



**Annual Report**  
**2017-2018**



**waiheke health trust**

*kaitiaki hauora o waiheke*

# About Us

The Waiheke Health Trust (WHT) is a community based charitable trust incorporated under the Charitable Trusts Act in April 1992 (Charities Services Registration No. CC28036) to provide publicly funded community healthcare services to the people of Waiheke Island. WHT owns and operates Waiheke Health Limited (Ostend Medical Centre) which is also registered under the Charitable Services Registration No (CC552270).

WHT upholds the principles of the Treaty of Waitangi and interprets health as a taonga of all people. The Trust also takes pride in valuing a strength based, person-centred culture and model. The Trust is uniquely able to provide a well coordinated multidisciplinary approach to complement a person's existing strengths and goals, and to support building the capacity of people in proactive and sustainable ways.

Managed by a Board of Trustees, the WHT provides community health services including Home Support, and Allied Health services (Occupational Therapy, Physiotherapy, Podiatry, Dietetics, Speech Therapy and Social Work), Meals on Wheels, Tamariki Ora Well Child services (Core and B4 School checks; immunisation and vision and hearing testing), Specialist Community Nursing and Palliative Care, as well as GP, Practice nursing, and primary health care services from Ostend Medical Centre which is a member of the Auckland Primary Healthcare Organisation (PHO).

## VALUES

To provide the best possible community healthcare service to all people living on or visiting the Island, ensuring that all aspects of our services embody the Treaty of Waitangi.

## MISSION STATEMENT

To provide quality integrated Health Care on Waiheke Island

## TIKANGA CORE PRINCIPLES

Kaitiakitanga: work as guardians in client care with passion and advocacy

Whanaungatanga: collaborate as a team to support our community

Manaakitanga: care and respect for people regardless of age, gender or ethnicity

Pukengatanga: encompass ongoing learning and development to

### Waiheke Health Trust

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### Ostend Medical Centre

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Telephone: (09) 372 5005 Fax:(09) 372 7056  
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# Message from the Chair

Tena koutou.

The past twelve months has been a challenging time for the Waiheke Health Trust. Our poor financial result for the year means the focus for the immediate future is to return to a stable financial footing and ensure long-term sustainability as well as exploring and creating viable revenue opportunities.

Julie Cairns took up the General Manager position in July 2017 and has had to steer the organisation through some unsettling change; the decision of the RDNS organisation to withdraw its contract for Home Support services from the Trust in December 2017 and provide the service itself, saw the departure of approximately 30 committed staff members and a collaborative team culture built up over a number of years. The RDNS Home Support contract also represented a significant revenue stream, the loss of which is still being felt.

Additionally, and while the Board was hopeful that extending the radiology services on the island and employing a full-time permanent radiographer would meet the needs of our community and simultaneously improve revenue, actual uptake of the service has been disappointing. This could be attributed in part, to the fees some patients are required to pay, and/or the misperception that our radiology fees are more expensive than those charged in the city.

The recent national District Health Board nurses strike and subsequent settlement with the government will inevitably have repercussions at a community level and the Board will need to address the pay rates of our specialist community nursing team and practice nurses. To date, the government has not indicated its intentions towards the primary care sector in that regard. However, the Board is especially proud of the excellent standard of care provided by our nurses and conscious that the annual CPI increase allocated through the District Health Board does not adequately close the substantial gap between the wages of hospital based and community nurses.

Earlier this year the Ostend Medical Centre, managed by our new practice manager Ellen Sumpter, bid farewell to Nurse Lead Deena Mear and Doctors Rob Kay and Graham Starkey. As the Nurse Lead, and a member of the Board for a short period, Deena was highly regarded. We wish her well in her new career in Alice Springs. We are also grateful to senior practice nurse Rachel Falconer

for stepping into the Nurse Lead role whilst we look to recruit Deena's replacement.

Similarly, Rob Kay has served the Waiheke community as a permanent full-time GP since 2010 and Graham since 2017. The Board is appreciative of their support, particularly during times of doctor shortage when Rob, Rebecca Potts and latterly, Graham Starkey carried the senior GP workload for the practice.

We recently welcomed new doctors Ciaran Edwards and Karolina Lewandowska and their families to Waiheke and to the practice. Their arrival and that of Dr Ken Caldwell in November 2018, means that we will have capacity to enrol new patients and share the GP workload, particularly over the holiday period. Management is also encouraging patients to take up the on-line portal through the revitalised Ostend Medical Centre website. The portal has been set up to enable non-acute patients to book their own appointments in advance.

Over the past year, Deputy Chairperson Ed Schuck, fellow trustee Maree Gbrin and myself have worked with our management team and that of the Piritahi Hau Ora Trust on a joint project seeking funding for a single urgent after-hours service for the island. Whilst this work remains under completion, the project was an opportunity for the two organisations to work together towards a common goal. The Board is optimistic that this project will be the first of further joint initiatives leading to a more integrated health service for Waiheke.

Despite the changes across the organisation, all staff have continued to show commitment and professionalism in their care and support for those in need in our community. The Board acknowledges and is most thankful for your dedication.

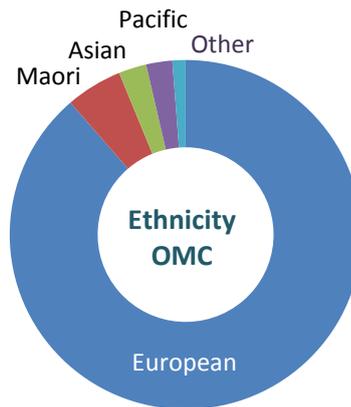
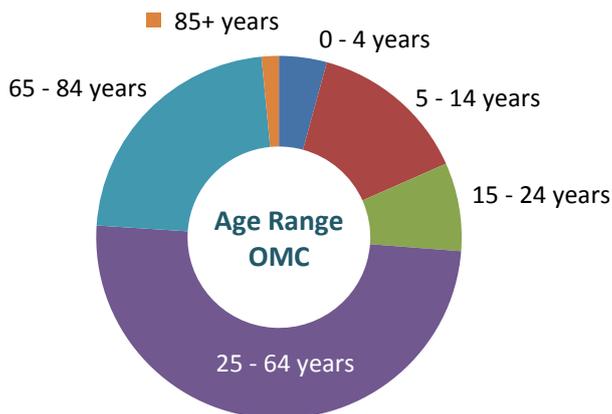
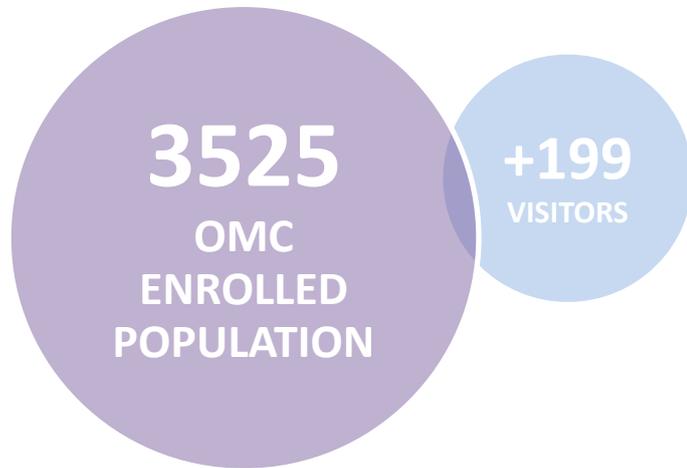
I also thank my fellow Board members for the voluntary time and effort they provide to support the staff and clients of the Waiheke Health Trust and for the support shown to me this past year.

