



It is our pleasure to present Southern DHB's Quality Account snapshot, sharing our performance from July 2017 to June 2017 from a quality and safety perspective.

Southern DHB is committed to providing high quality health care that places our patients' needs at the centre.

The quality account supports the transparency of the health outcomes being delivered and demonstrates our commitment to evidence based quality improvement. It also covers areas where improvements are needed.

The past year reflects a focus on making improvements to many of our underlying systems and infrastructure, which we believe will help create a stronger and safer health care system in the long term.

These include the establishment of the Community Health Council, the launch of a shared patient records system and the further development of telehealth – a vital component of future health-care in the largest health board in the country by geographical size.

As well as delivering day-to-day healthcare, our staff have been at the forefront of strategies to upskill the health workforce, improve processes and allow clinicians to spend more time with patients.

The problems associated with our ageing buildings are well-known so it was heartening to staff and the public to be given some certainty over the rebuild of Dunedin Hospital.

We have many areas to be proud of from a quality and performance perspective, from good progress implementing the faster cancer treatment target, to the very high level of confidence we have that people receiving home and community support services are being well assessed and have appropriate care plans in place.

However, we have also faced significant challenges in the past year, and we know there are areas where we need to improve, including ensuring access to elective surgery and reducing the length of time patients are waiting in our emergency departments. These will remain concentrated areas of focus for us.

Addressing the unacceptable level of harm arising from challenges in the ophthalmology service has been an area of intensive focus for the DHB over the past year. Throughout this year we have continued to report cases that we believe have been impacted by the delay in follow up so we can make sure we identify any further steps we must take to improve.

Urology is another area of concern and we are committed to taking action on the recommendations of the external review which identified serious shortcomings in the service. The superclinics, which involved support from colleagues from around the country and across the DHB, have significantly reduced the number of people waiting for services.

Accomplishing our organisation's goals is a significant task, and the opportunities for improvement are immense.

We would like to thank all our 4500 staff, and all our partners in primary care, rural hospitals, Iwi, education and NGOs and volunteers and donors from throughout the community for their contributions to delivering excellent care to our people.

Kathy Grant, Commissioner
Chris Fleming, Chief Executive Officer

Patient Centred Care



✓ **Increased funding for CT scans in rural hospitals, reducing the need for some people to travel to Dunedin or Invercargill**

Stepped care action plan for mental health and addictions

The action plan, developed by the Alliance South Mental Health and Addiction, provides a framework for mental health and addiction services across primary, community and specialist services, while enabling users to access different types of care as seamlessly as possible.

Telehealth

Telehealth clinics have now been used in areas including obstetrics, paediatric diabetes, geriatrics, neonatal intensive care, wound care, neurology, mental health and anaesthetics. The DHB is working closely with WellSouth to encourage uptake of telehealth among general practices in the district.

Community Health Council established

The nine-member Community Health Council brings together people with diverse backgrounds, ages, health and social experiences to give patients, families and whānau across the Southern district a stronger voice. Their input will help guide further quality improvement work across the southern health system.

✓ **99% of people receiving long term home and community support services have received a comprehensive clinical assessment in past 12 months**

Health Targets

Raising Healthy Kids:

	Q1	Q2	Q3	Q4
Target	95%	95%	95%	95%
SDHB	49%	64%	78%	87%
NZ	49%	72%	86%	91%

Shorter Stays in Emergency Departments:

	Q1	Q2	Q3	Q4
Target	95%	95%	95%	95%
SDHB	90%	94%	92%	90%
NZ	93%	94%	94%	93%

Improved Access to Elective Surgery:

	Q1	Q2	Q3	Q4
Target	100%	100%	100%	100%
SDHB	105%	99%	98%	99%
NZ	105%	103%	104%	106%

Faster Cancer Treatment:

	Q1	Q2	Q3	Q4
Target	85%	85%	85%	85%
SDHB	79%	83%	83%	79%
NZ	78%	82%	82%	81%

Increased Immunisation:

	Q1	Q2	Q3	Q4
Target	95%	95%	95%	95%
SDHB	95%	94%	94%	94%
NZ	93%	93%	92%	92%

Better Help for Smokers to Quit - Primary:

	Q1	Q2	Q3	Q4
Target	90%	90%	90%	90%
SDHB	83%	75%	73%	85%
NZ	87%	86%	87%	89%

Better Help for Smokers to Quit - Maternity:

	Q1	Q2	Q3	Q4
Target	90%	90%	90%	90%
SDHB	94%	90%	90%	85%
NZ	92%	93%	94%	92%

✓ **Continued high rates of immunisation, with Māori outperforming non-Māori across a range of measures**

Releasing More Time to Care

Clinical teams are spending more time with patients after the rollout of the staff-led 'Releasing Time to Care' programme which streamlines processes to enable more direct patient care.

Fracture clinic redesign a success

A nurse-led redesign of Southland Hospital's fracture clinic has streamlined treatment and referral options, reduced long wait times in clinics, and reduced the workload for orthopaedic doctors and fracture clinic staff.

HealthOne means safer care

Health-care providers such as GPs, community nurses, pharmacists and hospital clinicians can now share patient records in a secure system with the introduction of HealthOne.

Southern Future

It's up to us

Evidence shows that when patient and staff experience improves, so too does quality, safety and productivity. This is why continuing to support staff, and promote a culture of innovation and collaboration remains a top priority at Southern DHB.

