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Manawaru Turanga Health

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Firewise delivers results



Tupae Matenga and Jazmine Wharepapa learn more about fighting fires during the Firewise holiday programme in Patutahi.

GISBORNE'S Fire Risk Management Officer Tim Lister is full of praise for the education and opportunities Turanga Health's Get Firewise Holiday Programme created in the last school holidays.

September's rangatahi holiday programme focused on fire prevention. It was run in Matawai, Whatatutu, Te

Karaka, Patutahi and Manutuke with the help of each community's volunteer fire brigade, and Tim Lister and Steve Hermon from the Gisborne Fire Station.

The Get Firewise programme is designed to teach youngsters actions they can take to prevent fires from starting, and to teach them fire-safety behaviour that could save their lives in a fire emergency.

Mr Lister said as a result of the holiday programme the Gisborne station now has a list of about 100 rural families who have agreed to have a free fire alarm installed in their home as part of the New Zealand Fire Service Home Fire Safety check. When an alarm is being installed Fire Service staff also talk to family members about their fire escape plans, and carry out a safety check.

"Both organisations worked well together and as a result we have the

potential to visit 100 families and install smoke alarms and talk about fire prevention," says Mr Lister.

The programme had also raised the profile of the Fire Service and Volunteer Fire fighters in rural communities. "We are always looking for suitable people to volunteer as Fire Fighters. Becoming a volunteer means you will be part of a dedicated team that protects your local community from the risk of fire. Volunteer numbers fluctuate and we are always looking for new people." Mr Lister said since the programme they have received a query from someone about becoming a Volunteer Fire Fighter.

"Being part of the holiday programme meant we were raising our profile and getting some conversations going. There were older kids on the programme who might think about volunteering later in life. And there were some parents there too, and so it might all lead to something."

Denzil Moeke from Turanga Health said the holiday programme was created out of a real need. Rangatahi at a previous holiday programme answered a Turanga Health questionnaire about being fire wise. Denzil said around 70 percent didn't have a fire escape plan for their own home. "Kids can never resist the big red fire trucks, so we knew if we got the Fire Service into the communities it would be a programme the rangatahi would enjoy and learn from."

Each community's Get Firewise day was a bit different. At Te Karaka kids got to see the jaws-of-life cutting open an old vehicle donated by Te Karaka volunteer fireman Jamie Simpson. At Patutahi kids held fire hoses and aimed them at water targets.

Denzil had nothing but praise for Tim Lister and Steve Hermon's commitment and involvement with the programme. "Not only did the kids have a fun, educational afternoon, but if the result is more fire alarms in the homes of our whānau, then the programme was a massive success."

Eastland Community Trust Chair Richard Brooking was one of the first to congratulate Turanga Health. Mr Brooking first worked alongside Turanga Health in 1988 when it took the cash-strapped Vanessa Lowndes Centre under its wing. He said back then some may have considered the fledgling organisation a "novelty".

"The organisation is just so deserving of this award. Reweti and his team have created an incredibly focussed organisation and they have capitalized on every opportunity presented to help whānau feel well."

When Turanga Health started in 1997 it did so with an opening cash balance of \$300, two contracts with the then Midland Regional Health Authority, and no more than 10 clients.

Sixteen years on the organisation has over 3000 clients and 60 staff including 11 nurses and one contracted GP. It receives around \$5m in contestable health funding to run around 20 services. It is based at a central-city campus, owns a general practice in Te Karaka, and the state-of-the-art mobile clinic Piki te Ora.

Mayor Meng Foon says Turanga Health is fully deserving of the award and has every right to celebrate its success so far. "I've watched Turanga Health from its inception and witnessed an incredible journey. Our pakeke have better health in this district because of Turanga Health's hands-on programmes. I've seen it time and time again from Marae to Marae. Health is now at the forefront of people's minds and they are getting their heart checks and diabetes checks because of the time and effort of Turanga Health staff."

Below are other messages received at Turanga Health since announcement of the Westpac award winners.

"Turanga Health's success is an indication of the passion and commitment shown by all its staff and management. This award justifies the faith and trust shown by its three Iwi shareholders that Turanga Health was being governed appropriately to meet

the needs of its people." *Pene Brown, Turanga Health Board Chairman.*

"It is a great win, particularly for Māori in the area, as Turanga Health has a marvellous feel of inclusiveness, with all it does. For us at Three Rivers Medical, it is a real bonus to have the close relationship with Turanga Health that we do." ***Ingrid Collins, Chief Executive, Three Rivers Medical.***

"My whole-hearted congratulations to Reweti and the team at Turanga Health. It is great to see your outstanding commitment and innovation around community health and wellbeing acknowledged. Midlands Health Network and Pinnacle are proud to be working with you." *John Macaskill-Smith, CEO MHN and Pinnacle.*

"Turanga Health introduced the Workplace Wellness program to all our staff in an extremely professional way that encouraged all to get on board. Whether it was the stop smoking plan, the dietary education program, or the 14-week fitness program, everyone has made an effort to improve their lifestyle which is very pleasing. I believe the high number of staff who continued following the program is due to the enthusiastic nature of the Turanga Health staff and the robust program put together by their team. The Gisborne Fisheries staff have asked me to thank Turanga Health for introducing them to the Workplace Wellness Program and the benefits derived. It has given us all a real wake-up call and initiated a real change. Congratulations." ***Salvatore Zame, General Manager, Gisborne Fisheries Ltd.***

"It is no surprise to Midlands Health Network that Turanga Health were the successful recipients of the Community Excellence Category of the Westpac Gisborne Excellence Awards. For more

Messages of congrats in to Turanga Health after comp win



Meka Whaitiri, MP Ikaroa Rawhiti.