Finally, I must acknowledge Waiheke resident Sharon Adrichem who has donated many hours of editorial expertise into the compilation of this report. We are grateful for this gift and hope that the new format provides an interesting and insightful view into the work carried out by the Trust on behalf of our island community.

Nga mihi

Vicki Montgomery  
Chair Waiheke Health Trust  
November 2018

# Our Community



# Our Teams

The Waiheke Health Trust has a large island-based workforce. The majority of employees choose to work part time in order to achieve a work-life balance.

- Waiheke Health Trust:
- General Manager 1
  - Accounts Manager 1
  - Quality Coordinator 1
  - Admin. Coordinators 2
  - Medical Radiation Technologist 1
  - Home Support Service Manager 1
  - Specialist Community Nurses 3
  - Occupational Therapist 2
  - Community Health Assistant 1
  - Well Child / Tamariki Ora Nurse 1
  - Social Worker 1
  - Home Support Workers 18

- Ostend Medical Centre:
- Practice Manager 1
  - Nurse Lead 1 (resigned March 2018)
  - General Practitioners 5
  - Nurses 7
  - Reception/Admin 4

**WHT & OMC**  
50 staff  
100% part time

**WHT**  
32 staff  
+ 3 casual

**OMC**  
18 staff

**5 GPs**  
8 Nurses

GPs from L-R: Rob Kay, Ciaran Edwards, Rebecca Potts, Karolina Lewandowska and Graham Starkey (resigned 2018)  
Nurses from L-R: Fiona Hailstone, Rachel Falconer, Linda Hodson, Deena Mear (resigned 2018), Marilyn Low, Stephanie Brunetti & Claire Stinton



# Our Services

<b>Primary Health Care (Ostend Medical Centre)</b>	General Practitioner and Practice Nurse Consultations Women's Health Services Diabetes Checks Care Plus Consultations Immunisations and Vaccinations Cardio-Vascular Risk Assessments and Management Palliative Care Sexual Health Mental Health Consultations School based GP Clinics Skin Clinic - Skin checks, biopsy and removal of skin lesions Public Health Education
<b>Community Nursing</b>	Specialist Community Nursin ACC Nursing Continence Assessments and management Ostomy Assessments and management Enteral feeding management Specialist Palliative Care
<b>Tamariki Ora Well Child</b>	New-born and Infant Developmental Health Checks (4 weeks - 5 years) Plunket B4 School Checks Pre School and School based Immunisations Vision & Hearing testing(B4 School and Yr 7 children)
<b>Health Promotion &amp; Coordination</b>	A range of initiatives run in association with other organisations and the PHO on the Island aimed at promoting a well informed and healthy community.
<b>Occupational Therapy</b>	Assessments, prescription of equipment, functional adaptations and housing alterations.
<b>Radiology</b>	General x-ray services. Extended hours over summer for 6 weeks (January to February).
<b>Social Work</b>	Support, coordination, navigation and counselling for individuals or families experiencing issues which impact adversely on their lives.
<b>Home Support Service</b>	Home based personal care and household management aimed at enabling individuals to maintain maximal independence in their homes. Includes ADHB short and long term support, MOH Disability, ACC and Veterans funded services. Privately funded services are also available.
<b>In Home Strength and Balance Falls Prevention</b>	Aims to reduce injury-related falls in people aged 65 years and over to reduce hospitalization and ACC injury claims due to falls or fragility fractures. Prevention of falls is possible through a range of different interventions, particularly those involving strength and balance training in homes.
<b>Dietician</b>	Sub contracted service, providing nutritional and dietary support and advice.
<b>Physiotherapy</b>	Sub contracted service with Waiheke Physiotherapy. Provides non-ACC assessment, treatment and rehabilitation programmes.
<b>Podiatry</b>	Sub contracted service with Food Mechanix.
<b>Meals on Wheels</b>	Sub contracted service providing home-based foot-care services for high risk clients.
<b>Speech Language Therapy</b>	Sub Contracted Service providing interventions to enhance speech, communication and swallowing function.

# Governance & Leadership

BOARD OF TRUSTEES Vicky Montgomery (Chair), Ed Schuck (Deputy Chair), Kitty Tuari (Maori Rep), Beth Johnson, Maree Grbin, Sandy Letchford and Mandy Hudson.



Pictured from Left: Deena Mear (resigned 2018), Sandy Letchford, Kitty Tuari, Vicki Montgommery, Ed Schuck and Maree Gribin.

## MANAGEMENT TEAM 2017/18



General Manager  
Julie Cairns



Accounts Manager  
Brett Keyworth



OMC Practice Manager  
Ellen Sumpter



Quality Coordinator  
Rachel Cullens



HSS Manager  
Darlene Goodwin

## BANKER

ASB Bank Waiheke Island

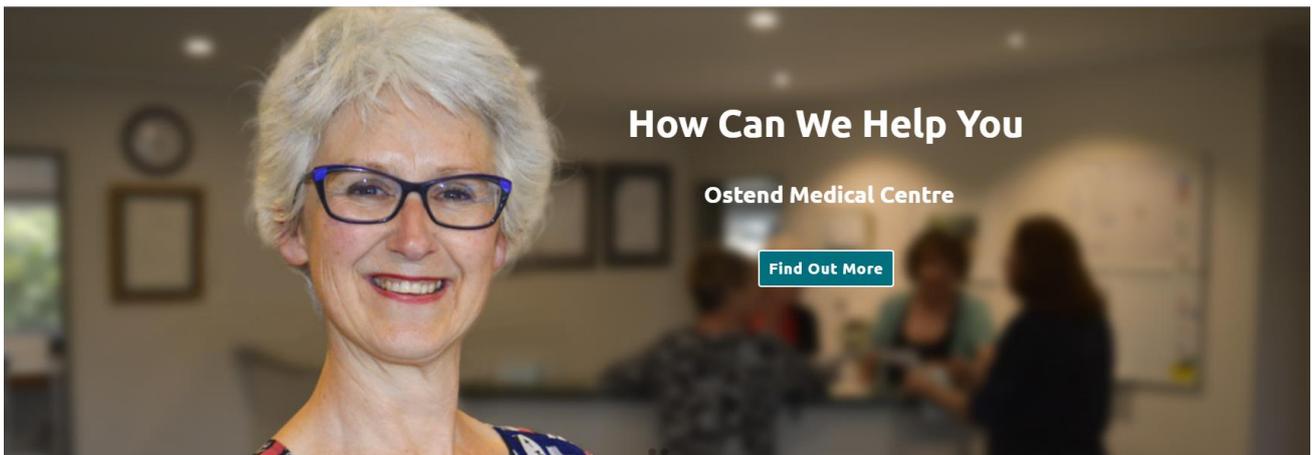
AUDITOR/ACCOUNTANT William Buck Audit (NZ) Ltd  
Level 4, 21 Queen Street  
Auckland CBD 1010

## SOLICITORS

Hauraki Gulf Law  
Belgium Street  
Ostend, Waiheke Island

Castle Law  
Wharf Road  
Ostend, Waiheke Island

# Achievements & Highlights



## Our New Websites

Two new websites were developed in 2018 providing the Trust with a new online presence. Created by Purple Dog Design, the sites provide a user-friendly informative platform allowing regular communication with the community. We intend to use the website and social media networks e.g. Facebook, to promote WHT and OMC activities and publish relevant news stories, and health information.