Supporting Communicaitaion

About 600 staff took part in the Speak Up programme where they could share their workplace experiences and more than 900 staff have now taken the opportunity to become colour-coded communicators in a 'Get Dotted' workshop.

Giving staff the skills for change

As part of the 'Skills for Change' programme, 50 project teams including 219 staff have covered a wide range of topics from improving eye checks for NICU patients to the referral process for Māori support in Mental Health wards.

Our values

These commitments are supported by the focus on our internal culture through the Southern Future programme of work. Systems and initiatives are also in place to ensure we uphold our obligations to our staff to be a good employer, and develop Southern DHB as a desirable place to work.

Kind
Manaakitanga

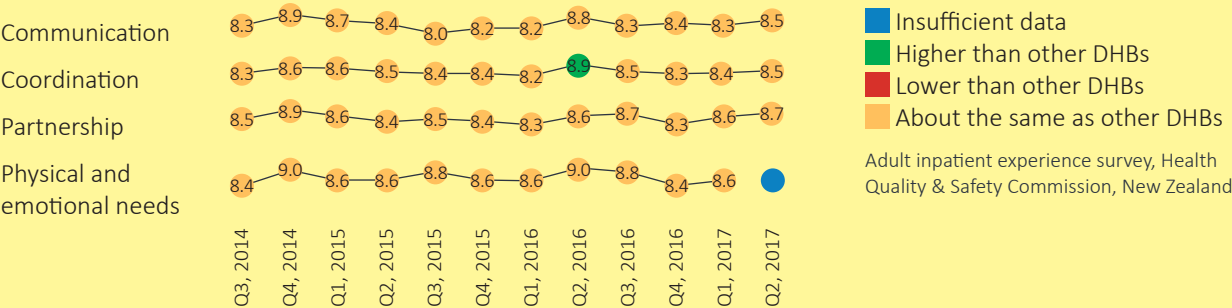
Open
Pono

Positive
Whaiwakaaro

Community
Whanaungatanga

Patient experience survey

Compared with NZ Average
Score out of 10 by domain



Strengthening Our Culture



Southern Innovation Challenge

We had 27 entries to this popular event, with first place going to the orthopaedic and surgical outpatient team at Southland Hospital for their 'Carpal Tunnel Funnel- one-stop-shop for carpal tunnel surgery in the outpatient unit'.

Enhancing our physical environment

Dunedin Hospital: Dunedin Hospital will be replaced at a cost of between \$1.2 billion and \$1.4 billion on preferably a central city site. The Detailed Business Case which will agree the preferred rebuild option and flesh out the details is expected in mid-2018.

Dunedin Hospital interim works:

Construction is under way on the key projects in this programme – the new combined ICU/ HDU unit on the 5th floor and the 8th floor gastroenterology facility.

Audiology: A larger, family-friendly Audiology Unit opened at Wakari Hospital in June with more space, new equipment and three soundproof testing booths.

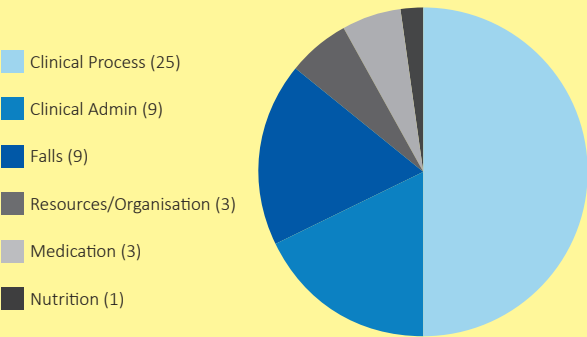
Southland Education Centre: Southland Hospital staff can now upskill in a purpose-built education centre which includes a dedicated skills lab, two simulation suites, a consultation room, lecture spaces and meeting rooms.

Lakes District Hospital: Plans are advanced for expanded emergency department, more diagnostic tools and improved facilities for outpatients, administration and district nursing teams.

What have we learned from our serious adverse events?

In 2016/17 year, 50 events were classified as serious adverse events (SAEs) at Southern DHB.

What were the main groups of SAEs in 2016/17?



Breakdown of SAEs: Clinical processes (assessment, diagnosis, treatment, general care) 50%, clinical administration (handover, referral, discharge) 18%, falls 18%, resources/ organisation 6%, medication error 6%, nutrition 2%.

Ophthalmology

There were nine SAEs relating to ophthalmology, compared to 30 the previous year. Improving this service has been an area of intensive focus for the DHB.

Urology

There were four SAEs, including two relating to delays in follow up for patients. An improvement programme has been committed to after an external review of urology services.

Delay in acting on diagnostic results

A project to ensure that all electronic test results were recorded as acknowledged was successfully completed in December 2016.

Pressure injuries

Increased reporting of pressure injuries has been encouraged and the Health Quality & Safety Commission will assess all levels of pressure injury harm with a consistent monitoring process.

Falls

SAEs relating to harm caused by falls remain similar to the previous year. A focus to minimise serious harm falls is to ensure sound assessment and plans of care for our 'at risk' patients.

Medication errors

We had three SAEs related to medication this year. This is an area of focus for our Releasing Time to Care programme.

Deteriorating patients – recognition and response

One SAE related to our response to a patient whose condition was deteriorating. We are linking with the Health Quality & Safety Commission to make improvements.

Further quality and performance information will be found in Southern DHB's Annual Report: Quality and Performance Account, at www.southerndhb.govt.nz Please provide your ideas and feedback to qualityaccount@southerndhb.govt.nz