

WHANGANUI
DISTRICT HEALTH BOARD
Te Poari Hauora o Whanganui

MANAAKITANGA – REACHING OUT

‘Listening and hearing’ our audiology patients



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Our Challenge

- Children and young people missing their audiology appointments with specifically Māori and Pasifika children about three times more likely to miss appointments compared to other (Pakeha) children.
- In 2015/2016 and 2016/2017, Audiology Clinic missed appointment/ Did Not Attend (DNA) rates were:
 - Māori 35%
 - Pasifika 39% (smaller numbers)
 - Other 12%
 - Equity Ratio of 3:1 on Māori : 'Other'



What were we doing wrong?

We reviewed our processes around:

- referrals
- triaging - guidelines
- appointment notification
 - txt and phone systems
- demographics

But... what do our patients say?





What our patients said

Concerns identified were:

- appointment notification
- conflicting schedule
- poor communication
- understanding around what the appointment is for
- family issues
- transport
- hospital cancelling appointments.





We set up a programme to:

- Addressing inequity particularly among Māori and Pacifica children
- Increase clinic attendance
- Improve patient and whānau experience
- Improve staff and organisational experience





Introduction of New Enrolled Nurse Role

ENROLLED NURSE WHĀNAU SUPPORT COORDINATOR



Patient stories



A mother at her 'wits end' trying to encourage her teenage daughter to go to her Audiology appointment.



Patient stories



A Māori mother with three children booked for Audiology appointments and juggling three other children including a newborn and no transport