The Waiheke community is very connected through social media and we note how readily responses are made to our post updates. The positive and informative comments by the community help us understand the needs of our community.

## Expanded Radiology Hours Trial

The Radiology service is currently available 3 days per week (Monday/Wednesday/Friday). The service responds to requests from GPs and community providers such as Physiotherapists and Chiropractors.

A 5-week trial extending the clinic to 5 days a week was undertaken over the summer season of 2017/8 as there is a large influx of people to the island. The 40% increase in availability resulted in an increase of 10-15% referrals and 20% increase in examinations during the trial period, confirming that an expanded service over the peak season is viable. It was noted that potential clients were unaware of the service and therefore constant reminders to the community are necessary. Analysis of the regular activity by month for the last three years however indicates fluctuating demands for the service in the months outside the peak season.

## Specialist Community Nursing

The Oneroa Accident and Medical Centre presented flowers and gift vouchers to our community nurses to thank them for having the nurses accompany them on their client rounds. The nurses gained valuable insights into their role and the demands and needs for community services.



WHT Specialist Community Nurses receive koha from Oneroa Accident & Medical Centre. From Left: Nurses Catriona Foster, Erica Wright and Claire Barrett.

## Participation in Waiheke High School Career Taster Week and Gateway to Work Programme

WHT worked together with the Waiheke High School Career Advisor Tanique Deacon to provide work experience placements for 5 final year students across the Ostend Medical Centre, specialist community nursing, and occupational therapy services. The students expressed an interest in exploring careers in Health Sciences and the experience of working alongside Trust staff provided them with invaluable insights into the day in the life of a health professional on Waiheke.

Radiology hosted Alex Toft, the Gateway Student who worked for two days shadowing Rachel Cullens (MRT) in X-Ray, assisting with set up and positioning of x-rays, learning about the equipment and types of injuries or pathologies that can be detected. Alex has a keen interest in neurology, so time was spent discussing functional MRI imaging as well as studying angiographic images, showing blood supply to the brain and heart.

"one of the growth industries I'd like to promote is health"

Tanique Deacon  
Waiheke High School  
Career Advisor



In addition, WHT staff will be participating in a subject selection day for Year 10 students in August. The idea for this day is to profile some growth industries and then let students discuss their career subject ideas with staff, before selecting subjects for Year 11.

Occupational Therapist Kamalesh Lovegrove discusses aspects of his work with high school student Helena Crawley.

## Fundraiser

In conjunction with Rotary, an evening event was held at Stonyridge Vineyard in September 2017 resulting in \$15,000 being received by the WHT. The funds were used to support the expansion of the x-ray services over the summer months on the island. The Trust has formed a new marketing and fundraising group, chaired by Board member Beth Johnson, which will oversee communications, promotion of our services, and coordinate fundraising activities.



Presentation of Rotary Cheque. From Left: Janet Marsden (SCN), Summer Elvy (Occupational Therapist), Kim Goulder (HSS Coordinator), Vicki Montgomery (Board of Trustees Chair), Julie Cairns (WHT General Manager) and Steve Fabris (Rotary).

## Donations

A number of donations have been received from clients and families in appreciation of the care and services we provide, including a substantial donation from Sybil Churton's Estate. In total we have received an incredibly helpful \$7000 and these funds will be used to purchase equipment that supports the work of our staff and the Trust. Some of the funds will be earmarked for specialist equipment used by the Occupational Therapists, Radiology and Home Support staff to provide safe care to clients in their homes.



The Trust has also received donations of equipment including an electric buggy from Rotary and a wheelchair from Robert Nicholson that is now used in Radiology. Radiology also received a donation of decommissioned equipment from the Radiology Department at Nelson Marlborough DHB. A near new touch screen, high resolution monitor and new x-ray cassettes have ensured we will retain image quality on the system for longer.

Left: Sue Ivory accepting the donation of the wheelchair from David Black on behalf of Robert Nicholson.

Right: Rachel Cullens, MRT with donated radiology monitor.

## Appreciation

The Trust receives many expressions of appreciation and positive feedback from our clients, whanau, and the community. In particular, our Palliative Care service provided by the Specialist Community Nursing team in conjunction with Hospice, GPs, and all of the Home Support and Allied Health professionals on the island is of enormous value to those that use it. Being able to offer Waiheke residents high quality palliative care with the option of spending their final days in their own homes surrounded by whanau and loved ones, is something that many people hope for at the end of life and that the island community can be very proud of. The Trust constantly receives feedback about the positive impact that this has on what can otherwise be a stressful and extremely sad time.



The Trust also receives a great deal of positive feedback from clients and whanau who benefit from the Home Support team, especially elderly often isolated residents on the island. Many of these residents are receiving a number of the Trust services – Home Support, Community Nursing, Allied Health and Meals on Wheels. All services are coordinated to ensure that people are supported to regain and maintain their independence, and as a result are able to remain on the island in the security of their own homes for as long as possible.

Ashley Wright, the father of one of our community nurses Erica (pictured right) with Kim Goulder (HSS), shows his appreciation by bringing the staff a morning tea to thank everyone for caring for his wife June (Erica's Mum) prior to her passing.

## Volunteer Assistance



We are very fortunate to have the ongoing support of volunteers who tend our small gardens and carry out light maintenance. It makes the world of difference in our workplace for both staff and clients. The Trust is looking to expand on its volunteer program in the future and is seeking interest from the community to become involved in a volunteer capacity.

Left: Rick Owen, handyman, problem solver and terrific allrounder. Would you guess he's 82? Right: Anne Backhouse started looking after the St John's garden and extended her care to the OMC garden providing colourful cheer.

# Grants

The WHT is increasingly reliant on external sources of funding to improve services and implement new projects.

## Home Support Services Supervision Pilot Project – Waiheke Local Board (\$2191)

Waiheke Health Trust is constantly recruiting to the role of home support carer, and retention of staff is often challenging due to the nature of the work. Funds were successfully requested from the Waiheke Local Board to support the implementation of a supervision pilot program providing one to one clinical supervision for a group of home support carers over 12 months. The pilot commenced in August 2018 with six home support carers receiving supervision from the WHT Social Worker – Rozanne Gold. It is well documented that exposure to caring and supporting people's health and well-being places a heavy emotional burden on staff. This can impact negatively on their own health and well-being, and potentially compromise the quality of care provided. Workers are often isolated whilst working in the field, with no access to regular formal supervision, or ongoing professional development. The aim of the pilot will be to improve carer retention and satisfaction by assisting and encouraging them to develop skills and strategies to ensure their work is of the highest quality care, and continuity is provided for the vulnerable people they care for.

