

# Health *first*

## Ashburton *Supplement*

PROMOTING A HEALTHY CANTERBURY

November  
2010



**Patient  
satisfaction high**

**The elephant in  
the room**

**Tuarangi transforms**

# Ashburton's best kept secret

**A**shburton Hospital General Manager Garth Bateup says he is immensely proud of the health services on offer to Ashburton and wider Canterbury communities.

"We are the hub of emergency, medical and surgical services, with visiting specialists in both the public and private health system and community health services in Mid-Canterbury," says Garth.

"In our comprehensive range of inpatient, day and outpatient and community based services we admit just under 5,000 patients, care for 1,350 day patients and assist 12,000 patients attend outpatient clinics. Our general operating theatre carries out 1700 operative procedures annually."

Patient satisfaction is at an all time high of 94 percent. This is attributed to several initiatives including the creation of clinical nurse specialist roles, increased district nursing, additional outpatient clinics, and redevelopment projects that have improved health delivery across the community.

The initiatives are part of the Integrated Model of Care of Health Services in Ashburton that began five years ago. It's a model of care designed to more closely integrate the provision of health services across the Ashburton district and in particular foster a move to short and day stay hospital services.

As a result of these changes there has been greater use of community focused services with a consequent reduction in day-stay and bed usage.

## Typical patient comments include:

"Commend the surgical, nursing and admin staff for their expertise and consideration"

~ ASHBURTON PATIENT

"Congratulations on your liaison with Christchurch Hospital. The stent was in by 2pm and pain stopped right away"

~ ASHBURTON PATIENT

"I was delighted with the care and support of the District Nurses"

~ ASHBURTON COMMUNITY PATIENT

"It was the compassionate, professional and dedicated manner in which the operation was competed that gave me such a wonderful buzz"

~ SURGICAL PATIENT

"Great sympathetic service at A&E. Thank you lovely staff"

~ ASHBURTON PATIENT

"The staff were on the 'go' but never forgot to attend to the care and did it with a cheerful and caring attitude"

~ SURGICAL PATIENT

"The service received has been tremendous, informative and caring"

~ ASHBURTON PATIENT

"Thank you all for the care and attention shown to me"

~ ASHBURTON PATIENT

### Hub of care

**C**reating clinical nurse specialists to provide outreach services has made a significant difference to the lives of Mid-Canterbury patients suffering from heart and respiratory diseases, diabetes and cancer.

“It’s about providing the right care, at the right place, at the right time,” says Acting Director of Nursing and Clinical Services for Ashburton and Rural Health, Jan McClelland.

“By creating outpatient clinics here in Ashburton, patients no longer have to travel through to Christchurch for procedures or check ups that sometimes only take a few minutes.”

The Ashburton community now has access to a range of services that were once only available in Christchurch, that link to and complement each other. Consultants and specialists travel down from Christchurch for some outpatient clinics and nurse specialists support primary care and provide an outreach service from within community services. The result is shorter hospital stays, fewer bed days and higher patient satisfaction.

The clinical nurse specialists also cover the rural hospitals at Kaikoura, Waikari, Oxford, Darfield, Ellesmere and Akaroa where they hold nurse study days and forums.

“This allows them to bring the nurses who work in rural areas up to date with best practice and the latest education,” says Jan. “Some of their patients would have had procedures in Christchurch and then are rehabilitating at home so the nurses need to understand the implications of treatment.”

There are five outreach services that work closely with primary health care; cardiac rehabilitation, asthma and respiratory, urology, diabetes and IV/Breastcare.

Additionally, we also provide a Clinical Nurse Specialist in continence, stoma, and woundcare, who equally provide a valuable service to Mid-Canterbury people.

### Changes for asthma

With one in six Kiwis suffering from asthma, New Zealand has one of the highest rates of the disease in the world, second after Wales. Mary Gluyas is the Respiratory Clinical Nurse Specialist at Ashburton Hospital and runs outpatient clinics, home visits and oxygen therapy for patients with respiratory conditions.

“Home visits also help me show people how living conditions can be changed to reduce the incidence of asthma.

“There might be a cat sitting close to the child, an open fire or a cold, damp house, all of which can trigger asthma,” she says. Mary works closely with the district nurses and social workers who refer patients to her.

“If I give people the knowledge of what their condition is all about I empower them which puts them back in charge of their condition.”

Mary says her work in the community means she can help parents to manage their children’s asthma. “They have clear guidelines to follow, when to seek help and when to come to hospital. People are getting help at a primary health care level so they are not ending up in hospital. Chronic care management makes a huge difference supporting people in their homes and keeping them out of hospital.

