

Report Period ending:

31 August 2013

**Campaign Sponsor** Geraint Martin  
**Campaign Manager:** Diana Dowdle  
**Campaign Clinical Leader** Dr David Grayson

**Progress**

<p><b>Will – engagement activities</b></p>	<p>Brandon Bennett, Campaign Improvement Advisor visited with each of the Collaborative teams during his visit on 19 to 30 August 2013. He provided coaching and feedback for the Phase Two Collaborative teams to encourage their progress. Brandon's feedback that he was very impressed and encouraged by the work being done across all of the Collaborative teams.</p> <p>Brandon taught two master classes on PDSA (Plan Do Study Act) - Learning Cycles and Implementation of Change for the Collaborative teams.</p> <p>He also lead a session on "Creative Thinking to Develop Change" on 27 August 2013 which was open to all staff across Counties Manukau Health. Over 50 people attended and participated in an exercise where they applied the different methods for creative thinking in developing a prototype for an Improvement Team meeting.</p> <p>Following the 20,000 Days Campaign presentation to the Minister of Health on 16 August 2013, he requested a booklet that he could distribute to other DHB Boards. The booklet was developed and well received by the Minister.</p> <p>The eight Campaign Collaboratives from phase one who are implementing changes permanently are submitting posters for the APAC Forum on Quality Improvement in Healthcare on 25-27 September 2013 which will profile their many achievements.</p>
<p><b>Ideas / Opportunities</b></p>	<p>The 16 new Collaborative teams are completing their Aim statements in common language.</p> <ol style="list-style-type: none"> <li><b>1. SMART – Safer Medical Admission Review Team</b> To provide safer and more timely management of peoples medications while in hospital. A clinical pharmacist will see all non-critical general medicine patients in emergency care, during their assessment by a doctor.</li> <li><b>2. Well Managed Pain</b> To assess people with difficult to treat pain, and working with them and their GP team, to put in place a "well managed" pain care plan.</li> <li><b>3. Supporting Life after Stroke</b> To implement a new service for people with mild to moderate stroke so that they can receive specialist rehabilitation services in their own home rather than in hospital. This will enhance patient experience, speed recovery and improve quality of life for our patients.</li> <li><b>4. Kia Kaha, Manage Better, Feel Strong</b> To reduce unnecessary hospital or General Practice visits of at least 125 people with long term conditions, by improving their mental health and self-management skills.</li> <li><b>5. Inpatient care for people with Diabetes</b> To provide comprehensive hospital care for people with diabetes by using an integrated care pathway to enable shorter stays in hospital with better health outcomes, reduce readmission rates and to also reduce the impact of future diabetes complications.</li> </ol>

	<p><b>6. Gout Busters</b></p> <p>To improve the quality of life of people with gout identified at the GP rooms as a trigger for assessing other health concerns such as undiagnosed or poorly managed high blood pressure, high cholesterol or diabetes.</p> <p><b>7. ACE- Acute Care for the Elderly</b></p> <p>To provide acute geriatric assessment and care for over 85 year olds admitted to Middlemore Hospital using a new Acute Care for Elderly model which aims to keep them in their home and well for longer and prevent avoidable admission to rest homes and private hospitals.</p> <p><b>8. Medical Assessment</b></p> <p>To reduce the demand on hospital beds by 10% through streamlining the processes in Medical Assessment and working with the Otara locality partnerships to maximise turnaround opportunities</p> <p><b>9. Franklin Co-ordination Service</b></p> <p>To identify and provide appropriate community based care for people living in Franklin who are over 65 years of age and who are at risk of admission to hospital.</p> <p><b>10. Mental Health Short Stay</b></p> <p>Providing a safe environment in Emergency Care for assessment of mental health service users reducing unnecessary inpatient admissions</p> <p><b>11. Memory Team</b></p> <p>To support 200 people with Dementia, their families and carers, to live independently as long as possible with best possible health and mental wellbeing within the bounds of their condition.</p> <p><b>12. Environmental Cleaning</b></p> <p>To improve the process of cleaning the hospital rooms after a patient has been discharged, which will reduce the risk of the next patient acquiring a potentially hard to treat infection.</p> <p><b>13. Feet for Life</b></p> <p>To improve the quality of life for people with diabetes on dialysis by reducing the number of lower limb amputation by 10%, through providing palliative podiatry care.</p> <p><b>14. Healthy Hearts Community Rehabilitation</b></p> <p>To increase the number of well days of people with heart failure through a community based 'Healthy Hearts' 'Fit to Exercise' programme, supported by self-care and self-management strategies.</p> <p><b>15. Healthy Skin</b></p> <p>Our aim is to support families so that they are better able to prevent and manage skin infections by providing high quality and well integrated health services in the community.</p> <p><b>16. Helping at Risk People</b></p> <p>To reduce unplanned hospital admissions for our identified At Risk population by providing co-ordinated planned management in the community.</p>
<p><b>Execution – measures/ monitor/modify</b></p>	<p>The Beyond 20,000 Days Campaign dashboard has been developed and adapted to include new specialty services ARHOP and Mental Health data for phase two.</p>

