



# Manawaru Turanga Health

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## Integration helps māmā with challenges



**TURANGA** Health staff have united to support a māmā and her pēpi as they face a raft of mental, social, and financial challenges.

Multiple agencies are involved in caring for the wahine including Tairāwhiti District Health, Child Youth and Family, Recovery Solutions, Addiction Services and Turanga Health.

### Complex back story

Turanga Health Tamariki Ora nurse Janneen Kinney says the mother of three has one of the most complex back stories she has ever come across. With mental health and addiction challenges and a history of domestic violence, a new baby was going to be a joyful but stressful addition to her life.

"I first met her before baby was born and then I became more involved when she required postnatal care. Now the baby is here it's about how to best wrap support around her to meet her needs."

Clinical Nurse Coordinator Karen Staples says Turanga Health strives to integrate its services to better help individuals and whānau. "Staff are using their knowledge of our services, as well as Medtech and our reporting systems, to make sure each person is getting all the help they can." She says client-centred collaborative health care is the key to integration. "Inter-professional team work can strive to achieve positive outcomes."

### Whānau Ora involved

As well as Tamariki Ora nursing, Turanga Health is also providing mental health care through its Whānau Ora service. Kaiāwhina



All images for this article: Alexandra Green

Kay Walker has spent time with the new mother. "She's had lots and lots of services to help her," says Kay.

As the trust has built up these past few weeks Kay has helped her with getting to GP appointments and some grocery shopping. "I now see her every week, and Janneen and I will always catch up after our visits to make sure we are both working in the same direction for her."

### Child restraint for car



The new mother has also been helped with her baby car seat needs by Stephanie Broughton. By chance Janneen noticed an unused car seat at the mother's home. It had been dropped off by another agency without any education or fitting advice.

Concerned her client wouldn't be able to use it safely Janneen immediately involved Stephanie. "Children's car seats are like spaceships to some people!" says Stephanie. "They can be complicated to fit and use if you are unfamiliar with them. It was great to get the referral from Janneen and be able to leave our lady more educated about how to use it."

### Challenges of integration

Integration of health care between Turanga Health and other Government services has presented its own challenges and there have been a couple of times where life for the mother has been made more problematical because of breakdowns in communication.

"It's about knowing how much information has to be exchanged within each organisation, and between each organisation, and we are all still learning," says Karen. If the organisations helping someone aren't communicating it can lead to double-ups and delays of service. This can be time consuming, confusing, and draining for already stressed out consumers.

Everyone's goal should be to make the way forward as smooth as possible. "We don't want the multi-agency factor to become a problem that the individual has to wade through" says Janneen.

### Potential for a good story

Baby is now just over five months old and māmā and pēpi are doing well, say staff. She has come under the care of Tuhono Whanau Ngati Porou and is getting help with budgeting, housing and child development. Manawaru gives Janneen Kinney the final word. "This woman is an example of just how complex some people's lives are and the test for us is to not make it more complex, because after all we are supposed to be helping her. There are always ups and downs in life however there is potential for this to be a good story."

## GPs learn the ropes at Turanga Health



Dr Fiona Price

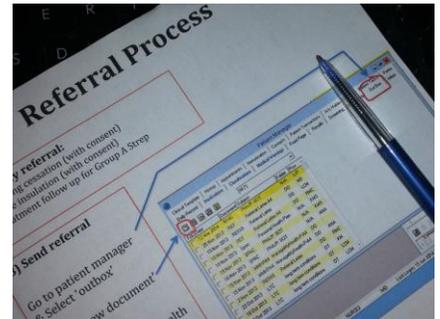
Turanga Health's inaugural orientation programme for Three Rivers Medical doctors was well received by the visiting English GPs who took part.

"It was nice to be able to put a face to a name," says Dr Fiona Price (pictured above) from Southampton, who took part in the orientation with married couple Dr Anthony Chalmers and Dr Stacey Ringham.

"Everyone was so welcoming. It was nice to see what staff do at Turanga Health and where it all happens."