## Mobile phones – New Hope Grant (\$1098)

Our Occupational Therapy and Social Work staff now have access to mobile phones thanks to a grant from New Hope Trust. Mobile phones are a valuable support enabling staff to contact clients via text message. This is particularly useful for people who are hard of hearing, don't have email or prefer text communication. The phones also provide a mechanism for staff to be contacted whilst out on home visits; a safety device in the case of emergencies; a method of calling clients especially if the client is difficult to find or not answering the door; and to take photos to support the Ministry of Health, Charity Funding or Total Mobility Scheme applications for house modification and/or transport support.

## Occupation Therapy – ACC Investment Grant (\$900)

The ACC investment Grant is based on business size and we were very pleased to receive the maximum amount. The \$900 was put towards purchasing a Mo Lift (a standing hoist) that is used in the home to support mobility and transfer of clients safely.

## The Waiheke Housing Quality Initiative – Waiheke Local Board (\$4,500)

The Housing Quality Initiative is a pilot project to assess and improve the quality of client's homes. Housing quality can significantly impact on the health of occupants who are often unaware of or unable to access and afford housing improvements. Waiheke has a shortage of affordable houses (ownership and rental) and a failure to carry out routine maintenance frequently results in the loss of another affordable dwelling on the island. The project is based on learning from home upgrade projects throughout other parts of New Zealand and is being led by Nick Collins and Stephanie Cox (Occupational Therapist).

The Waiheke Local Board funded the initiative in the last financial year to quantify the need, develop a process of referral and assessment, undertake a number of assessments, provide self-help information and advice, investigate options for retrofitting and effect simple repairs. The project took considerably longer to deliver than the 12- month funding period and an extension was gained to achieve original objectives. An additional grant of \$4500 was awarded to develop and implement a sustainable strategy for the project including running a workshop. The workshop identified two key areas to focus on in the future. Firstly, to develop a community enterprise with the appointment of a community coordinator to continue assessments and apply for ongoing funding. Secondly, to develop community awareness and educational resources to better educate residents to keep their houses dry and well maintained.

## New Initiatives

### Skin Lesion Service – Rob Kay



Dr Rob Kay recently joined a practice in the city after working at OMC for 8 years. While Rob is no longer working with us in the capacity of a GP, he remains with OMC providing a weekly skin lesion clinic. Rob has completed further surgical training and is one of the ADHB trained GPs to provide local skin lesion surgery, so it is great to be able to provide this service and have Rob remain with the team in this capacity. He commenced the Waiheke Health Trust Skin Lesion Clinic on 8th March 2018. To date this has been very well received and we are able to offer skin checks, biopsy and removal of skin lesions. People are welcome to book in with Rob whether they are enrolled with the practice or not. We are committed to providing an excellent service and Rob has undertaken further surgical training for skin lesion management. Anyone wishing to see if they qualify for the free ADHB service should check in with their own GP who will refer you to ADHB surgical services. The surgeons at ADHB review all referrals and if accepted for treatment, Rob will be able to provide you with the required care through OMC.

### In Home Strength and Balance Falls Prevention Programme

The Trust and Waiheke Physiotherapy were successful in obtaining funding from ADHB to participate in the In-Home Strength and Balance Falls Prevention Programme. On Waiheke Island 18.6% of the population are over the age of 65 years. There is evidence for a range of interventions to prevent falls in the community, with strength and balance exercise programmes being strongly supported. Amongst the best supported programmes is the Otago Exercise Programme which reduced falls by about a third, and by around half in the highest risk groups i.e people aged 80 years and older with a history of falling. The ADHB Falls Prevention Programme aims to reduce injury-related falls in people aged 65 years and over, to reduce hospitalization and ACC injury claims due to falls or fragility fractures. Physiotherapists identify clients who are eligible, individually assess, prescribe and oversee a home-based strength and balance programme. Referrals to the programme come from a wide range of community and clinicians including self-referral, GP, HCSS, or ADHB for clients eligible for the programme.

The programme is led by Alexa Cridge at Waiheke Physiotherapy. Seven clients have been enrolled in the programme since it commenced in February 2018.



Clients using the pilates equipment at Waiheke Physiotherapy.

## Veterans Home Support Service



WHT has been successful in obtaining a contract with Health Care NZ to provide services to veterans on Waiheke. The services provided to veteran residents relate to household management and includes cleaning, indoor window washing, laundry and basic meal preparation. In addition, monitoring general well-being of the veterans and referring any concerning changes to Veterans Affairs for further support if required. Ron Moloney, an island veteran was integral in working with the Trust to negotiate the contract with Health Care NZ.

Ron Moloney and Rochelle Montgomery (HSS Worker).

## Urgent and After Hours Business Case

The Waiheke Hau Ora Urgent and After Hours business case is a joint initiative between the Waiheke Health Trust and Piritahi Health Trust to develop an integrated, urgent and after-hours service for Waiheke Island. The two Trusts see this proposal as an important collaborative partnership for future integration of the two Trusts through Kotahitanga (unity in relationship), Whakaute (respect) and Whanaungatanga (relationship through shared experience). The urgent and after-hours service is currently delivered between the two medical practice – Ostend Medical Centre and Oneroa Accident and Medical Centre. Approximately 2000 people are seen after hours each year.

A number of issues were identified in 2010 when a review of After Hours Services was undertaken by Auckland PHO. These included:

- A disjointed and often confusing after-hours service as a result of being offered between the two medical centres on alternate weeks
- A lack of necessary clinical and administrative support staff for the GPs after hours
- Disparity of after-hours patient fees being offered between the two practices

A business case was presented to the ADHB GP Rural Alliance meeting in July 2017. A final submission will be submitted to ADHB Executive in January 2019.

## Information Communication Technology

	Mon 3 Sep 2018	Tue 4 Sep 2018	Wed 5 Sep 2018	Thu 6 Sep 2018	Fri 7 Sep 2018
<b>Dr Karolina Lewandowska</b> Ostend Medical Centre General Practice Can. Med. GP (Copenhagen, Denmark) English	8:45 AM 9:00 AM 9:15 AM 9:30 AM 9:45 AM more...	2:15 PM 2:30 PM 3:00 PM 4:00 PM 4:15 PM more...		9:00 AM 9:15 AM 9:30 AM 9:45 AM 10:00 AM more...	
<b>Dr Claram Edwards</b> Ostend Medical Centre General Practice MBChB Otago, BSc(Hons) Osteopathic Medicine, Pg Cert Science - Conservation Biology English		4:00 PM 4:15 PM	9:00 AM 9:15 AM 9:30 AM 9:45 AM 10:00 AM more...	8:45 AM 9:00 AM 9:15 AM 9:30 AM 9:45 AM more...	8:45 AM 9:00 AM 9:15 AM 9:30 AM 9:45 AM more...

The ConnectMed patient portal was installed in June 2016 to enhance access for registered patients to make their own appointments at times that are convenient for them. On average 90 appointments are being made per month using ConnectMed and 18% of the OMC population are enrolled to use the system. The ultimate goal would be to achieve 70% of clients making their own appointments on ConnectMed. The highest users so far are those between 35 and 55 years of age and 75% of the appointments are made by females.

