MANAAKITANGA – REACHING OUT

‘Listening and hearing’ our audiology patients

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Enrolled Nurse Whānau Support Coordinator

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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 Pacifika 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

Enrolled Nurse
WHĀNAU SUPPORT COORDINATOR

- Fanatical approach
- Role Modelling
- Advocate for patient and whānau (sticking up for patient)
- Health Education (Value of Appointment)
- Working with Healthcare Team (Maori Health Team, Primary Care or Children’s Team)

Patient-focused
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

<table>
<thead>
<tr>
<th>DNA Rate</th>
<th>Maori 34.9%</th>
<th>Pacifica 39%</th>
<th>Other 12%</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNA Rate After 3 Months</td>
<td>18.8% (9 children)</td>
<td>40% (2 children)</td>
<td>3.8% (4 children)</td>
</tr>
<tr>
<td>Number of Children who have missed being seen after further intensive follow-up</td>
<td>0</td>
<td>0</td>
<td>0</td>
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*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

Building RESILIENCE and being RESOURCEFUL

Coordination across the hospital

Better connections with other services

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

- Nottingham City Council, NHS Nottingham City CCG and the NCSCB. (2017). Rethinking 'Did Not Attend'. Retrieved from https://www.youtube.com/watch?v=dAdNL6d4lpk