



Pete Chandler - Acting CE

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



7 August 2018

It's hard to believe that we are already in August ... thankfully with signs that the weather is starting to warm up! 2018 has been a challenging year so far, including large and erratic swings in demand for the BOP health system's services, major changes across a number of areas within the DHB and recent industrial action.

As a DHB, it feels as though we are having to adapt to ongoing change as our new normal. That shouldn't really surprise us as we've been talking about population growth, ageing demographics and new technology for years. But now maybe the future is here and we're finding ourselves in a fresh phase of evolutionary development.

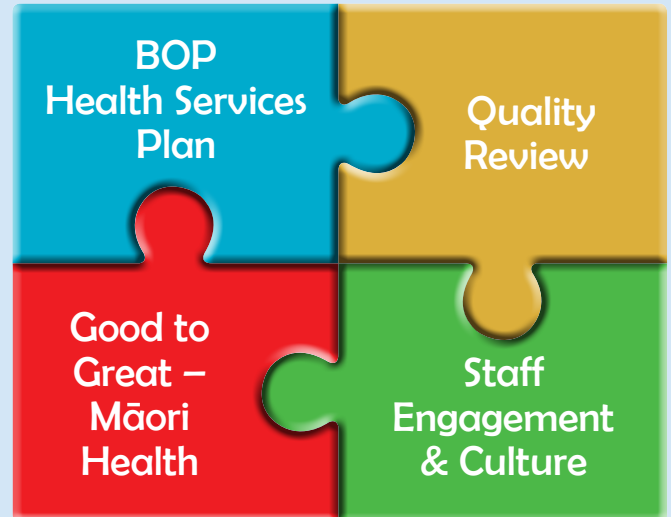
Over the past year or two we've made some stunning changes in the way we manage acute flow and avoided over 3,000 unnecessary nights in hospital for patients last year. Our teams in Regional Community Services have achieved the best ever results in Before School Checks and great increases in child dental service enrolment. Maori Health Services are in an exciting phase of re-invention and our Mental Health & Addictions Services Teams are beginning their exciting phase of transformation.

Not to be outdone, Allied Health teams are developing transformative new models of care and identifying a wide range of excellent evidence-based opportunities to improve services to our communities. Amongst all this change, and despite growth, our performance has been extremely good in many areas, with new 'firsts' such as achieving additional volumes of orthopaedic and general surgery.

As we continue to evolve, our focus must be on removing wasted effort and duplication from the Bay of Plenty Health System, so that the system is both easier to use (for our patients) and easier to work in, manage and provide (for our staff and Providers). Many of our services are at or close to their maximum capacity but if we continue to evolve and adapt, encouraging smart re-thinking across all of our services, we will be able to ride the wave of growth in demand and grow in capability, reputation and resilience.

Equally, as we grow as a DHB our infrastructure, systems and processes need to adapt to serve a much larger organisation than we've ever had before, and work in the most agile and efficient way possible. Many of our more historic ways of doing things simply will not work for the \$800m organisation of over 3,300 people that we now are.

Underlying all of the aspects of change that we are facing it is probably helpful to remember that our four key strategic priorities remain a high priority for us:



Good to Great - Māori Health: To improve equity by closing the gap in health status between Māori and Non-Māori

Quality Review: To re-design our approach to quality and clinical governance

BOP Health Services Plan: Working to transform the health system in the Bay

Staff Engagement and Culture: Creating a workplace culture which is healthy, safe for all and supportive of everyone's unique contribution

Whatever your own special, unique contribution is to our Mission of achieving **Healthy, Thriving Communities**, the Board and Executive Team would like to say a huge thank you. With your help, input and support we can continue to expand our journey of improvement and make our DHB, and our wider health system, an example of excellence to be proud of.

National Oracle Solution issues

The last month has been an extremely challenging one for many of you working with the new NOS (National Oracle Solution) programme and I want to acknowledge that.

NOS is a national programme designed to establish finance, procurement and supply chain systems and standards across DHBs. Ours is one of four DHBs (the others being Canterbury, Waikato and West Coast) in the first wave to transition to the system and it went live here at the start of July.

“Progress is impossible without change, and those who cannot change their minds cannot change anything.” *George Bernard Shaw, 1856-1950 (Irish playwright, critic, polemicist and political activist)*

Technical issues, essential business process changes and user frustration have played their part in the difficulties experienced. Despite significant progress, the impact of process change on workload for users and the accounts staff continues to cause us major concerns.

We understand a number of users are struggling with changes to the ordering and approval processes. In moving forward we will be focusing on where we need to refine or change processes to better fit how we want to work, and ensure all staff working with the system are adequately trained.

The NOS project is not over. Over the coming months it will be moving to a stage of bedding in system fixes and enabling users to settle into appropriate business as usual processes.

Please accept we understand this project is causing frustration for some and we regret the adverse impacts it may be having on your workloads. We ask that you please bear with us as we work our way through the issues.

Please complete the BOPDHB Travel Plan Survey

I'd like to ask for your support with a great piece of work currently underway.

I know people's shoulders usually sag when they hear the word 'survey' but the Travel Plan Survey (launched this week) is a simple way to collect some important information....and you can win prizes for completing it.

It's impossible to miss the Bay's ballooning traffic numbers and - as a major employer and healthcare organisation - we have a responsibility to 'do our bit' where we can.

The survey results will be used to look at transport options and solutions to help ease congestion around and between our two hospital sites. This baseline data is very important and helps support proposals going forward, be that at a DHB level or when working alongside our partner agencies - like Whakatāne District Council and Tauranga City Council.

The survey is simple, with most answers being multiple choice, and takes 5-10 minutes to complete. So I would ask you to spare a few minutes to fill it out please.

More information is available on OnePlace or click [here](#) to go straight to the survey.



The Executive Team filling out their BOPDHB Travel Plan Surveys.