“Many of my patients are suffering from Chronic Obstructive Pulmonary Disease (COPD) and need help managing their condition,” says Mary. COPD is the fourth leading cause of death in New Zealand and is largely caused by smoking.

Mary is working closely with a physiotherapist to set up a pulmonary rehabilitation programme for people with COPD. The programme, which is designed to increase muscle and respiratory strength, will run twice a week for about six weeks. There will also be guest speakers on a variety of subjects all aimed at giving people as much knowledge as possible about their condition.

“These programmes are proven to be beneficial and already run throughout New Zealand. Our aim is that Ashburton patients won’t have to travel twice a week to Christchurch to benefit from similar expertise.”

# Local urology clinics held monthly

Imagine making a three-hour round trip to Christchurch just to check if your bladder is working properly. It's a prospect numerous Ashburton patients faced before Ashburton's Urology service began three years ago.

"We are probably saving around 400 trips to Christchurch a year for our patients," says Urology Clinical Nurse Specialist, Jane Hurley. "Now a urologist comes down from Christchurch once a month. It makes it so much easier, especially for our older patients.

Up to 32 patients attend the monthly Urology clinic with a wide variety of urological conditions. Prostate biopsies, flexible cystoscopies, stent removal, insertion of supra-pubic catheters and botox insertion are some of the procedures that are performed by the visiting Urologist in Ashburton.

There are a myriad of other urological conditions which are managed including treatment and monitoring of prostate and renal cancers, kidney stones, incontinence and post surgical follow-ups.

Jane triages all the incoming referrals and orders the appropriate tests and x-rays. She also runs her own clinics seeing selected patients post operatively; patients with prostate cancer; patients requiring catheter management; and a variety of other patients requiring followup care. This reduces the number of specialist appointments required but the Consultants are always available for advice and support. She also treats patients with superficial bladder cancers who would previously had to travel to Christchurch weekly for a 20 minute appointment.

Her role is slightly different to some of the other Clinical Nurse Specialists in that it is more acute outpatient focused with a lesser educational role. However, many people do contact her for advice regarding their urological condition.

Jane liaises with General Practitioners, Practice Nurses and District Nurses and enjoys the knowledge sharing from being in close proximity to the other Clinical Nurse Specialists.

"We often have input into the same patients so to work from a central hub means the patients get the best treatment."

# District nurses cover the region

People now spend an average of three days as hospital inpatients, and more nursing care is provided in the community.

The District Nursing Team at Ashburton Hospital covers

the region from the mountains to the sea and between the Rangitata and Rakaia rivers. They provide community nursing care, which includes, wound care, medication administration palliative care, IV service and assessment for short term home support.

Jan McClelland,

The team is located in the 'community hub' of the hospital and they have access to all round expertise which means patients get the best care and treatment possible.

- **Jan McClelland, Acting Director of Nursing and Clinical Services**

Acting Director of Nursing and Clinical Services, indicated that district nurses can have over 2,000 patient contacts a month in Ashburton, Rakaia, Methven and Hinds.

The District Nursing role is mainly clinical, but does include a strong educational focus. Currently the District Nursing team is involved with the implementation of Inter-RAI, and Restorative Home Support which will improve the assessment and service needs for the over-65 (over 55 for Maori) people in the community.

Jan says the Ashburton community is well served by the strong team of dedicated and experienced District Nurses.

"The team is located in the 'community hub' of the hospital and they have access to all round expertise which means patients get the best care and treatment possible."

# Diabetes becoming more complex

Chris Harrison is Ashburton Hospital's Diabetes Nurse Educator and sees patients with Type 1, 2 and gestational diabetes. She says that while the number of patients she sees isn't increasing, thanks to the work being done at primary health care level in General Practices, people are presenting with more complex issues.

Diabetes care is very much a team approach. Chris works together with a dietitian holding three nurse/dietitian clinics a week. A visiting diabetes specialist physician attends once a month and, every three weeks, a podiatrist provides podiatry care for people with high-risk feet.

She sees between 70 and 90 people a month in both the clinic and on the wards. "Patients may be jointly seen by the Christchurch Diabetes teams so having us here saves some patients from having to travel to Christchurch so frequently," says Chris.

"We've also received funding to assist in upskilling and providing peer support to many of the practice nurses in the area with diabetes management. Some nurses are confident in educating patients to commence insulin therapy. Previously the secondary care service was relied upon to provide this education."