# Quality

## Quality Coordinator Role

Deena Mear resigned from the Quality Coordinator role in March 2018. Rachel Cullens our Medical Radiation Technologist(MRT) was appointed to this role for 2 days per week from mid April 2018.

## Quality Safety and Risk Committee

A new Quality, Safety and Risk committee has been established with members from the management, nursing, GP and allied health teams. The committee meets bi-monthly with the purpose of overseeing quality improvement projects; client feedback; accreditation and audit processes; and policy and guideline development. There are currently nineteen quality improvement projects running across the Trust and OMC including projects around skin integrity monitoring, new infection control initiatives, data monitoring and documentation improvements.

## Preparation for WHT Surveillance Audit

WHT was recently audited for the Home and Community Support Sector Standard (NZS 8158:2012) and the Allied Health Services Sector Standard (NZS 8171:2005). The Trust changed auditors this year and Health and Disability Auditing New Zealand (HDANZ) will be undertaking ongoing auditing services. Rachel Cullens (Quality Coordinator) has worked tirelessly and enthusiastically alongside Julie Cairns(General Manager) and the rest of the staff to ensure that the Trust was well prepared for the audit.

## OMC Cornerstone Accreditation

In 2017 OMC successfully completed the third year of what is a 4 -year program for Cornerstone accreditation. This enables OMC to employ new graduate nurses and GPs, and be able to support a GP trainee in the future. Each year there are specific standards that build on the previous years. The fourth year of accreditation is 95% complete with endorsement anticipated by the end of 2018.

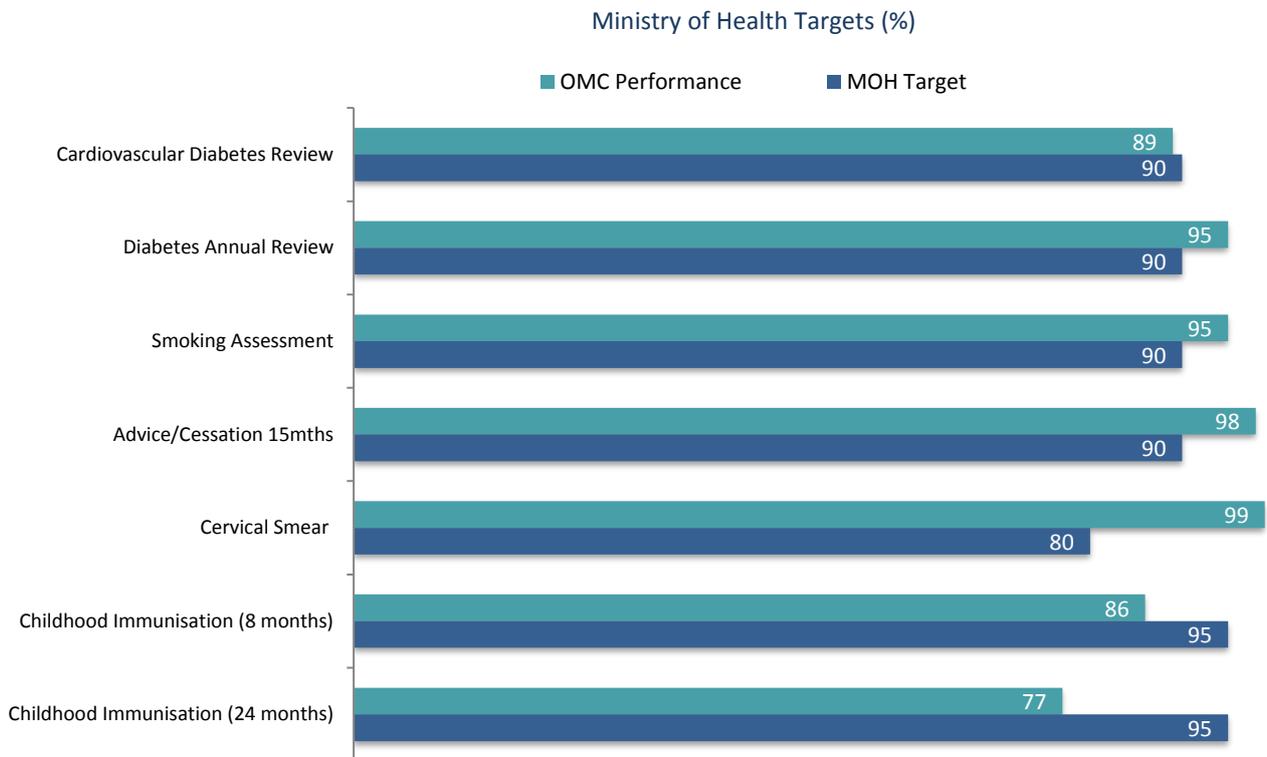
## OMC Safety in Practice

Safety in Practice is a new quality improvement approach aimed at reducing the number of events causing avoidable harm to people from healthcare delivered in primary care. The programme is a collaboration between Auckland and Waitemata DHBs using a range of tools, resources and continual learning. The two areas being looked at currently are:

- **Laboratory** – completed in 2018. The audit for laboratory follow up highlighted some areas for improvement which have since been implemented. Working alongside multiple general practices across the Auckland region and locally has provided a consistent approach to summarising laboratory results. Previously, different clinicians had unique follow up instructions, but now, all follow the same methodology. This creates a consistent approach across the practices and supports online viewing of laboratory results for patients (not yet available at Ostend Medical Centre but will be in place by 2019)
- **Medicine Reconciliation** – planned for 2019. This audit reviews patient hospital discharge summaries to ensure any changes to medications are recorded in the practice management system and required monitoring is recorded and in place. This audit will evaluate current systems and provide an opportunity to ensure they are sound and identify improvements if needed.

## Health Target Performance

We were pleased to have met or exceeded Ministry of Health Targets for the year with the exception of Immunisation rates. Further comment under Proactive Care.



# Education & Professional Development

## Nurse Led Clinics

The practice nurses at OMC attended a number of professional development sessions to further support their capacity to expand the nurse led clinic model.

Claire Stinton (Practice Nurse) along with Rebecca Potts (GP) attended a Women's Health update.

Claire Stinton and Rachel Falconer (Practice Nurse) attended a cervical smear update session. Attendance at both sessions allows us to strengthen our women's health focus in the clinic led by Claire Stinton.

Fiona Hailstone (Practice Nurse) runs the weekly diabetes clinic. She attended a diabetes update session to continue to expand her knowledge and practice in this area.

## Monthly Continuing Education Program

All Practice Nurses and GPs on the island regularly attend this programme which provides a variety of clinical topics for the island, including;

- Drug and Alcohol update
- Wound Care
- Insulin Initiation
- Youth Health
- Plaster casting
- Long Term Conditions
- Palliative Care

## Professional Development and Recognition Program (PDRP)

Professional Development and Recognition Programmes are overseen by the Nursing Council of New Zealand and are the framework used for ensuring nurses maintain their competence to practice. Catriona Foster (Specialist Community Nurse) completed her Level 2 PDRP in 2017. Rachel Falconer (Practice Nurse) completed her Level 4 PDRP – the highest level of clinical nursing prior to moving to specialist training, and demonstrates excellence in clinical, leadership and quality care.

