

Health Highlights



Well Wairarapa

September 2020

Wairarapa Hospital - how are we really doing?

Recent media coverage of orthopaedic access thresholds for surgery, incident reporting and workforce constraints at Wairarapa Hospital has provided us an excellent opportunity to present our performance to the community.

Delivering health service data is a complicated business. Data sets are hard to translate and clinical information considered in isolation can be wrongly interpreted. Single pieces of information out of context are not helpful. Because we are such a small DHB, our raw data can skew results.

We all know that as we age our hips and knees often fail us and joint replacements are a common intervention. The orthopaedic surgical intervention rate describes the number of people who have had an elective operation in hospital – for example, a hip or knee joint reconstruction. While in Wairarapa we do have a high threshold for surgery relative to other DHBs (Stuff, 26 August) we are performing extremely well in our surgical rates. Latest figures show Wairarapa Hospital is 4th of the 20 DHBs in New Zealand for First Specialist Appointments, and 5th for surgical discharges per 100,000 population (March 2020).

What does this mean? It means Wairarapa people receive excellent access to surgical services relative to the rest of the country. More people are getting new hips and knees here

than in many other areas.

An eligible Wairarapa resident who is clinically appropriate for surgery with no conflicting medical or physical barriers, will be waitlisted and receive timely care.

We have worked hard to “catch up” with surgery to reduce the Covid-19 backlog, providing some weekend theatre time. We are heading towards having all patients treated within 4 months of being placed on the surgical waitlist. At present, we have only 8 patients waiting longer than 4 months for orthopaedic surgery.

We are making great progress with our recruitment, and we are doing all we can to fill vacancies and serve our community as best we can.

We have a reporting culture in Wairarapa Hospital and we monitor it closely. This means that we expect staff to log any event, no matter how minor, so we can continually refine our processes and better our patient service. We encourage high reporting to ensure we maximise every opportunity to improve.

Our goal is to be the best DHB we can be, and we are working extremely hard to achieve that. We expect our community to support our quality improvement journey.

We want to hear your concerns. We value your feedback. We listen, we take notice, and we make the changes needed to make our hospital better.

Our quality improvement programme aspires to excellent surgical service - we are performing well.

You've heard we offer poor access to service. That is wrong:

Wait lists

From June, we are the lead DHB meeting the target for waiting times for specialist assessment. From July, we have the least number of patients waiting for surgery greater than the target. We fully intend to be the first compliant DHB in the country for waiting times for surgery. Wairarapa DHB is performing well.

You've heard we have high infection rates. That is wrong:

Surgical & perioperative services

In 2019, we had two deep orthopaedic surgical site infections

from 127 hip and knee operations. So far this year, up to and including July, we have had only one. We have been working extremely hard in our hospital to improve our perioperative service. Changes have been made, and will continue to be made, and our management team is pleased with the excellent audit results so far.

We are proud of what we do, and we always want to do better.

Our performance

The DHB organisational dashboard of performance against targets is published on our website www.wairarapa.dhb.org.nz/About us/Our performance.



Health coaches, Health Improvement Practitioners & Community Support Workers

New service plans to better support peoples needs are rolling out across Wairarapa to provide free support to people with emotional and wellbeing needs. Supports such as navigation of social services, budgeting, housing support, advocacy and coaching, as well as managing addictions, finding employment and addressing family/whānau issues.

- Improved access
- More choice
- Reduced wait times
- Improved wellbeing

“I needed to go on a benefit, I had nowhere to live with my kids and wasn't in a mental state to cope. I couldn't even talk without crying. I wasn't capable of doing anything at that point. My doctor walked me down the hall to meet the Health Improvement Practitioner. They held my hand and listened. They got in touch with my Community Support Worker who helped me through areas of life I never thought I would go through. If it hadn't been for these people, helping me to pick up the pieces day by day, I really don't know where I would be today.”

Available now at some medical centres, roll out to continue over 12 months

UNWELL OR INJURED?

Where should I be?



1
Medical Centre

- Call your medical centre first
- Ask your local pharmacist for advice

2
After Hours Service

- Call Healthline 0800 611 116 for free medical advice 24/7
- Weekends/public holidays: Wairarapa After Hours service 9am-5pm Based at Masterton Medical Centre, call 06 370 0011

3
Emergency Care

- Keep ED for emergencies

NEED TO TALK?
1737
free call or text any time

Finding things tough? Feeling anxious? 1737
How's your health? Your whānau relationships? Your wellbeing? You can talk about that with us. You can talk about anything. We're here. Free call or text 1737 any time, 24 hours a day. You'll get to talk to (or text with) a trained counsellor or talk to a peer support worker. Our service is completely free.

www.wairarapa.dhb.org.nz

E: communications@wairarapa.dhb.org.nz

Call Healthline free on 0800 611 116 for health advice and information 24 hours/day, 7 days/week

