



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



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Speak up Safely

I'm really delighted with the progress that has been made with the Speak up Safely programme and the number of people attending the workshops which have been held recently. It feels really exciting that we've got the launch of the reporting tool this week.

Patient and staff safety is our number one priority and every one of us has the responsibility to promote and support an organisational culture where it is safe to speak up about a safety issue and where the receiver welcomes it

The Speak up Safely programme has built on the Creating our Culture work undertaken at our DHB over recent months. Speak up Safely promotes the development of an organisational culture where all staff feel safe to speak up, about any issue, and the receiver welcomes the feedback.

You'll recall, as part of Creating our Culture, we learned about BUILD. It's our preference that staff use the BUILD model and speak up in-the-moment.

If speaking up safely, in the moment using the BUILD model is not possible, safe or effective, an online reporting tool has been developed, which has been launched this week. This Speak up Safely Reporting Tool is a stand-alone, confidential, secure online tool.

To speak up safely is living our CARE values. And remember, if we say nothing..... nothing changes.

Māori pre-school dental care enrolment success

I want to take this opportunity to recognise the terrific news we've received recently about achieving the 95% national target on Māori pre-school dental care enrolment, and congratulate all those involved.

Our Māori Health Gains and Development GM Tricia Keelan has been with us for a year now and it's great to see the success of the role she's undertaking.

We can see our CARE (Compassion, All-one-team, Responsive, Excellence) values reflected in this success: two great teams working together in Māori Health Gains and Development's Good to Great team and Community Health 4 Kids; showing significant progress in one of our priority areas of Māori health; and using the IHI quality improvement methodology.

Tricia talks more about this success in this newsletter.

Get ready for summer - switch to water

A recent campaign by the New Zealand Dental Association, which challenges people to switch to water for 30 days, got me thinking about the issue of healthy drinks and our responsibility as healthcare professionals.

We need to walk the talk and be making healthy choices ourselves. One of those is around reducing our sugary drink intake, so I would encourage people to think about choosing water more often in their daily lives.

Additionally, as we head into summer we should all be making sure that we're well hydrated.

Tricia Keelan, GM Maori Gains and Development

Achieving health targets toward Toi Ora



Tenei te mihi atu ki a koutou katoa me ngā manaakitanga o Koanga.

I'm happy to announce that we have made great progress on one of our Māori health indicators;

pre-school dental care enrolment. The latest figures show that, for the first time ever, our DHB has achieved the national target of 95% of eligible Māori children enrolled.

That is great news for our tamaāriki. What makes this especially significant is where we've come from as an organisation to reach the target and how we've got there. In a little over 18 months, the number of Māori pre-schoolers enrolled has risen by over 2,300. That represents a 37% jump from 59% of the eligible population enrolled in March 2017 to 96% now. At the same time we also improved performance and met the target for the entire eligible population which was also a first for our DHB.

This work has been a Māori Health led collaborative approach, where determination, persistence and teamwork have paid off. The Māori Health Gains and Development: Good to Great team worked closely with the Community Health 4 Kids team employing strategies, particularly the Institute for Healthcare Improvement (IHI) change methodology, data quality improvements, and whanaungatanga with parents of pre-schoolers. This success is just the beginning as we build on this work and replicate improvement for our population with other Māori health indicators such as breast screening, breast feeding and vaccinations.

We are currently developing our Te Toi Ahorangi strategy for te Moana a Toi (the Bay of Plenty). Overall we are looking forward to taking a Toi Ora system approach to influence waiora, whānau ora and mauri ora for our tamaāriki and their whānau.

Toi Ora e!

Tricia Keelan
GM Māori Health Gains and Development

“The right thing to do and the hard thing to do are usually the same.”

Steve Maraboli (born 1975) American motivational speaker and author.