



Manawaru Turanga Health

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Three Rivers calls in Turanga Health top guns!

"Kia ora. My name is Mere and I am ringing from Three Rivers Medical Centre. We are updating our records and our records show you are a smoker. Is that correct?"

When Manawaru caught up with Mere Waihi and Christine Nepia in late April they'd said that to 754 different people, and expect to say it to about 1000 more over the next two months!

Mere and Christine make up the elite team called in by Three Rivers Medical to help the general practice meet

Midlands Health Network smoking cessation targets. Three Rivers Medical Corporate Manager Adrian Tucker said his organisation needed help so they called in the best!

"They are very good at it," says Adrian. "Meeting the smoking cessation targets are challenging to achieve because you have to talk to everyone who is registered at your practice, and we've got 18,500."

Adrian says Three Rivers staff have worked through a lot patients during the year but at the cut off date on 30 June the practice was going to fall short of reaching the target.

"Mere and Christine are extremely professional and we were more than confident they could help us do it."

Three Rivers Medical tasked the Turanga Health smoking cessation staff with contacting 1800 patients by the end of June. Mere and Christine were seconded as Three Rivers Medical staff to overcome any patient privacy issues and they work out of a Three Rivers office with a telephone and a computer spreadsheet of details. On day one they made 128 calls in four hours!

By April 22 Mere and Christine had dialed 1947 numbers and talked to 754 people. They made 91 referrals to the Turanga Health smoking cessation service.

Mere and Christine have made many of the calls in evenings and weekends in an effort to connect with more people.

Quality Plan Targets to be Achieved by Three Rivers

90% of enrolled patients aged 15 years and over have their smoking status coded.

90% of enrolled coded smokers aged 15 years and over who have been seen in the past 12 months have been given brief advice to stop smoking.

25% of coded smokers aged 15 years and over who have been seen in the past 12 months have been given or referred to cessation

Mere says it's been a new way of working and building a rapport with the patient is key.

"You know what it's like getting a phone call around tea time! It can be annoying. So we quickly identify who we are and why we are calling.

Mere says they aim to make a favourable impact at the start of the call using an efficient but friendly tone. The patient receives an impression within the first few seconds and that impression is essential to the future relationship.

If a patient says they aren't considering quitting smoking then Mere does not apply pressure. If the patient does indicate an interest in quitting Mere and Christine outline the options they could consider, including the Turanga Health smoking cessation programme. "It's a real advantage to know the programme so well because then you can promote it."

Adrian receives weekly updates from Turanga Health and says he can already see that the general practice's figures are tracking upwards. By 22 April, 19.8% of Three Rivers patients who smoke had been referred to a smoking cessation service. The target is 25%.

Help from the Turanga Health staff to code the outstanding patients is good for Three Rivers and even better for its patients, he says. "Our fundamental goal is the health of our people and this partnership between Turanga Health and Three Rivers is ultimately helping people stop smoking and as a result reduce the impact of smoking-related illness and death."

The two organisations already work together at Waikohu Health Centre, and a shared project around cardiovascular checks later this year will strengthen the relationship further.

Smoking Cessation ABC

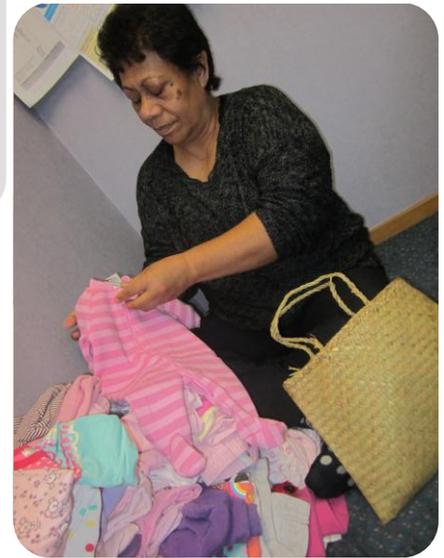
Using the Smoking Cessation ABC approach adopted by most organisations, at every encounter with Three Rivers, a patient should be asked if he/she is a smoker (A). If answering yes, there should be brief advice about the importance of stopping (B). And following the advice, assistance must be given with the attempt at cessation (C).



Three Rivers Corporate Manager
Adrian Tucker.

Celia thanked staff for food donations they have left in the 'Kai 4 Whānau' box near her desk. She knows one whānau with 10 children and she sometimes takes them food items and any excess milk Turanga Health has left in its fridge. "Our staff are very generous" she says, indicating a large pile of girls clothing recently dropped off to the office.