Patient stories



A family from out-of-town who are waiting for quite a while in outpatient clinic



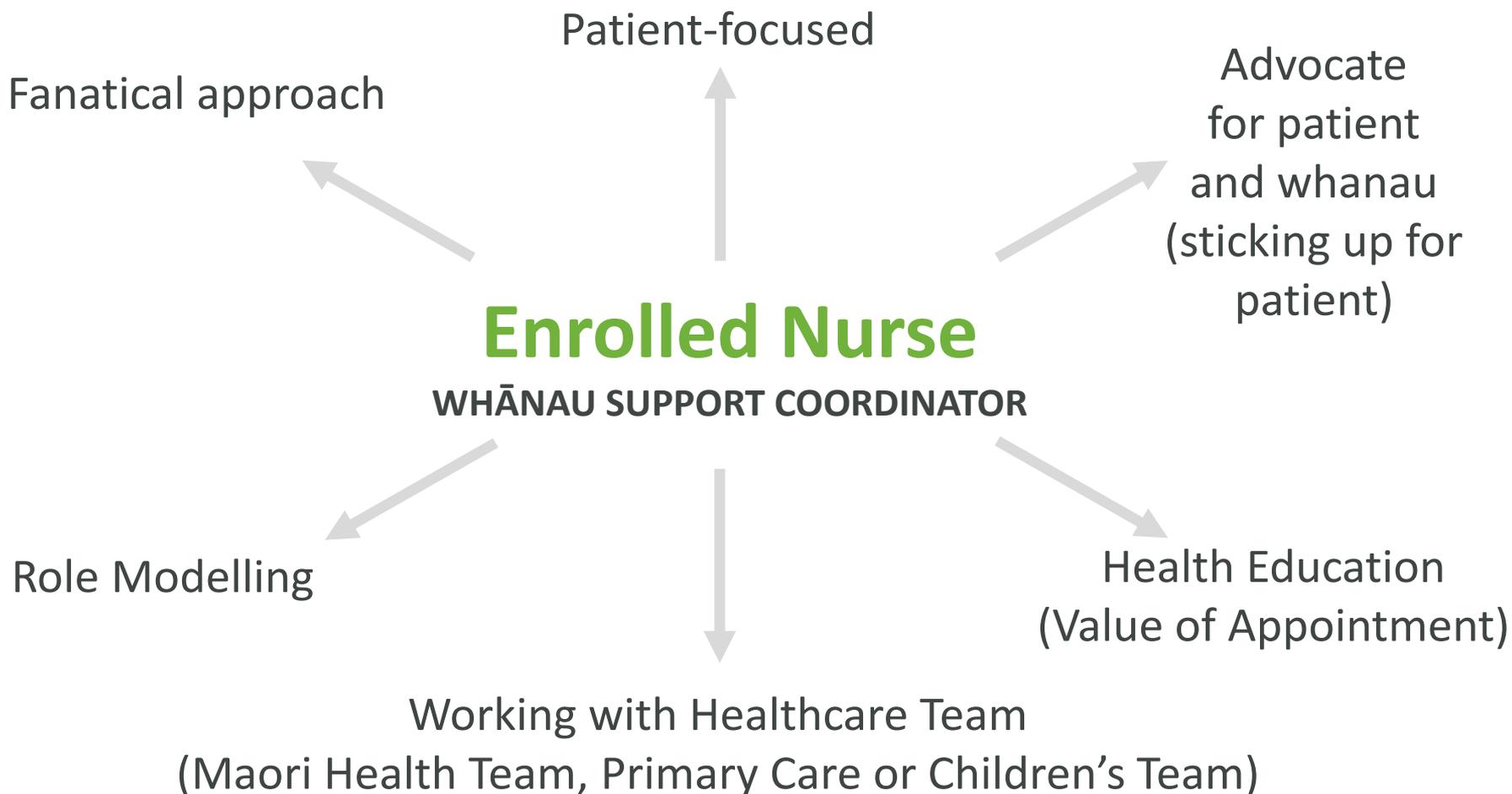
Patient stories



A boy the audiologist had discharged because he was not brought in for two appointments. No one seemed to know where the boy was or who he was living with.



Connecting with patients/whānau





Role Modelling

- An old Kaumatua sees me behind the reception and asks: “Do you work here?” – I nod, he smiles and says: “Ka pai”.
- Elderly Pakeha couple: “Do you work here?” I nod, they respond: “It’s about time.” Rubbing their arm – they say: “It’s the colour. It’s cool. It’s overdue.”
- For other staff role modelling patient-centred care



Patient attendance

DNA Rate	Maori 34.9%	Pacifika 39%	Other 12%
DNA Rate After 3 Months	18.8% (9 children)	40% (2 children)	3.8% (4 children)
Number of Children who have missed being seen after further intensive follow-up	0	0	0

Never giving up on a child

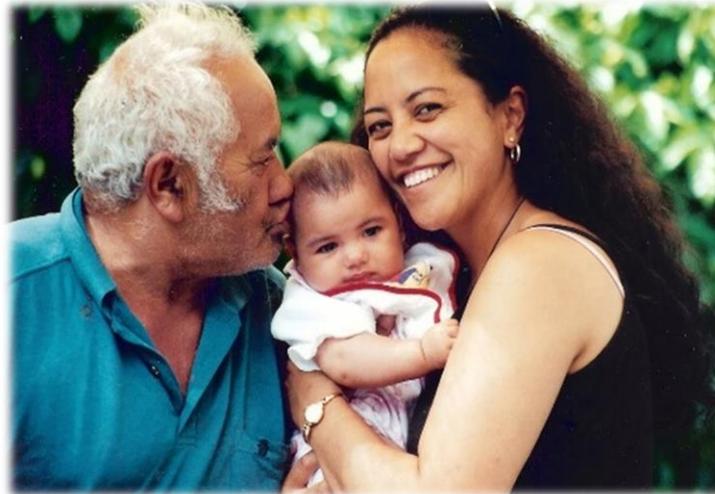


Outcomes

Increase in patient attendance / Decrease in DNA Rate

Re-establishing TRUST
in the hospital system

Happier patients
and whānau



Coordination across
the hospital

Better connections
with other services

Building RESILIENCE and
being RESOURCEFUL

Better utilisation of
appointment spots



“Thank you. You made it OK to come in.”

Text from Māori mother



Be honest, be transparent, be yourself
...and use humour!





Any questions?





References

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