



# Papakura Marae Health Clinic

## Safety Climate Survey

### Learning Session 3

PHO – National Hauora Coalition

Team members: Dr David Jansen Pauline Fitzgerald (RN) Nicole Waters (RN),  
Robin Waka (RN), Barbara Betham (Practice Clinic Lead)

Marleen Tuigamala(NHC)

# Safety Climate Survey Monkey Questionnaire over two week period

5 areas:

- Communication
- Workload
- Leadership
- Teamwork
- Safety systems / Learning

# Panekiretanga hei pou mo te whaanau



# Who completed this Audit

Clinical staff: 3GP/ 3RN/1CHW/1pharmacist

Non Clinical: 1 Smoking Coach/ 2 administrators/1 clinic lead

**Strengths: Safe Systems      Learning      Teamwork**

**Weaknesses: Communication      Leadership      Workload**



# Highlights and Lowlights

## Highlights

- Staff culture of whaanau, working together, prepared to try new ideas
- Shared Vision
- Thinking in action
- Relationship Based Care

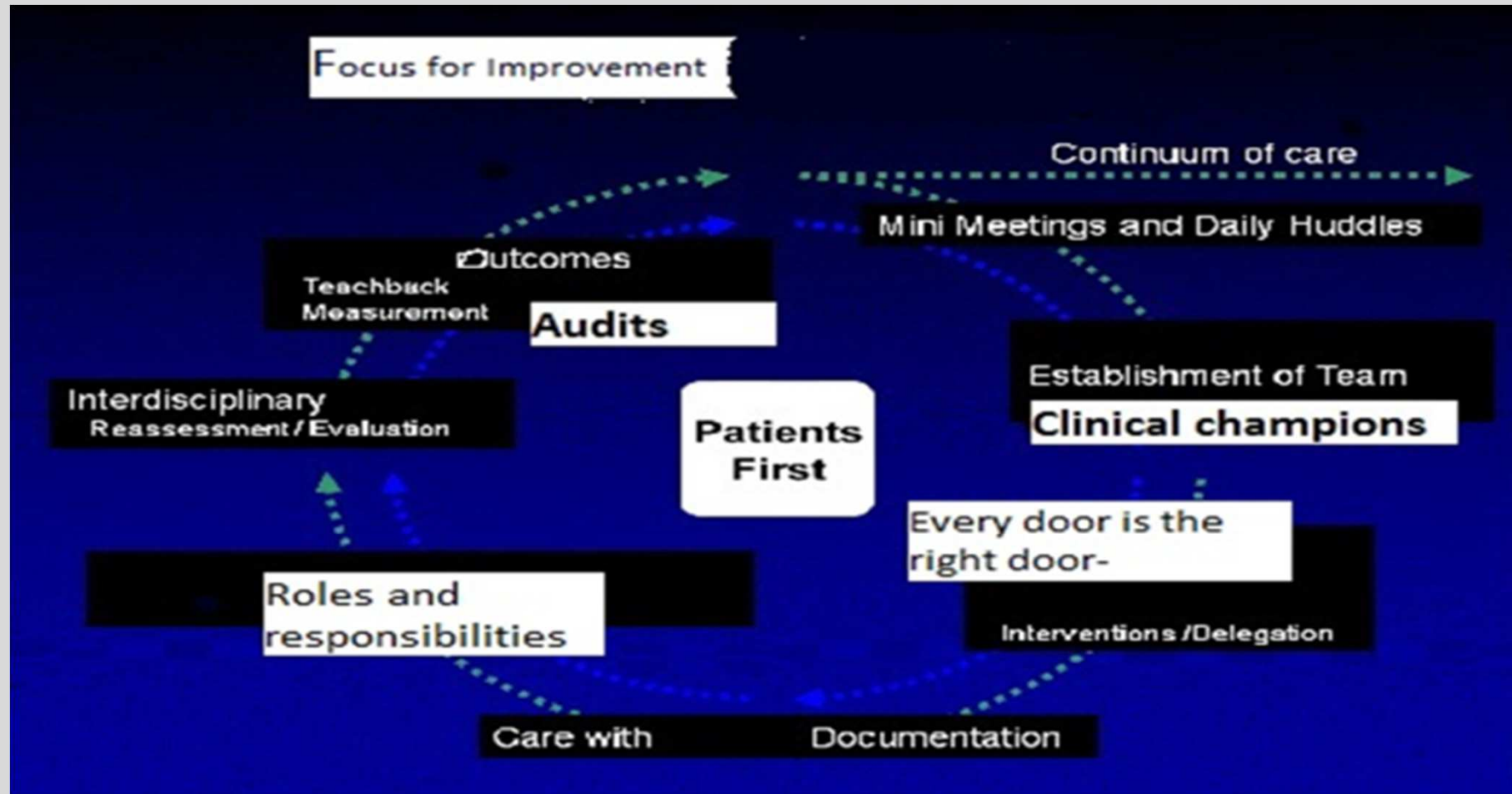
## Lowlights

- Leader Roles
- Communication
- Work Load
- Non clinical staff did not report back on audit