"It all helps. It's lovely to be able to give a food, bedding, or clothing parcel to our families in need."



Clothes for the Moko

Tamariki Ora Nurses Celia Letufuga and Janneen Kinney are helping out some Turanga Health whānau by passing on baby clothes donated by fellow staff.

The clothes, including warm woollen jerseys, booties, and tops and bottoms, have been donated by Turanga Health staff and some church groups. Items of clothing are then added to the kete gift packs given to whānau by the Tamariki Ora Nurses.

"The families really appreciate it," says Celia who also takes food donations to some of her families. She says they would be too whakamā or shy to ask for help and so the nurses simply pop a few items into the kete.



They did it!

Our Oxfam walkers pushed themselves to the limit this month. It wasn't always pretty but it WAS definitely inspiring!

It was about gam in the morning and Tūranga Health nurse Geraldine Nepe had already walked non-stop throughout the previous day and night covering about 65 kilometres. She was plodding along putting one foot in front of the other in a bizarre state of sleepy-awakeness. She was exhausted. So tired. It was all she could do to follow the long black-haired lady in front of her. The troubling thing about this scene was that there WAS no long black-haired lady in front of her. The only thing in front of her were her team mates with hair tucked away under their hats. Geraldine was hallucinating!

Earlier this month six Tūranga Health staff took part in the Oxfam Trail Walk around Lake Taupo. They walked 100km in around 32 hours as a fundraiser to help overcome poverty and injustice. It wasn't easy with walkers battling aches and pains that reached threshold level. Some hallucinated with fatigue and others wobbled off course when sheer exhaustion threatened to overtake them. One team mate didn't make it.

But despite that, they are united when they say "YOU SHOULD DO IT!"

There were two teams with Tūranga Health staff at this year's event. Friend of Tūranga Health Hiraina Banks was the leader of a four-person wahine team



made up with Geraldine Nepe, Lisa Tamatea, and Shirley Keown.

The tane team was Reweti Ropiha, Dwayne Tamatea, Pene Brown and friend Brendon Fogarty. When Manawaru caught up with Tūranga Health staff they were still hurting from the huge walk. Toes were still plastered. Hips were still squeaking in protest, and memories of the tough bits still burned.

"Oh at times it was murderous," says Geraldine who was nursing swollen feet.

"Three births in a row wouldn't compare," says Lisa

"The organizers played with us mentally!" says Tama

"The ladies' team was so inspiring," says Pene

"It's horrendous but I reckon everyone should do it" says Shirley.

Each team member says they discovered more about themselves in the Oxfam Walk than they ever would have believed. They were challenged physically and mentally to breaking point and each of them gave some thought to the fact they mightn't finish. But camaraderie got them through. Geraldine says when one team mate was

down another would be up and help get them through. Shirley tried to get her team to sing songs, play games, do anything to distract them from the task at hand.

Pene says the wahine team applied "logic and science" to their bid to walk 100km. They were better prepared because they had spent more time walking together. They knew each other's pace and style and more importantly they knew how their team mates would react when they were drained and tired.

"A lot of it is about learning the rhythm of the team and that's what the girls had over us. They were able to respond to things. We were a bit more higgledy piggledy, more bluff and bluster, as opposed to logic and science."

One of the most challenging times came when two-thirds of the way through, in the dark inky hours of early morning, Reweti faced the realization his worsening asthma meant he had to pull out. Advised by medics he shouldn't go on he felt gutted when it came to the crunch

"I realized I wasn't going to finish when the guy in the ambulance said 'I'm taking you to hospital'." It was heart wrenching for him and his team mates. Able now to



smile about it Reweti can see the funny side of the predicament he was in. "Sheez, if I wasn't going to finish then it would have been easier to get pulled out at the 1km mark, not the 70km mark! I had all the pain and no satisfaction of a finish!" He says friends have a new cheeky nickname for him now: Point Seven! He is more determined than ever to get back to the event next year and to quote a famous New Zealander 'knock the bastard off'.

As Reweti was finishing his part of the event, there was to be a silver lining. Nearby, a man from another team had just lost the rest of his team to fatigue and injury. Rules dictated he wasn't allowed to continue the walk by himself. It was doubly distressing for the man as the same thing happened to him last year and he hadn't been able to complete the challenge. With room to spare for a new team mate, the Tūranga Health tane scooped him up and some 12 hours later, together they crossed the finish line.