**20,000 Days Campaign  
Monthly Report**

	<p>The Beyond 20,000 Days Campaign Driver Diagram has been developed with the aim “<i>to continue giving back healthy and well days to our Counties Manukau community by 1 July 2014</i>”.</p> <p>Driver Diagram is attached</p>
<b>Budget</b>	<p>Collaborative teams are currently recruiting the required staff and resources for the work for the next twelve months.</p>
<b>Communication</b>	<p>All presentations, newsletter and videos can be found here: <a href="http://koawatea.co.nz/campaigns/20000-days-campaign">http://koawatea.co.nz/campaigns/20000-days-campaign</a></p> <p>TV3 filmed Better Breathing Programme at Otara and interviewed David Grayson, Clinical Leader for a report on the 20,000 Days Campaign achievements that aired on TV3 News on Sunday 4 August 2013.</p>
<b>Campaign Milestones</b>	<p>See attached</p>

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	<b>Campaign Milestones Phase Two</b>	<b>Completion Date</b>	<b>Status</b> ✓ on track ▲ at risk X behind schedule
Collaborative development, recruitment and engagement	Proposals for Phase Two interventions due	31 January 2013	✓ Invitation for proposals sent out 20 November 2012
	Criteria for selection sent out to proposers	22 February 2013	Diana
	Shortlist interventions	1 March 2013	Lisa/David/Diana
	Dragon's Den session to prioritise and select Interventions	25 March 2013	✓ Panel members Geraint/Campbell/Jenni/Benedict/ Ron Pearson /Jonathon Support: David/Lisa/Diana
	Decisions on selection communicated	5 April 2013	✓
	Establishment of collaborative teams	April 2013	✓
The Collaborative iterative cycles of learning, improving and implementing change	Learning Session 0	6 May 2013 (4 hours)	✓ 9-12.30pm Learning session completed.
	Coaching /support to teams between all learning sessions	Complete IHI Open School	✓ Campaign team / Brandon Bennett
	Learning Session 1	25 June 2013 (1 day)	✓ Brandon Bennett/ Campaign Team
	Celebration of Achievements	2 July 2013 1030-1300	✓ Celebration date changed to 2 July 2013.
	APAC Forum	25-27 September 2013	Skycity Convention Centre
	Learning Session 2	13-14 November 2013	Brandon Bennett/ Campaign Team New dates set for Learning Session 2
Learning Session 3	April/May 2014 tbc	Brandon Bennett/ Campaign Team	
Completion	Improvement implemented	1 July 2014	

**20,000 Days Campaign  
Monthly Report**

**20,000 Days Campaign –  
Collaborative Teams – Phase One Implementing Changes**

	Project Manager/ Improvement Advisor	Collaborative	Clinical Lead
1	Alison Howitt Prem Kumar	Better Breathing	Fiona Horwood Sarah Candy
2	Danni Farrell Prem Kumar	Delirium Care	Sunita Paul
3	Danni Farrell Prem Kumar	Hip Fracture Management	Geoff Green
4	Danni Farrell Ian Hutchby	Cellulitis & Skin Infections	Vanessa Thornton
5	Ian Hutchby	ERAS	Richard Street
6	Monique Davies Prem Kumar	Transitions of Care	Martin Chadwick Michelle Carsons
7	Monique Davies Ian Hutchby	SMOOTH	Sanjoy Nand
8	Alison Howitt Prem Kumar	VHIU	Harry Rea

**20,000 Days Campaign  
Monthly Report**

**Collaborative Teams Beyond 20,000 Days**

	Project Manager/ Improvement Advisor	Collaborative	Clinical Lead
1	Monique Davies Stephanie Easthope	SMART (Safer Medical Admissions Review Team)	Carl Eagleton
2	Jacqueline Schmidt-Busby Ian Hutchby	Well managed pain	Frances James
3	Alison Howitt Stephanie Easthope	Supporting Life after Stroke	Katrina Moles
4	Jacqueline Schmidt-Busby Ian Hutchby	Kia Kaha, Manage Better, Feel Strong	David Codyre
5	Jacqueline Schmidt-Busby Prem Kumar	Inpatient Care for people with diabetes	Brandon Orr-Walker
6	Roz Sorensen Monique Davies Ian Hutchby	Mental Health Short Stay	Muthur Anand
7	Jacqueline Schmidt-Busby Stephanie Easthope Prem Kumar	Gout Busters	Peter Gow
8	Melanie Juer Prem Kumar	Memory Team	Mark Fisher
9	Ian Hutchby PM tbc	Environmental cleaning	tbc
10	Danni Farrell Prem Kumar	Franklin Coordination Service	Geoff Green
11	Danni Farrell Prem Kumar	Acute Care for the Elderly (ACE)	Geoff Green
12	Suzanne Proudfoot Ian Hutchby	Medical Assessment Unit	Bronwyn Sinclair
13	Louise McCarthy Monique Davies Stephanie Easthope	Healthy Skin	Jennifer Njenga
14	Alison Howitt Ian Hutchby	Healthy Hearts – Community Rehab	Sarah Mooney
15	Pauline Sanders-Telfer Monique Davies Ian Hutchby	Helping At Risk People	Harley Aish
16	Jacqueline Schmidt-Busby Prem Kumar Shiva Nami	Feet for Life	Viliani Tutone



# Beyond 20,000 Days Campaign Driver Diagram

Version: 6  
Contact person: Diana Dowdle & David Grayson  
Dated updated: 20<sup>th</sup> August 2013