# Change Package

	Change Tested	Outcome / Evidence of Improvement
1	Multidisciplinary team support to facilitate achieving shared quality and safety goals.	Virtual clinics and MDT meetings established. Additional targeted interventions are offered for those who would benefit most. POAC/DCIP/ARI/SME
2	Setting the direction for improving quality and safety consistent with organisational and national goals. Lack of communication is a safety issue.	All staff meetings are held on a monthly basis to allow each member of the practice team a voice in organisational plans/audits that have a key influence on quality and safety within the clinic.
3	Improvement is evidence-based and data-driven. If it is not measured we cannot manage it.	Decisions are made on evidence rather than beliefs and perceptions.

# Focus for improvement





Collaborative



Multidisciplinary



Innovative



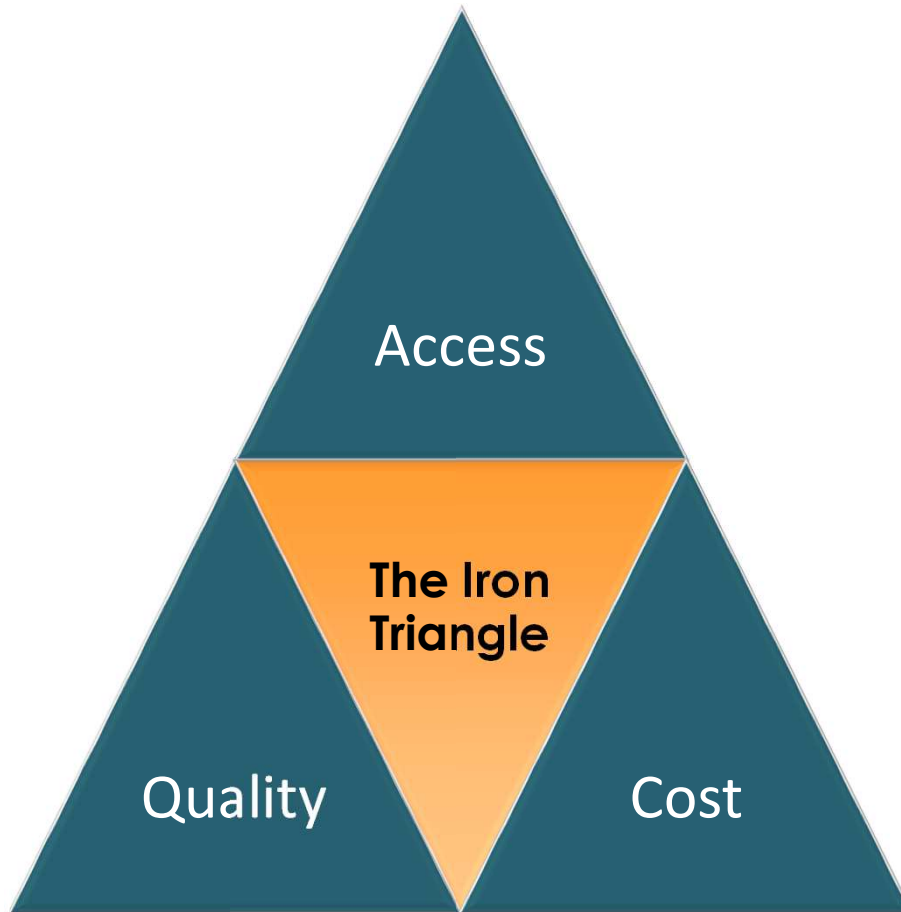
# Moving Forward

- Ui mai koe ki ahau he aha to mea nui o te ao, maku e ki atu He tangata, He tangata, He tangata.



- *If you ask me what the most important thing in the world is, I would say It is people, It is people, It is people.*

## The Future



### Breaking the Triangle?

How do you improve access and quality whilst reducing cost?

Offer patients who plan to attend to:

- transact online (appointment book)
- stratify themselves (symptom check)
- manage themselves (self-help)
- use other services (sign post)
- take phone advice (nurse callback)
- e-consult (structured history analysis)

(All with medicolegal approval)