The wahine team still get a bit emotional and struggle to find the words as they describe the finish. Having spread out during the last few kilometres they formed up in a tight group and crossed the line together each pretending to be brave. Then the flood gates of relief, tiredness, and success overwhelmed them and there was tears and hugging

as they realized what they'd accomplished.

"There was so much emotion," remembers Lisa. "We each had a new appreciation of each other and knew we had been through something really hard. It was awesome."

Shirley says the team, which raised around \$1700, was excited to get to the end. "There was almost total disbelief as we got closer. It was a big learning curve about our own personal strengths and that of our other team mates. You learn a lot about how people respond to pressure and stress."

Tama says neither team would have made it without the stunning encouragement and back up from their support crews. At each pit stop chairs were set up, a steaming cup of tea prepared, and food was served piping hot. Tama is forever in debt to his daughter Paige who would remove his shoes for him, slide his feet into ice water, and then help him put his shoes back on again. The tane team raised \$1400.

When asked if he would do it again Tama cocks his head towards Reweti's office and says he reckons he might have one more Oxfam Walk in him. "We might have some unfinished business!"



Safety Corner

New fire evacuation procedures were trialled during this month's fire drill and Health and Safety Committee members are happy with the outcome.

The Turanga Health Derby Street campus has recently been split into five zones (A-E) and staff in each zone responded well to their warden's instructions and quickly left the building.

Zone A Warden: Laura Biddle
 Zone B Warden: All Staff
 Zone C Warden: Mauhoe Waihape
 Zone D Warden: Natasha Moeke
 Zone E Warden: Christina Sayer



Diagrams of the zones are now displayed around Turanga Health and the Vanessa Lowndes Centre alongside the warden's hi-vis jackets and instructions.

In previous fire evacuation drills Health and Safety Committee members had been disappointed in delays by staff to evacuate, but this time round they moved quickly and efficiently.

Last year's drill also revealed the In-Out Board was not being used to record staff movements. The In-Out Board had since been moved to a more convenient position and more staff are remembering to use it. Staff are reminded that as they leave or return they must move their magnet.

Tatapouri Fishing Club Quiz a Success



Congratulations to everyone who went to the Tatapouri Fishing Club Quiz earlier this month.

About 40 staff came along to the social afternoon which was about team work, enjoying a meal together, and having a bit of fun. Just like the weather some staff were pretty fired up. There was banter about the accuracy of answers and a controversial count back!

Despite all that there was an eventual winner. Congratulations to the 2Bangs Team featuring Darryn White, Shane Luke, Janelle Te Rauna-Lamont and Albert Tibble for taking top honours!

As readers will remember this low-key quiet team (!!) would add a double clap every time their team name was announced. "Oh yeah, the audience loved it. They loved it in an angry way" says Shane!

Turanga Health staff stay safe from Influenza

The staff influenza immunisation programme is underway with 46 out of 68 Turanga Health staff vaccinated as of 30 April.

"You are never too fit to get hit by influenza," says Clinical Coordinator Karen Staples who has coordinated staff immunisation during April.

Many staff were vaccinated onsite; others were vaccinated by their own doctor or general practice nurse. Vanessa Lowndes whānau and staff, and Midlands Health Network staff in Peel St have also been vaccinated by Turanga Health nurses.

Please remind your patients and whānau that influenza immunisation is free from a GP or nurse until July 31, 2014 for anyone at high risk of complications – pregnant women, people aged 65 and over, and anyone under 65 years of age, including children six months and older, with long-term health conditions such as heart disease, stroke, diabetes, respiratory disease (including asthma), kidney disease and most cancers.

The influenza vaccine for 2014 Southern Hemisphere season includes two new strains based upon recommendations from the World Health Organization on the strains most likely to spread and cause illness in people this season. These are newly included in the vaccine, not new or novel viruses. The composition is:

- A/California/7/2009 (H1N1)-like virus
- A/Texas/50/2012 (H3N2)-like virus (New)
- B/Massachusetts/2/2012-like virus (New)

Remember, influenza spreads very easily and up to 1 in 5 of us come in contact with influenza every year, says Karen. "At its worst, influenza can put you in hospital and can even be fatal. In many cases, influenza can keep you in bed for a week or two, and drain your energy keeping you from work, sport or just about anything that requires leaving the house."

Staff who still want to be immunized can contact Karen and she will arrange for one of the Turanga Health nurses to see you.

Tū Marae Whanau on Sunday!