## Nursing Entry To Practice (NETP) Programme

Mish Mani (Practice Nurse) was our new graduate nurse in 2017 who graduated from the NETP this year. The NETP programme is run by Waitemata DHB and provides a comprehensive training programme to support newly qualified nurses in their first role. For the OMC, we have found it to be highly successful and enabled Mish to reach level 2 PDRP moving from a beginning practitioner to a competent clinician. We are proud to have supported Mish through the programme and she is a valuable member of our nursing team.



From Left: Rachel Falconer, Mish Mani and Ellen Sumpter.

## Palliative Care

Catriona Foster (Specialist Community Nurse) is a member of the Waiheke Homecare Hospice Board and has a special interest in palliative care. Catriona will be attending the annual Hospice Conference in Auckland in September 2018. She facilitates the monthly hospice breakfast which is part of the Palliative Care Lecture Series hosted by Hospice New Zealand and the Cancer Research Trust New Zealand. These sessions are very well attended and there have been a number of prestigious speakers this year including:

Dr Sinead Donnelly (Consultant Internal Medicine, Wellington Hospital) – “Being exquisitely careful with the lives of others: the case against euthanasia and assisted suicide”.

Ria Earp (Chair, Te Rōpū Taki Māori, Hospice NZ) – “Ora, Mauri Mate: Reflections on developing models of palliative care for Maori”.

Wayne Naylor (Director of Nursing, Hospice Waikato) – “Managing complex wounds in palliative care: the principles”.

Professor John Swinton (Professor in Practical Theology and Pastoral Care, University of Aberdeen) – “Spiritual care for people with dementia”.

Dr Ross Drake (Consultant, Paediatric Palliative Care, Starship Hospital) – “Complex pain management: the old and the new”.

Lou James (Physiotherapist, Cancer Rehabilitation Trust) – “The benefits of physical activity for people with advanced cancer”.

## Post Graduate Education

Janet Marsden (Specialist Community Nurse) has undertaken a Post-Graduate Nursing paper relating to teaching and learning in clinical practice and is also responsible for the infection control portfolio.

Erica Wright (Specialist Community Nurse) is completing her Post Graduate Diploma in Health Sciences and is planning on enrolling in two nursing practicums next year to enable her to prepare for a Nurse Practitioner role on the island.

Rachel Cullens (Medical Radiation Technologist) is undertaking a post-graduate level Certificate of Proficiency at the University of Auckland. The certificate is in ‘Quality in Healthcare’ with an emphasis on strategies that enable individuals and services to implement and sustain performance improvement. Rachel aims to use the principles taught to lay a foundation and plan towards quality accreditation of the radiology service but has also been utilizing her learning in the Quality Coordinator role in preparation for the HDANZ audit in August. One of her first goals is to establish audit cycles for the Radiology service.

## Prime Training

Ostend Medical Centre provide emergency services after hours as well as St John Ambulance who take the first line calls from the community. All of our clinical staff are trained in PRIME (Primary Response in Medical Emergency) through a 5-day St John PRIME training course. This is an intensive week and the preparation significant. This year we ensured all our new clinical staff attended at the same time which provided an excellent opportunity for them to practice emergency scenarios together. Team work is essential in any emergency situation. All our attendees, Practice Nurse Manishma (Mish) Mani, Dr Graham Starkey, Dr Karolina Lewandowska and Dr Ciaran Edwards received excellent feedback, with some “first in the class” moments celebrated. Unfortunately, there were no photo opportunities due to the intensity of the course, but all came back ready to manage medical emergencies and feeling confident in their team work.

# Planned Proactive Care

## Complex Case Management

An island wide, multidisciplinary, case review meeting is held at the WHT fortnightly. Clinicians and support services from across the island attend the meeting. The specialist community nursing staff prepare the cases for presentation in collaboration with the doctors and nurses involved. These reviews provide the opportunity for feedback from the wider team with the aim of maintaining quality, improving performance and achieving learning objectives.



From Left: Rozanne Gold (Social Worker), Catriona Foster (SCN), Dr Ciaran Edwards, Kim Goulder (Home Support Administrator) and Kamallesh Lovegrove (Occupational Therapist).

## Diabetes Care

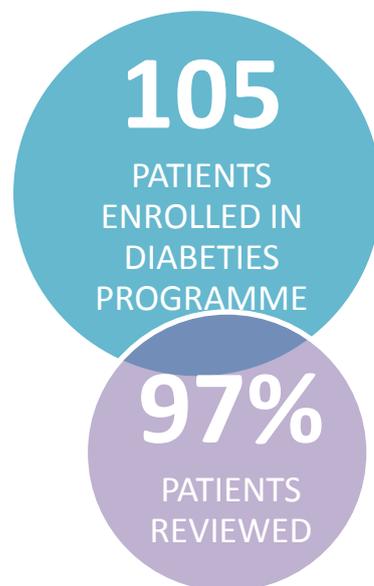
A nurse led diabetes clinic runs every week at OMC to undertake an annual review of people with diabetes (Types 1 and 2) and provide ongoing education and support around diabetes care and lifestyle (food choices, exercise and self care).

The annual consultation is free and includes blood and urine tests (checking glucose, cholesterol levels and renal function), checking patients feet for sensitivity and circulation, and discussion of results. Training to self-administer injections and self manage blood glucose testing is also undertaken along with advice, support and encouragement to follow a healthy lifestyle, diabetic diet and to exercise daily. Referrals are made to podiatry and retinal screening services if required.



105 clients are enrolled in the diabetes program of which 102 have had an annual diabetes review within the last 12 months.

Fiona Hailstone, Diabetes Nurse.



## Immunisation

Immunisation rates continue to be challenging for the school based population with very low uptake in particular for the HPV vaccination. Immunisation requires a separate project which will be undertaken by the OMC and island Well Child nurses together in 2019 to ensure we meet national targets.

Immunisation can prevent a number of vaccine-preventable diseases and the spread of diseases to vulnerable people. Diseases such as whooping cough and measles can be preventable through early immunisation.

## Cardiovascular Risk Assessments (CVD)

OMC is currently reviewing the model of care in order to achieve the new Ministry of Health eligibility and National Targets around Cardiovascular Risk Assessments. In 2018 the Practice Nurses and the GPs will be undertaking a review of all eligible clients who will benefit from screening and intervention plans.

## Cervical Screening

OMC has 3 trained nurses and 2 female GPs available to carry out cervical screening.

National policies and standards are followed and results provided to the National Cervical Screening Programme (NCSP). Women aged between 20-69 are on a recall system with most women advised to have 3 yearly screening. Some require more frequent screening depending on results as advised by the NCSP guidelines. They are reminded when their smear is due at least 3 times in a variety of ways including text, letters, phone conversations and when they visit the surgery. We follow up on every women's result in a way they choose and ensure that recommendations are followed regarding next screening or follow up with the GP.

