



# Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.

## The Super Power Baby Project

A few weeks ago, many of us had the opportunity to hear Rachel Callander speak.

Rachel has a very simple story, which she tells powerfully:

"I work with health professionals across many specialities, teaching them to use empathy and open hearted language in their clinics and meetings with patients or parents.

I believe that the language used at diagnosis, or when delivering life shattering medical information, is vitally important and so often, used with devastating outcomes.

I teach that using kind words and having empathy, is just as important as any medical therapy or procedure and that the difference between a powerless and empowered patient or parent, is determined by language.

It is very exciting to see this attitude being used to great effect across many different areas of health care, and small changes being made which have huge impact on positive patient outcomes and practitioner wellbeing."

Rachel is a photographer who gave birth to daughter Evie, a child with a rare chromosomal condition which meant she and husband Sam had to take each day as it came. Rachel has become an author and international speaker challenging health professionals to carefully choose language in their interactions with parents, families and the children. To rethink these children: to see that they have Super Powers and should be celebrated as exceptional. To have their achievements and the positive affect they have on others noted.

Those of us who had the opportunity to listen to Rachel's moving presentation were probably not prepared for the impact her words would have upon us. Rachel talks about having a "super power mentality", which encourages people to see potential. She spoke about the need for parents to be able to speak positively about their children.

She encourages health care professionals to ask three questions:

What do you hope for?

What are you most proud of?

What are you afraid of?

Whilst these are great questions for parents of children with super powers, they are questions which apply to all our patients, family and whānau. They provide a way for us to understand what matters to our patients, family and whānau. By understanding that, we are much more likely to deliver the patient, family and whānau centred care which we aspire to.

Compassion is a continuous theme in Rachel, Sam and Evie's story, and in the 70 stories of the Super Power babies and their parents, all detailed in Rachel's Super Power Baby Project book.

Rachel's book includes the acknowledgement: "We are very grateful to have enjoyed two and a half years with our daughter. All the doctors, nurses, ambulance staff and therapists involved in Evie's care did a wonderful job of helping her to survive, and to thrive, allowing her to reveal her incredible character."

There are copies of Rachel's Super Power Baby Project book available in both Clinical Libraries.

To watch Rachel's presentation <https://vimeo.com/229221930/2c99626965>

Rachel's web-site <http://www.rachelcallander.co/what-we-do/>

## Health Target Progress

We ended 2016/2017 achieving three of the six health targets. We've made good progress. A year ago, we were achieving just one. Thank you to all of you for your contributions to the improvements we've seen.

Shorter stays in Emergency Departments: it's great that we met this target. In this fourth quarter, 15,259 patients were seen within the Shorter Stays in Emergency Department target at both hospitals. This compares to 14,636 for the same quarter in the previous year.

To achieve this health target while accommodating large increases in patient numbers, is the result of hard work and innovation by lots of staff.

Access to elective surgery: we exceeded this target. 11,315 Bay of Plenty residents received surgery treatment in the last 12 months, which is 703 more patients than the expected number for the year.

Better help for smokers to quit: again, it's pleasing to have met this target.

Faster Cancer Treatment target: whilst we didn't meet this target, since July this year, changes have been made to improve the support for patients making decisions. Adjustments have been made to specific processes to reduce delays (in particular where patients are being referred for treatment from the tertiary hospitals like Waikato and Auckland) resulting in an improved situation for BOPDHB residents accessing their first cancer treatment closer to home.

With these changes we're now on target for August 2017, to enable at least 89% of patients to receive their first cancer treatment (or other management) within 62 days of being referred with a high suspicion of cancer.

Raising Healthy Kids: we are making good progress. For the three months up to 30 June, 75% of children meeting this criterion were referred, a pleasing

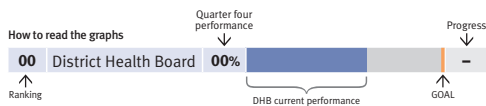
"Our ability to analyse the human genome has scaled to new heights and higher resolution in recent years. Although powerful, it remains an evolving and inexact science... Amongst the uncertainties about health, development and longevity, the special strengths of such children can be discounted or ignored... No genetic test can predict anyone's personality, talents and temperaments. The discovery of these dimensions to each and every human life remains the special joy that every parent looks to with anticipation and wonder."

Cure Kids Professor of Paediatric Genetics, University of Otago, Stephen Robertson

improvement on the 55% achievement for the previous three months.

**Increased Immunisation:** I remain concerned about the low immunisation rates of young children in the Bay of Plenty. While the DHB has not met the Childhood Immunisation target for this quarter, a new support service to target children who are being missed for their 8 month immunisation has been set-up to reach them. We anticipate this action will lift our Childhood Immunisation rates.

Whilst I'm really pleased with the progress we're making, we still have some way to go. I was interested to understand that three DHBs nationally are achieving five of the health targets, and another is achieving four. That to me shows that it's possible to achieve more than we are at the moment. We know that each of these measures is important to our communities, to improve their health, and improve the care we provide. I ask that we all keep on striving on all of the targets. Our communities will benefit from our efforts.



**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.

	Quarter four performance (%)	Change from previous quarter
1 West Coast	99	▼
2 Wairarapa	97	▼
3 Waitemata	97	▼
4 South Canterbury	96	▼
5 Bay of Plenty	95	▼
6 Nelson Marlborough	95	▼
7 Hawke's Bay	95	▼
8 Tairāwhiti	95	▼
9 Whanganui	95	▼
10 Canterbury	94	▼
11 Lakes	94	▼
12 Taranaki	94	▲
13 Northland	94	▲
14 Auckland	93	▼
15 Counties Manukau	92	▼
16 Hutt Valley	91	▼
17 Southern	90	▼
18 Capital & Coast	90	▼
19 MidCentral	88	▼
20 Waikato	86	▼
All DHBs	93	▼



**Improved access to elective surgery**  
The target is an increase in the volume of elective surgery by an average of 4,000 discharges per year. DHBs planned to deliver 192,237 discharges for the year to date, and have delivered 11,798 more.