MESSAGES of congratulations have been received since Turanga Health won the Community Service Excellence Category of the Westpac Gisborne Business Excellence Awards last month.

than a decade Turanga Health has excelled in their craft, providing exemplary community service, contributing to the economic base of iwi, fostering growth and improving outcomes." **To the Board, Reweti and the team, congratulations for another job well done. Keriana Brooking, Deputy CEO, Midlands Health Network.**

"Congratulations Reweti – to you and the team on a wonderful achievement. From Tairāwhiti District Health's point of view the development of Turanga Health has been a deliberate and impressive pathway that has solidified the organisation as a prime partner for TDH in delivering improved outcomes for the Tairāwhiti population, especially Māori. Well done everyone and thank you for what this means for whānau across the Turanga Health rohe." **Jim Green, Chief Executive, Tairāwhiti District Health.**

"Well done Reweti and the team at Turanga Health for taking out this year's 'Community Excellence Category' of the Westpac Gisborne Business Excellence Awards. A well deserved recognition of your leadership and commitment to the wellbeing of the people of Turanga. Very warm congratulations to you all." **Meka Whaitiri, MP Ikaroa Rawhiti.**

"Turanga Health's distinctly Māori kaupapa and delivery framework is something to celebrate and makes it stand out as an effective deliverer of primary health services to our whānau here in Turanga." **Tui Ferris, Iwi Director with Turanga Health.**

"Congratulations to Reweti and his team. I first encountered Reweti's vision of a first-class Māori health organisation when I took up Board Chair of Turanganui PHO in 2005. As a diligent Board member Reweti constantly reminded us that Turanga Health could compliment the work of our GP



practices as well as increase the focus on Māori health. Eight years later Reweti still has that fervour and determination to achieve. The easy part in life is to have an idea, the difficult part is having other people catch the idea then work on it so that it blossoms. Both Reweti and director Pene Brown have successfully encouraged others to believe and expand the initial concept of providing appropriate health care for the population of Gisborne, Western Rural to Matawai, Manutuke and Muriwai. It has been a privilege observing the growth and maturity of Turanga Health. The outright winners have been the patients living in Turanganui-a-Kiwa. This has been a good investment in Tairāwhiti District Health dollars and so on behalf of the TDH Board: Tino pai koutou rawa atu ki ia: Thank-you very much on behalf of us all." **David S Scott JP, Chair Tairāwhiti District Health Board. (Pictured above).**

TH looking to new contracts

TURANGA Health is pitching for new contracts from the Ministry of Health (MOH) that align with work we are already doing.

Chief Executive Reweti Ropiha said the organisation has put up its hand for two

recently advertised contracts and if successful could be offering the programmes before July next year.

The two contracts are:

- 1) *Smoking Cessation in the Workplace.* Reweti says Turanga Health has already moved its smoking cessation services into workplaces such as Gisborne Fisheries, and Leaderbrand is next. He said the MOH is looking to formalise that kind of work as it moves towards the aspirational goal of a Smokefree New Zealand by 2025. To secure the contract a team has completed the paperwork for the tender process. If that is accepted then Turanga Health will be asked to make a presentation in Wellington on how the service would look. Reweti says there may be potential to recruit an additional staff member. The MOH wants the new workplace Smokefree programmes to start by July 2014.
- 2) *Physical Activity Programmes in the Community Focussed on Pre-Diabetic Populations.* The MOH wants more community focussed programmes to help manage the growing number of people with diabetes. In 2011 the estimated number of people with diabetes was just over 237,000 and that was estimated to increase by 50% by 2021 without effective prevention programmes. "The contract we will tender for is pretty congruent to what we are already offering with Tu Kaha," says Reweti. He says the Ministry recognizes the value of working with communities where there isn't necessarily a structured referral process and in venues and at times of the day that suit the community best. The MOH wants the new community programmes up and running by January. The tender process is underway and

all going well Turanga Health will be asked to make a face-to-face presentation in Wellington later this month.

November



Brrrrmm Beep Beep!

WELL done to everyone who answered questions correctly during the Wananga Health and Safety Quiz. It was a helpful reminder about incidents, policy access, infection control, hazard and quality improvements, and who our Health and Safety representatives are. We also promoted the crash envelopes and also pushed the importance of filling in Incident Forms correctly.