Turanga Health's duathlon series is back with the Takipu Marae to Mangatu Marae event this Sunday 4 May. As well as a fun healthy day out for young and old it's a chance for our whānau get to know their local Marae.

The event is 20km with a range of 2-5km walking and running legs.

Registrations open at Takipu Marae, Main Road Te Karaka from 11am. Race starts at 12 noon.

Check in with Denzil if you still need details on what your role is. Otherwise see you there bright and early!

Gone Fishing!

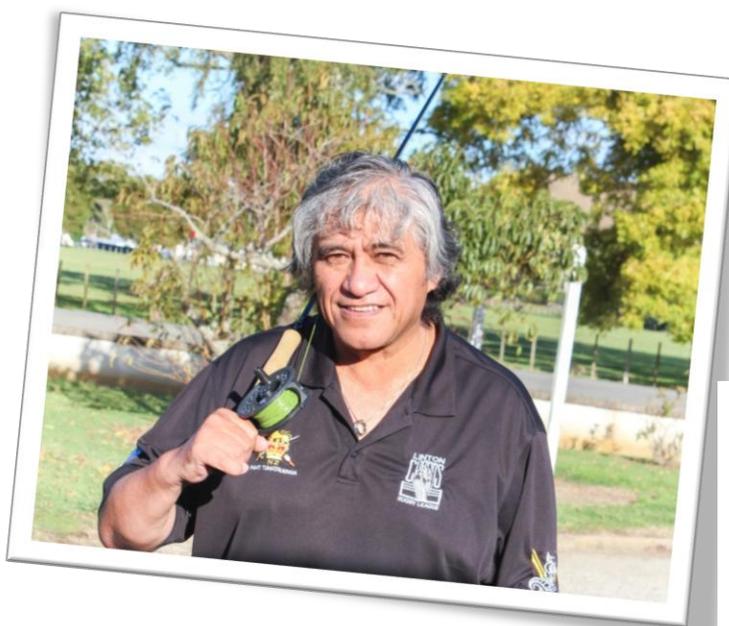
Waikohu Health Centre nurses Kylie Morrese and Laura Pepere have created an extraordinary project that's changing people's lives. Called 'The Long Term Conditions Pilot Programme' it's a year-long mission to reunite very sick hard-to-reach patients with general practice, and the medicine and treatment they need. Manawaru profiles patient John August from Te Karaka as he continues his amazing journey to wellness.

Half a year ago John August was at death's door. He'd had seven heart attacks and was so sick a visiting Waikohu Health Centre nurse worried about leaving him alone.

When nurse Kylie Morrese saw him in September 2013 John had been laid up for five days, was in excruciating pain from osteoarthritis and gout-like symptoms, was recovering from a serious heart scare, and had begun to slide towards hopelessness. "He was a very, very sick man," says Kylie.

That was six months ago and since then John has been part of an extraordinary Waikohu Health Centre nurse-led project reuniting unwell hard-to-reach patients with general practice, and the medicine and treatment they need.

John is one of the reasons the nurses created the project and right now he is the poster boy for its impact. Just this month John's mum Gilly popped over to his Te Karaka flat for a visit and all she found was a note: 'Gone Fishing. Back at 6pm'.



Ready to fish again!
John August is feeling better thanks to the Waikohu Health Centre Long Term Conditions project. Images on this page and the next page: Alexandra Green.

"It was really good! I didn't catch anything but I didn't care!" says John who is of Te Aitanga a Mahaki and Whakatōhea descent. "I'm an outdoorsy person, I love to roam, but I had lost it."

John used to be a fit strong army instructor. He was a long distance cyclist, a keen fisherman, and a runner of marathons. But childhood illnesses and long term sickness including pneumonia, as well as embarrassment and difficulty getting to the doctor, had culminated to his house-bound pain-wracked state.

"It was so difficult to get there, physically. And on top of that, I didn't want to be in the doctor's waiting room and be struggling to my feet after they called my name. There are so many people older than me and I would be embarrassed."

John knew he was in trouble but the sheer scale of it overwhelmed him. "I just couldn't go to the doctor. I was confined to my couch. I watched TV, listened to music and had my computer."

The Long Term Conditions Pilot Programme evolved from Waikohu Health Centre staffroom conversations about the lack of time and resources available to help hard-to-reach patients. John August was an example of someone who needed more time with health staff than the standard 15 or 20

minute appointment. Having so many illnesses and as a reluctant visitor to the Health Centre John was falling more unwell each day. Something had to be done.

