentation by emailing abrownjohn@hardygroupintl.com quoting reference **H16_2260**.

Application Closing Date: Friday 10th June 2016