### Five areas covered

The GPs learned about the services and referrals in five areas: Smoking cessation ABC's, smoking cessation referral, home insulation services, positive rheumatic fever response, and Well Child books. Turanga Health staff Mere Waihi, Christine Nepia, Janelle Te Rauna-Lamont and Janneen Kinney made short presentations to the GPs in their area of expertise.



Fiona says one day after the Turanga Health orientation she found herself swabbing a young person's throat so the specimen could be tested for Group A Streptococcus (GAS) bacteria. A positive result can lead to rheumatic fever. "If it comes back positive I know I can refer straight to Turanga Health for follow up" she says.

Fiona was impressed with the organisation's resources and the supplementary information she received, particularly the Referral Process flow diagram. "It makes it so

*"It makes it so much easier for us to learn."* Dr Fiona Price, Three Rivers Medical.

much easier for us to learn," she added. Turanga Health's Dallas Poi says the resources were made by visiting student GPs, who obviously knew what would work best.

Three Rivers Medical former General Manager Adrian Tucker says as always GP orientation to their organisation is intensive and thorough. "Giving the doctors a chance to meet some of the Turanga Health staff and get the information first hand will ultimately pave the way for smooth referrals and follow ups."

# Welcome Stephanie Cox



IF you detected an Aussie twang when talking with new Community Nurse Stephanie Cox you would be dead set fair dinkum right! Stephanie grew up an hour north of Brisbane but has been in New Zealand for a long time and has settled quickly at Turanga Health.

Stephanie joined the organisation after working at Gisborne Hospital in the Neonatal Unit and the paediatric ward, before co coordinating the Nurse Entry to Practice (NETP) programme and TrendCare. NETP is helping new graduate nurses transition from graduate nurse to competent nurse in their first year of practice. TrendCare is a computer workforce planning and workload management system that provides data for hospital staff.

Stephanie enjoyed the work but is loving the chance to step away from the computer! "I wanted to get back into clinical work and expand my skills and knowledge," she says. She has always worked in secondary care and is now looking forward to her new journey in primary care.

Stephanie and her Kiwi partner (a mechanic working in seismic exploration) have two children and outside of work they enjoy outdoor activities including, netball, fishing and motor cross. Turanga Health welcomes Stephanie Cox.

# Welcome Lesa Wilkins-Larkin



Image by Alexandra Green.

**New** Turanga Health Service Administrator Lesa Wilkins-Larkin is loving living and working in Tairāwhiti after 24 years working at the Ministry of Defence (MoD).

Lesa enjoyed her huge and varied role at MoD in Wellington which saw her supporting Corporate and MoD staff - but the two- hour and 40 minute commute to and from Levin each day was beginning to wear thin! "Recently I moved to Levin as my husband came up here to Gisborne first. It meant getting up at 4am. I don't miss that!"

Working for the Ministry of Defence is not to be confused with working for the New Zealand Defence Force. The Ministry of Defence employs civilian staff and it was only rarely she worked alongside uniformed staff. One day Victoria Cross winner Corporal Willie Apiata was in her building. She regrets that she didn't have the chance to shake his hand and acknowledge his bravery!

Lesa (*Ngāti Porou*) joins Turanga Health as an administration assistant working with senior management staff. In the afternoons between 1-5pm she will be on the reception desk.

Outside of work Lesa is a keen walker and runner and social netball player. Her

weekend visits to see husband Rongo Larkin meant she could play for Rangatira Netball team in the Premier Three Grade this year.

Rongo and Lesa have moved to Tairāwhiti to be closer to family. She has thoroughly enjoyed her first weeks at Turanga Health. Turanga Health welcomes Lesa Wilkins-Larkin.

# Pick up the pen and make your mark on the next Health and Safety Committee's call out!

Have you contributed yet to the Health and Safety Committee's new unobtrusive way of collecting your feedback? Check out the new Orange Boards dotted around the organisation seeking ideas, comments, and suggestions. These images are from the September campaign inviting staff to use one word to describe *wellness*. Many thanks to all the positive posts and suggestions. Keep them coming!