At each appointment the nurse will take time to ask a series of questions which may highlight other sexual health issues, including menstruation, menopause, pregnancy, fertility, contraception and infections. They will arrange follow up as needed, such as blood tests, ultrasounds and GP consultations. The nurses work holistically and can discuss other health issues such as blood pressure, lifestyle choices, diet, exercise, smoking and alcohol cessation support.

Most women are entitled to free screening and for those who need to pay, the costs are kept low at \$20. Contact OMC for further information.

## School Clinic

Evidence has shown that young people do not readily access health clinics and a school health clinic is an essential link for these students to access health care professionals. The school health clinic is scheduled weekly during the school term at Waiheke High School. A GP and nurse provide health care management as well as preventative education and health screening.

The school clinic is relaxed, friendly and youth focused. The consultations are private and confidential which is important to the students, however parents may accompany their child. The clinic has served to strengthen the relationship between both island Medical Centres and the High School.

For the 2017 school year the GP provided 1545 consultations.

89%

CVD PATIENTS  
ASSESSED

1269

CVD  
REVIEWS

995

NUMBER OF  
WOMEN  
SCREENED

99%

ELIGIBLE WOMEN  
SCREENED  
(exceeding MOH  
Target of 80%)

"The service  
and people are  
both great and  
helpful :- )"

STUDENT QUOTE

1545

NUMBER OF  
SCHOOL CLINIC  
CONSULTATIONS

"I feel having a  
health clinic and an  
available doctor benefits  
the students with issues  
that they have that they  
don't have time to deal  
with outside school"

STUDENT QUOTE

# Allied Health Services

## Occupational Therapy

2017 saw significant changes in staff in the OT Service. Summer Elvy left the island for a full-time position in Auckland in vocational rehabilitation. We were very pleased to have an experienced occupational therapist who lives on Waiheke Island apply for her position. Kamalesh Lovegrove brings with him experience in mental health and team leadership which we hope to utilise as we expand the service to meet the needs of the population.

Following the changes within the home support service a review of the Occupational Therapy Assistant(OTA) position was undertaken. It was identified that a clinical support position covering a wider range of allied health services would be of more benefit. As a result, a new Community Health Assistant(CHA) role was created and Kim Goulder was successfully recruited from the home support team.

Kamalesh Lovegrove has undertaken training to become accredited for equipment and basic housing modifications. He has also attended training to gain accreditation for provision of wheelchairs and seating equipment. Stephanie Cox continues with her PhD studies and has had a publication accepted for an international journal. Her professional development plan was recently audited by the Occupational Therapy Board and given a positive review. Stephanie attended a session at the Piritahi Marae regarding Maori perspectives on health and continues to participate in bicultural training through AUT.

Referrals have significantly increased in recent months, in part due to a positive working relationship with the coordinator of the RDNS service. Regular liaison regarding the needs of these clients has seen us working towards effective partnership with this service. We have also met with support workers through a social event and in people's homes and continue to try to streamline referrals to our service. Although the RDNS system requires support workers to communicate via a formal referral process, we have advised that we can support self-referrals in order to make this a less complex process.

The Occupational Therapy service became involved in a number of community projects for older adults. This involved meeting with the Local Board and other members of the community at the RSA to determine their needs. The need for enhancing digital literacy was highlighted and it is pleasing to see Waiheke Literacy now providing cell phone and computer training. A joint project with Piritahi Hau Ora has been initiated and a funding application submitted to Lotteries to collaboratively implement an evidence based cognitive stimulation programme for people with early cognitive decline. Stephanie has been involved in the Housing Quality Project, including a recent think tank day involving key members of the community and local board. Kamalesh has been involved in providing education to the Waiheke High School students about Occupational Therapy as a career. We hope that this will be fruitful and we will have more BHSc students looking for placements with us in the future.

## Physiotherapy

Patient referrals and subsequently patient contacts have risen in the past year. This is in part due to the improved communication between health providers on Waiheke and an increase in awareness of physiotherapy services offered locally.

The number of patients referred for outpatient physiotherapy treatment has risen more than those requiring domiciliary visits. The removal of a historical contract clause restricting funding to CSC holders only, has contributed to this, but also resulted in improved access for all Waiheke residents who would otherwise need to travel to Auckland city to seek funded treatment.

In order to meet the expected contract numbers for the year, treatments have had to be prioritised. As the island's population grows, and with a definite increase in the ageing population, demands on physiotherapy services are increasing and the ability to provide adequate services within the limited resource available is becoming increasingly challenging.

An up to date comparison of referral and treatment numbers to outpatient physiotherapy and domiciliary services in relation to population size between a comparable Auckland and Waiheke cohort, would help show how realistic the current contact targets are.

## Dietetics

Jo Pannabecker started in the role in March 2018, and has thoroughly enjoyed the connection with the Waiheke community. Jo believes that the layers of interactions between staff and clients produces a more integrated approach to care which is of benefit to clients. Clients seen in the service have a wide range of needs, and Jo collaborates with other WHT staff such as nursing and Speech Language Therapy to provide additional expertise and effective coordination of care.

Clients seen to date are either very mobile, travel to the city for work and health care on a daily or weekly basis, or they are confined to the island, and rely heavily on local amenities and services. The latter group seem to be indigent or elderly, and therefore generally more vulnerable to experience financial hardship and/or poor health.

## Home Support Services

Our Home Support Service underwent a significant change this year due to the RDNS decision to retract the contract for the provision of home support services for people over 65. As a result, the service saw the loss of approximately half of its workforce and many hours of home support services that the team had been providing to this group in the community. This was a very challenging time for everyone concerned as relationships between the clients and the support workers and the Trust were long standing and there was a strong sense of loss related to the transition process. We would like to thank all the home support staff who made the transition to RDNS for their valuable contribution to the service and also to Darlene Goodwin, the Home Support Services Manager who oversaw the transition process.

The Trust continues to provide excellent home support services through the other contracts that we have. The Ministry of Health Disability Support Services contracts the Trust to provide home support for people under the age of 65 years with chronic long-term illness. Providing this level of support means that many people can continue to live independently in their own homes. Additionally, the Trust has a contract directly with ADHB to provide care and support for people who have been discharged from hospital. This is usually short term and designed to support patients during their post discharge rehabilitation from hospital.

The Trust also has an ACC contract through Geneva Healthcare, which represents a small proportion of the overall service caseload.

## Specialist Community Nursing Service

The Specialist Community Nursing team continues to strive for excellence and deliver a quality service in an environment of ever increasing complexity of care and tight financial constraints. The team works collaboratively across all of the island networks and these relationships have been developed over a long period of time. In particular, stronger linkages have been built with key partners such as Piritahi Hau Ora, Waiheke Homecare Hospice, the wider Multidisciplinary Team and the Royal District Nursing Service. These effective relationships enable provision of well coordinated care for island residents, and the fortnightly case conference, which is led by the team, is a great example of this work in action. We are continually looking for creative and innovative strategies to improve the care we provide and to promote a person-centred approach that supports people to build health literacy and self-management skills which then enables them to become active participants in their health and well-being. Continuous quality improvement underpins all our practice and in the last 12 months has led to improving our methods of documentation, identifying areas where we can strengthen a more comprehensive risk assessment, and identifying and managing ongoing challenges relating to providing care with individuals in diverse situations.