Chris brings a strong educational component to the role and twice a year, together with the dietitian, runs the option of group education sessions. "The whole focus is on self-management and giving people the tools to make wise decisions," says Chris.

She also keeps abreast of new drug treatments and changes in pharmacy rules that would benefit her patients.

"Good communication between primary and secondary care is essential. Often I am able to consult with our visiting physician and suggest a change or new treatment regimes for our patients which may then be initiated from the General Practice."

Chris says many of her patients may also have cardiac or respiratory problems and are under district nursing care, so for them it's beneficial having a team that works closely together.

"The central outpatient hub at Ashburton Hospital brings all the nurse specialists and district nurses together in the same environment. That makes it easier for us to work jointly on the best outcome for the patient. There is also a huge saving in terms of time and resources."



### Staying close to home

When you're dealing with a disease such as cancer, it's nice to know you can stay close to home and be surrounded by people you know.

For IV Clinical Nurse Specialist and Breastcare Nurse Jane Wright, that's one comfort she knows she can offer her patients.

"The outpatient service we offer at Ashburton Hospital means we can save people having to travel to Christchurch for treatment. They can come in here and be back home in five minutes. It's such a relief for patients to be in a familiar environment. Also, there are no parking hassles."

Jane's role is in chemotherapy administration as well as nurse education and certification of IV therapy. She holds a regular oncology clinic with visiting Professor Bridget Robinson once a month where between them they do 35 – 45 treatments.

In her role as Breast Care Nurse, Jane holds a weekly clinic with resident surgeon Dr Josie Todd for women dealing with breast conditions.

"I see them pre-operatively usually at home, where my role is education and information support and then I see them when they come in for surgery and then post operatively for as long as they need me."

Patients benefit from being able to see a familiar face from their diagnosis and right through their treatment. "It just helps make a stressful time a little bit easier," says Jane.

Jane says her aim is to ensure patients receive support that's consistent across the Canterbury District Health Board. She is well supported by the team of Oncologists in Christchurch and as her role grows plans to develop her expertise in a range of skills including assessments for patients prior to chemotherapy that may not yet have seen a doctor. She says the outpatient clinics have been very successful and appreciated by patients.

### Rehabilitation for cardiac patients

Heart disease is New Zealand's number one killer and cardiac rehabilitation is essential after a cardiac event.

If you live in the mid-Canterbury region and you've suffered a cardiac event you'll recognise Jane Harnett. Jane is Ashburton Hospital's Cardiac Rehabilitation Clinical Nurse Specialist and her role is to keep those with heart conditions out of hospital through support and education.

By understanding what has happened to them and their heart disease, they are better equipped in preventing further cardiac problems from happening in the future.

"The majority of people have a genetic or family history of heart disease. However, risk factors such as smoking, high blood pressure, high cholesterol levels, physical inactivity, diabetes and stress largely contribute to heart disease.

"If the patients understand more about their individual heart disease, what their personal risk factors are and what risk factors they can modify, this can then hugely improve their heart health for the future."

Jane runs a six week cardiac rehabilitation programme made up of a twice weekly exercise routine designed with a physiotherapist. These are individually designed programmes and everyone works at their own pace and ability.

"The aim is to create good exercise habits. A before and after physical assessment is done and once people see how far they've come at the end of the six weeks it gives them confidence to carry on at home."

Jane's role is strongly educational and she makes sure people are aware of the importance of their medications, can effectively use their angina sprays (GTN SPRAY) and discusses any concerns or problems with her patients and family members. She also organises guest speakers that talk about medications, stress and coping strategies, blood testing and dietary habits, heart disease and risk factors and teaches CPR.

For people who don't enjoy group sessions, Jane provides them with a new and very popular one-on-one home based individualised rehabilitation programme called "Heart Guide Aotearoa" - a three book and CD system based on a similar initiative running in the United Kingdom.

"It's wonderfully easy to read and follow. Patients take the package home and work through it then I follow up on how they are managing with phone calls or they come into the clinic," says Jane.

Cardiac Rehabilitation is appropriate for anyone who has angina, has had a heart attack, any cardiac surgery or requires support and education for any cardiac disorder. This also applies to those who have a partner with heart disease and would like to know more about managing heart disease.



# Tuarangi transforms

While the care of the elderly is still its focus, the once stately old villa which is now Tuarangi has undergone a few transformations over the years including the last conversion in the 1970s to its current use for psycho-geriatric and long stay hospital patients.