The biggest surprise for everyone was the dollar value around vehicle damage in the last financial year. The quiz was multi choice with answers ranging from \$300, \$1000, \$15,000 and \$28,000. \$28,000 was the correct answer! That's the value of one-and-a-half brand new vehicles.

Please remember the need for more care when driving vehicles, and the awareness of vehicle repair cost to the organisation.

Fire!

Fire evacuation drills held at Turanga Health last month did not fill incumbent fire warden Denzil Moeke with the greatest confidence that staff could get themselves out safely in event of a fire.

Staff will get another chance to practice their fire evacuation drill within the next six months and Denzil wants to see more urgency and effort from staff to get out of the Derby St building.

"There was a lackadaisical approach from staff. They wanted to finish their emails and that's not what it's about," he explained.

The fire drill also revealed staff are not using the In-Out Board to record their movements on and off site. According to the In-Out Board only nine staff were on site during the fire drill. So it was concerning to see 35 staff at the muster area. Some staff also had to be reminded to stand on the footpath and not on the road.

Denzil rated the staff fire drill a three out of ten and has made a report to the Health and Safety Committee for further action.

Waikohu Health Centre staff were also tested on their fire evacuation skills and Denzil was pleased with their reaction. He picked up a couple of small issues which have been reported to the Committee such as the non-display of the Building WOF. While the Waikohu Health Centre staff performed better than their town colleagues it was during a period where there was no patient contact. Evacuation of staff and patients would be more challenging says Denzil and needs to be practiced.

Staff can expect more information on fire safety in the coming weeks.

Staff lunch area being built



THE bike shed and the area at the end of the Derby St driveway started to

get a much-needed make over last week as it became the focus of our latest Workplace Wellness Day.

The bike shed was bursting with equipment long since surplus to requirements and the whole area had become overgrown and dreary looking. Last Friday all that began to change. Everyone mucked in and started to clean the area, says Corporate Services Manager Lisa Tamatea.

It was cleaners, painters, and general hands all on deck. The combined effort will eventually lead to an all-weather lunch area and a new deck outside the staff kitchen.

Lisa said the ideas fell out of a fun competition held at the Staff Wananga. Staff were invited to form groups and submit design ideas for the area. The best concepts from two presentations were combined into the final design which also features wheelchair access.

The transformation will take much longer than the afternoon dedicated to it last week. Staff are invited to pitch in again this Sunday at 2pm. And in three weeks time work will begin on the deck.

Many thanks to everyone using their own networks to source the materials needed at a very low cost. Other cost saving techniques have included developing Leaderbrand pellets into herb gardens, and using plant cuttings from individual staff members' gardens.

The Workplace Wellness Day activity is a quarterly event and is part of Turanga Health's five-year-old Workplace Wellness programme.

Your impt changes and updates to reg forms

MANY thanks to everyone who took time at the Wananga to learn about the change in process when registering whānau for Turanga Health lifestyle programmes. The changes took effect in the middle of October. You will have had a chance to catch up with the changes in your team meetings. If you have missed the information somehow, here is a quick update.

The updated registration form can now be printed from the intranet and incorporates **TWO NEW FEATURES:**

1. A **WAIVER** which reads:

I accept that participating in Turanga Health programmes may contain a level of danger and that accidents can occur that may result in serious injury and/or death and/or property damage.

I understand that participation is entirely at my own risk. I also understand that I should not participate in this programme unless my physical condition enables me to complete the programme.

I indemnify Turanga Health against all liability arising out of my participation in the programme, loss of personal equipment and/or damage to third party property that may result as a result of my involvement. I consent to receive any medical treatment that the organisation may deem desirable during or after the programme. I understand that road rules apply at all times and that all roads are open for public use. "

2. A **RESIDENTIAL STATUS** question for clients not born in NZ to complete.

We are not able to 'register' those clients who do not meet eligibility criteria. We will still provide service. They will be marked as NOT ELIGIBLE (NE) instead of REGISTERED (R) in our Medtech system. A registration form is still required. (Please note it is unlikely we will need to use this with the clients we see, but it is a Ministry of Health funding requirement).

Important reminders for staff:

- Anyone participating who is under 16 years requires parent/guardian signature
- **All** fields of the registration form are required to be completed if not they will be returned to the service for completion
- Smoking brief advice and internal referrals to the Smoking Cessation service, were added to the registration form in July for staff to engage with those clients who are smokers.
- A completed Activity Scope & Evaluation for each programme remains a requirement

Robyne McKeague, Database Manager.



HELP promote fun, fit and healthy lifestyles in our community by taking part in The Gisborne Herald Quarter Marathon & 5.6km Fun Run on Sunday 10 November at Marina Park!

The new scenic course takes you past our city's rivers, walkways and town beaches, and is suitable for all ages and abilities (including mums with buggies).

All Turanga Health staff and clients receive a 50% discount and can enter for just \$10 each – and there are some great prizes up for grabs.

For more information visit www.sportgisborne.org.nz/QuarterMarathon