With an ageing and part time workforce it is important to build future flexibility and capacity within the organization to be able to respond to changes and diverse community needs. We would like to thank Rachel Falconer, Jessica Mead and Maureen Hardy who have joined the team this year in a casual capacity providing essential back up for annual leave, sick leave and study leave cover.

## Well Child Tamariki Ora

This year saw some major changes in the Well Child service with the resignation of Elle Sim our long standing Well Child nurse. A recruitment drive was commenced and at the time of the writing of this report the role is still vacant. With the help of the wider Trust team, the OMC practice nurses, School nurse Maggie Lethwaite and Louise Goodall the immunization coordinator from Auckland PHO, we have been able to get the school immunisations completed. Elle has also very generously continued to provide a weekly clinic for the children core checks and B4 school assessments. We

would like to thank Elle for her commitment to the role over the past 7 years and her ongoing support during the recruitment process.

The Well Child Tamariki Ora nurse continues to organise, promote and provide the immunisation program at the Waiheke High School. A future improvement to be considered will be to ensure there is an equitable, ongoing HPV immunisation program for girls in school year 8 (or age 12 if not delivered in a school-based programme, and a catch-up programme for girls born on or after 1 January 1990, to increase the protection against HPV infections which lead to most cervical cancers.

## Radiology

Rachel Cullens was appointed to the Medical Radiation Technologist (MRT) role in November 2017.

In 2017 a total of 899 clients were x-rayed. This is a decrease on the previous year, possibly due to irregular staff cover of the service whilst the recruitment process for a new MRT was underway. It is hoped that with a permanent MRT now in position and available locum cover for leave, that numbers will stabilise and increase

Radiology is an essential component of the health service on the island, preventing the need for Waiheke residents to travel to the mainland for x-ray imaging. The service continues to run three days per week, Monday, Wednesday and Friday for eight hours a day.

Over last summer a five-day trial showed there were sufficient numbers to warrant a Monday to Friday service in January and February. A period of extended hours will be repeated again this summer and is likely to also include some increased hours for December. The service is well used by the two medical centres and other referrers; however there is fluctuation in client numbers throughout the rest of the year with some periods averaging 6 clients per day and others 10-12 per day.

The Trust was grateful to receive a donation of decommissioned equipment from the Radiology Departments at Nelson Marlborough DHB. A near new touch screen, high resolution monitor and new x-ray cassettes have ensured we will retain image quality on the system for longer. It continues to be a long term plan to fundraise for a digital radiography system.

The Trust does not receive any government funding to provide the Radiology service or for equipment maintenance and upgrades. As a result, the Trust has to charge fees to the users for the x-ray service. The Trust regularly reviews these fees and the costs associated with running an effective service to ensure that where possible fees are less expensive or the same as in Auckland. Currently, x-rays at the Trust are largely the same price or slightly less for adult imaging and significantly cheaper for children's examinations than Auckland private services. While imaging warranting an emergency admission or an outpatient visit are free at ADHB, such visits could involve significant travel and hospital wait times at Greenlane and Auckland Hospital. The ADHB Radiology department continues to provide a reporting service for all x-rays taken on Waiheke free of charge for which we are very grateful.

Radiology welcomed a visiting high school student Alex Tuffs for several days experience as part of the Waiheke High School Gateway to Work program. Alex showed a particular interest in anatomical structures of the brain and vascular systems and we look forward to visits by future students.

## Social Work

The Community Health Social Work Service continues to deal with a great deal of unmet basic needs on the island.

Housing is of particular concern for people in their 50s and older who have high and complex medical issues, and are living in sub-optimal conditions, at threat of being homeless, in short term emergency accommodation, or may find themselves in financial hardship due to the cost of rental accommodation.

Many are forced to leave the island to access social housing in Auckland. The only Housing New Zealand (HNZ) homes on Waiheke are at 18 Belgium Street. Vacancies at these units are rare and the waiting list is long. We have also had placements being given to people who are not Waiheke residents. This means that residents who may have lived many years on Waiheke face being uprooted from their community and supports they have built up over that time. This is extremely stressful for anyone, let alone someone in their late 60s/early 70s.

Supporting people on benefits to access basic needs (such as food shopping or getting a prescription filled) is ongoing, particularly where there are also complex medical issues. People often present with a cluster of issues including

addiction, emotional stress and suicidal ideation.

Working with people to address grief and loss is another area where people require support to work through stressful and at times catastrophic life events.

Thanks to the Waiheke Local Board we have secured funding to trial a 12 month clinical supervision pilot for a number of the Home Support Workers. The Social Worker provides the face to face sessions as part of this project.

## Speech Language Therapy (SLT)

Over the last 12 months referrals appear to have increased. There are more referrals from ADHB Ear Nose and Throat service for follow up on the island. This is for both voice and swallowing issues.

Providing a monthly service has its limitations especially if an urgent swallowing assessment is received or if the client requires rehabilitation for communication such as stroke. Clients with progressive conditions may require more urgent assessment and therefore faster response may be required. If an urgent swallowing referral is received, the client will ideally require SLT assessment within the week, depending on the severity of dysphagia. This has been managed with flexibility of SLT resources and providing additional clinics or a home visit if required. The SLT from ADHB has also visited the island on 2 occasions to see clients when demand has required.

It appears that some providers are still unaware of the monthly SLT clinic and are making referrals via ADHB community service. GPs on the island may need updated information on what is provided and how they can contact SLT in 2019.

Although there is only one monthly clinic, extra liaison with other health professionals and clients during the month is required to maintain the service and promote best practice. Team work is essential and for our complex clients it would be beneficial to have greater communication regarding their overall care management, especially for those known to more than one health care professional. Updates prior to, and following complex case meeting discussion, would be beneficial for those in which SLT is involved.

## Podiatry

Podiatric services on Waiheke Island have continued to be in high demand over the last 12 months. Given the remote setting, access to mainstream Auckland services is a challenge for the aged clientele with multiple co-morbidities.

To meet growing demand with low attrition rates from the monthly clinic we recently conducted an internal audit to challenge our triage criteria against our existing clients and looked to introduce improvements where possible to ensure new patients can get access to the service.

Initial outcomes identified long term use of the service where clients still met access criteria but current clinical information was outdated.

From November we aim to roll out an annual discharge and re referral process with primary care GPs to ensure all clients are triaged and meet the service criteria and clinical information is current.

## Meals on Wheels



The Trust continues to provide the meals on wheels service on the island in partnership with Food Mechanix. Hot and nutritious meals for the sick and elderly are made by the team who cook at the Surfdale Bowling Cosmopolitan Club. The dishes are cooked fresh each weekday morning for collection by Waiheke Red Cross volunteers at 11am and delivered to homes from Oneroa to Onetangi. Meals cost \$8.00 each, a reduced price subsidised by Auckland DHB through the Trust Community Services Contract.

From Left: Food Mechanix owner Sherri Hinch and Michelle McCallum prepare to dish up roast chicken with apple crumble for pudding (photo Diana Worthy).

1307

NUMBER OF  
MEALS  
DELIVERED

# Audited Financial Statements

## Waiheke Health Trust Group

### Annual Report

For the year ended 30 June 2018