Time marches on, however, and increasing demand for rest-home level dementia beds means Tuarangi Home will soon undergo a complete redevelopment. Ashburton Hospital General Manager Garth Bateup says \$4 million of funding from Trusts dedicated to the Home will allow the facilities to be upgraded to create additional bed space and provide a greater continuum of care for elderly patients from rest home care to hospital level care.

“The first stage of the project is already underway with the building of a brand new 10 bed facility for dementia rest home level care on an adjoining property recently purchased by Ashburton Hospital. The next stage will be to demolish the old villa and build a specialised dementia facility with 12 beds,” says Garth.

The new building will provide individual rooms, each with a view of the outdoors, privacy and higher level of comfort

for the residents. The extra bed space means people with dementia requiring rest home level of care won't have to move away from the district for long-term residential care.

The new look Tuarangi Home is expected to be completed by October 2011 and will be a more spacious first class facility with better outlooks for patients.



North View



West View

## The elephant in the room

There's no avoiding the big pink elephant in the room. It's one of the Ministry of Health's health targets and the pink elephant posters are evident everywhere.

“It's too big to ignore,” says Smokefree Hospital Co-ordinator Jane Harnett who oversees the initiative at Ashburton Hospital.

“The whole push is to provide patients with better access to help them stop smoking. Every patient who comes into hospital is asked if they would like to stop smoking, and if they do we provide them with support, advice and nicotine replacement therapies. Upon discharge from hospital we provide the patient with a Quitcard for nicotine replacement therapy (NRT) and refer them to Quitline who contacts them within 48 hours and they carry on the support role at home. “It's the ABC for smoking,” says Jane. “We ASK them,

provide BRIEF advice to stop smoking and then offer CESSATION treatment.”

All hospitals nationwide have a target of 90% to reach by June 2011 of patients being asked if they would like help to stop smoking and Ashburton Hospital is currently tracking at 100%. This percentage can vary a little but generally Ashburton Hospital has achieved great results due to staff having embraced the smokefree policy and working hard to meet the required target.

“We continue to educate staff on how to manage the process and the steps to follow. If patients don't want to give up that's fine, we still provide them with patches while they are in hospital because there is a smokefree policy in place throughout the hospital and hospital grounds.”

### Staff star in video

Ashburton Hospital staff briefly swapped health care roles recently to become stars of the small screen when they appeared in a recruitment video promoting job opportunities within the health sector in mid-Canterbury.

General Manger Garth Bateup says that since developing its new model of care for Ashburton five years ago, the hospital has faced a challenge recruiting staff, medical officers in particular. After some brainstorming with the Ashburton District Council, the hospital and council commissioned a recruitment video as a joint venture.

“We were able to highlight the opportunities that existed within the Ashburton health service and at the same time show the benefits of living in the region,” says Garth. “For medical officers looking for a lifestyle career change, this video showcased the hospital facilities and highlighted the beauty of mid-Canterbury from the Rakaia to the Rangitata and from mountain to sea.”

Several Ashburton Hospital staff took the video to job fairs in the United Kingdom. The Hospital also partnered with Accent Health agency to promote opportunities to work in health care in Ashburton and the mid-Canterbury district. The video also features on YouTube and the hospital website.

Garth says the video has had the desired response with the hospital receiving a number of queries about vacant positions.

### Hospital provides rural training

Ashburton Hospital is now accredited as a training hospital for rural medical specialists. The postgraduate training programme was developed under the auspices of the Royal New Zealand College of Rural General Practitioners and allows medical practitioners to qualify as specialists.

“Rural hospital specialists are the future medical workforce,” says Ashburton Hospital General Manager Garth Bateup.

“They will ensure acute clinical services are maintained within smaller provincial and rural centres.”

Registrars will move on rotations through accredited training hospitals choosing from a range of specialties including general practice, emergency medicine, surgery, orthopaedics, geriatrics, palliative care, anaesthetics and obstetrics.

There is also a pathway for medical practitioners with significant post-graduate experience to undertake a diploma in rural hospital medicine and be awarded the Fellowship.

Garth says the accreditation will benefit the Ashburton community significantly.

“Rural hospitals, even ones the size of Ashburton, will always find it difficult to recruit specialists. This programme has been designed to support hospitals to maintain acute services.”

Ashburton Hospital has three medical officers currently in the process of obtaining their fellowship and Garth says he’s delighted with their feedback. “We have an interesting range of work available and excellent conditions, both professional and lifestyle, to work in,” he says.