	Quarter four performance (%)	Progress against plan (discharges)
1 Northland	123	▲
2 Waikato	114	▲
3 Taranaki	114	▲
4 Waitemata	111	▲
5 Tairāwhiti	110	▲
6 Hutt Valley	109	▲
7 Whanganui	107	▲
8 Bay of Plenty	107	▲
9 Counties Manukau	107	▲
10 Nelson Marlborough	105	▲
11 MidCentral	105	▲
12 South Canterbury	104	▲
13 West Coast	104	▲
14 Canterbury	102	▲
15 Lakes	101	▲
16 Hawke's Bay	101	▲
17 Wairarapa	101	▲
18 Capital & Coast	101	▲
19 Southern	99	▼
20 Auckland	98	▼
All DHBs	106	▲



**Faster cancer treatment**  
The target is 85 percent of patients receive their first cancer treatment (or other management) within 62 days of being referred with a high suspicion of cancer and a need to be seen within two weeks. Results cover those patients who received their first cancer treatment between 1 January to 30 June 2017.  
Note: From 1 July 2017 the faster cancer treatment target goal will increase to 90 percent. Quarter one 2017/18 results will be against the 90 percent target.

	Quarter four performance (%)	Change from previous quarter
1 Waitemata	90	▼
2 Waikato	86	▼
3 Canterbury	85	▼
4 Nelson Marlborough	85	▼
5 MidCentral	83	▼
6 Auckland	81	▼
7 Taranaki	80	▼
8 Hutt Valley	80	▲
9 Northland	80	▲
10 Capital & Coast	79	▼
11 Southern	79	▼
12 Counties Manukau	78	▲
13 Lakes	77	▼
14 Bay of Plenty	77	▼
15 Hawke's Bay	77	▼
16 Wairarapa	76	▼
17 South Canterbury	76	▼
18 Tairāwhiti	74	▼
19 Whanganui	64	▼
20 West Coast	56	▼
All DHBs	81	▼



**Increased Immunisation**  
The national immunisation target is 95 percent of eight-month-olds have their primary course of immunisation at six weeks, three months and five months on time. This quarterly progress result includes children who turned eight-months between 1 April and 30 June 2017 and who were fully immunised at that stage.

	Quarter four performance (%)	Change from previous quarter
1 Auckland	95	▼
2 Hawke's Bay	95	▼
3 Canterbury	95	▼
4 South Canterbury	95	▼
5 Counties Manukau	94	▼
6 Southern	94	▼
7 Wairarapa	94	▼
8 Capital & Coast	93	▼
9 MidCentral	93	▼
10 Waitemata	92	▼
11 Hutt Valley	92	▼
12 Lakes	92	▲
13 Nelson Marlborough	90	▼
14 Taranaki	90	▼
15 Waikato	89	▼
16 Whanganui	87	▼
17 Northland	87	▼
18 Tairāwhiti	83	▼
19 Bay of Plenty	83	▼
20 West Coast	80	▼
All DHBs	92	▼



**Better help for smokers to quit**  
The target is 90 percent of PHO enrolled patients who smoke have been offered help to quit smoking by a health care practitioner in the last 15 months.

	Quarter four performance (%)	Change from previous quarter
1 Tairāwhiti	93	▼
2 Counties Manukau	92	▲
3 Auckland	92	▲
4 Hawke's Bay	91	▼
5 West Coast	91	▼
6 Wairarapa	90	▲
7 Waitemata	90	▲
8 Bay of Plenty	90	▼
9 Canterbury	90	▲
10 MidCentral	90	▲
11 Lakes	90	▼
12 Capital & Coast	89	▲
13 South Canterbury	89	▲
14 Nelson Marlborough	89	▲
15 Waikato	88	▲
16 Hutt Valley	87	▼
17 Taranaki	87	▲
18 Whanganui	86	▲
19 Southern	85	▲
20 Northland	82	▼
All DHBs	89	▲



**Raising healthy kids**  
The target is that by December 2017, 95 percent of obese children identified in the Before School Check programme will be offered a referral to a health professional for clinical assessment and family based nutrition, activity and lifestyle interventions. Data is based on all acknowledged referrals for obese children up to the end of the quarter from Before School Checks occurring in the six months between 1 December 2016 to 31 May 2017.

	Quarter four performance (%)	Change from previous quarter
1 Waitemata	100	▼
1 Auckland	100	▼
3 Counties Manukau	98	▲
4 Canterbury	95	▲
5 Hawke's Bay	95	▲
6 Northland	95	▲
7 MidCentral	92	▲
8 Lakes	88	▲
9 Taranaki	88	▲
10 Hutt Valley	87	▼
11 Southern	87	▲
12 Whanganui	84	▼
13 West Coast	81	▲
14 Waikato	81	▲
15 South Canterbury	79	▼
16 Capital & Coast	77	▲
17 Bay of Plenty	75	▲
18 Tairāwhiti	74	▲
19 Nelson Marlborough	74	▲
20 Wairarapa	74	▲
All DHBs	91	▲

This information should be read in conjunction with the details on the website [www.health.govt.nz/healthtargets](http://www.health.govt.nz/healthtargets)

Health target results are sourced from individual DHB reports, national collections systems and information provided by primary care organisations.