"We have an aging population here and it was getting personal. It really sucks when you see everyone that helped bring you up getting sicker," says Kylie, who was raised in Te Karaka and doesn't hold back with her feelings!

Staff saw a way to help if only they could work differently - different times of the day and in different settings. Their proposal was that 20 chronically ill patients from Te Karaka, Whatatutu and Matawai be selected for a year-long pilot programme during which time they would have weekly home-based or clinic appointments for the first few weeks. Then on they would be closely monitored. Patients were chosen because of their multiple long term conditions such as diabetes, gout, obesity and hypertension. Many were at high risk of a heart attack, and for whatever reason, most were disengaged from the general practice.

John was at the top of the list for patients chosen. At only 57 he'd had seven heart attacks. On top of his congestive heart failure he had osteoarthritis, water retention, worn out cartilage, and gout-like symptoms.

When John agreed to become part of the project staff asked him to set a goal. They had noticed his fishing rods so it wasn't a surprise when he said he wanted to return to surfcasting. The scene was set and everything that happened over the next six months was a tiny step towards reuniting John with his fishing rod.

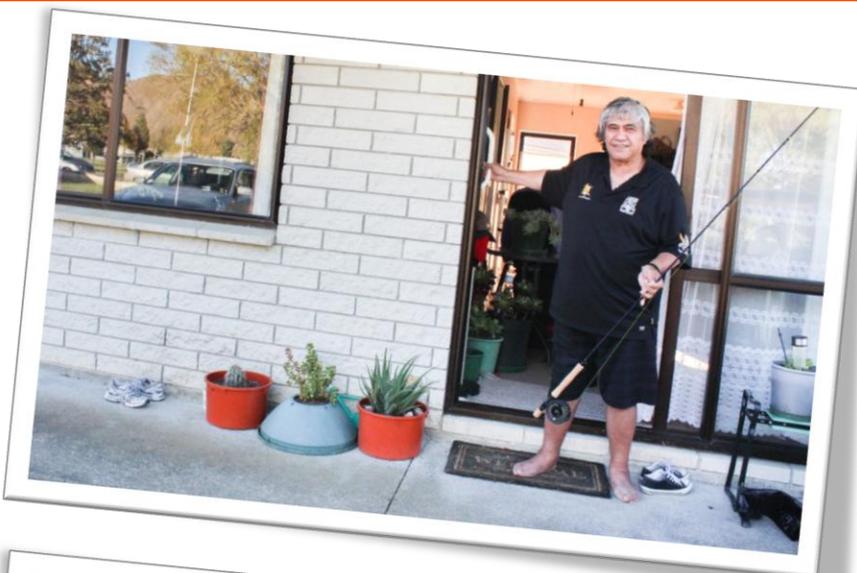
"I prefer surfcasting compared with boat fishing. Surfcasting is more challenging because you are trying to outwit the fish. It's relaxing and very therapeutic," says John. "It encompasses everything to do with my fitness because there's hiking as well - to get to the decent fishing spots. I used to do it after night shifts in Auckland but not anymore. I hadn't been out for at least a year because of all this."

Nurses visited John weekly and assessed his condition. The first thing they did was help him be pain free and that meant encouraging him to re-start medication. He was wary, having previously experienced side-effects, but with the help of Waikohu Health Centre's doctor Mark Devcich, John was slowly re-introduced to medicine that would begin to make him feel better.

Weekly visits became fortnightly visits during which time John and the staff learned more about managing his conditions. By the time the visits were monthly John was literally standing on his own two feet.

"Kylie is my angel", says John who had turned to prayer while he was housebound and low in spirit. He says the same of his two sisters Catherine and Julieann who helped with his personal care. "Without them I don't think I would be here. I couldn't even get up to get a glass of water." It had been a humbling experience for a man previously proud of his physical ability and endurance.

These days John is so changed in appearance, ability and outlook that he and those who love him can scarcely believe it. Kylie says "You standing here now is amazing to me. You are never home and that is a good thing!"



"Yeah, a day out the door is a good day for me now," replies John. He can drive again, does his own supermarket shopping, and has been reunited with his beloved guitar. He wiles away hours at a time playing covers and mixing music, and would like to write his own music in the future. "It's part of my rehabilitation for my soul and my fingers. I hope the neighbours don't mind!" he says with a smile.

John encourages others who are ill and feeling the way he used to, to overcome any whakamā [embarrassment] and fear and seek help. He reassures others there is assistance for anyone who wants to reclaim their former life: support from health staff, and unconditional support from whānau. "You've just got to get up and overcome those fears."