



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND



Whakakotahi & Happy Skin

The Fono

Health Quality & Safety Commission

Session description

- Overview of Whakakotahi
- The Fono – Happy Skin quality improvement project:
 - Overview of the project
 - Key learnings, challenges and enablers

Health Quality & Safety Commission



Whakakotahi – ‘to be as one’

- Partnering with primary care teams to work on small-scale improvement projects chosen by the providers
- Focused on:
 - equity
 - integration
 - consumer co-design



2018 – six projects

- The Fono – skin and soft tissue infection in the Tuvaluan population
- Gonville Health – new patient enrolment
- Turanga Health – workplace wellness
- Unichem Pharmacy Russell Street Hastings – child asthma
- West Coast PHO – diabetes
- Linwood Medical – diabetes

2019 – nine projects

- The Tongan Health Society – diabetes
- Taumaranui Community Kokiri Trust – diabetes
- The Local Doctors Otara – diabetes
- South City Health – child eczema
- Te Taiwhenua o Heretaunga Trust – child eczema
- Westbury Pharmacy & Hora Te Pai – gout
- Victory Square Pharmacy – physical health for opioid substitution therapy patients
- Te Whānau ā Apanui Community Health Centre – rural quality improvement & medicines management
- Mt Eden Pharmacy & Mt Eden Correctional Facility – asthma management



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The Fono – Happy Skin

Skin & soft tissue infections in the Tuvaluan community



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Happy Skin improvement team

- Dr John Kennelly, Clinical Director/GP
- Temasi Kitara, Enrolled Nurse
- Laine Lekasa-Steven, Family Support Worker
- Tauliani Monise, Community Support Worker
- Mileta Esela, Community Support Worker
- Elena Tauliani, Health Promoter
- Janet Tekori, Executive Assistant, QI Facilitator
- Yulong Gu Helen, Data Analyst

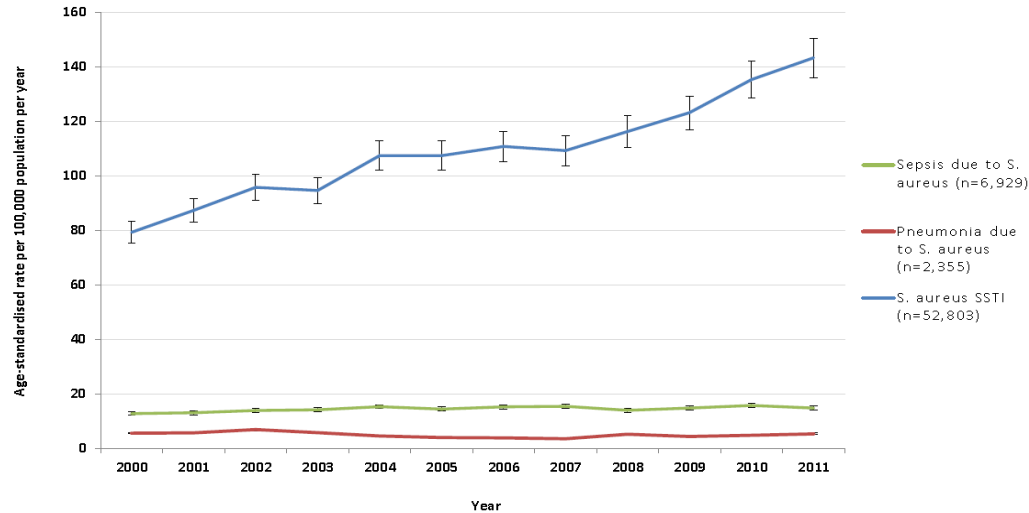


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Staph growing and dangerous trend

Annual rate of *Staphylococcus aureus* infections in New Zealand, 2000 - 2011



Williamson DA et al. *Emerg Infect Dis*, 2014

Effects of deprivation

Ethnic group	SSTI patient #	Total patient #	SSTI prevalence
Tuvaluan	125	717	17%
Other Pacific people	349	3053	11%
Non-Pacific people	61	874	7%
Total	535	4644	12%

Aim statement

To reduce the rate of skin and soft tissue infections (*Staphylococcus aureus*) in the West Auckland Tuvaluan population (< 25 years enrolled Fono patients) by 25 percent by November 2018



Change package – Community-based approach



*'We went out to the Tuvalu community and we asked them what **THEY** wanted us to do to help them solve this problem of skin infections.'*

*'We then created a solution based on **THEIR** needs and feedback provided.'*

*'Having a **community-driven** approach is our biggest point of difference and that is the main reason why we have a successful project.'*



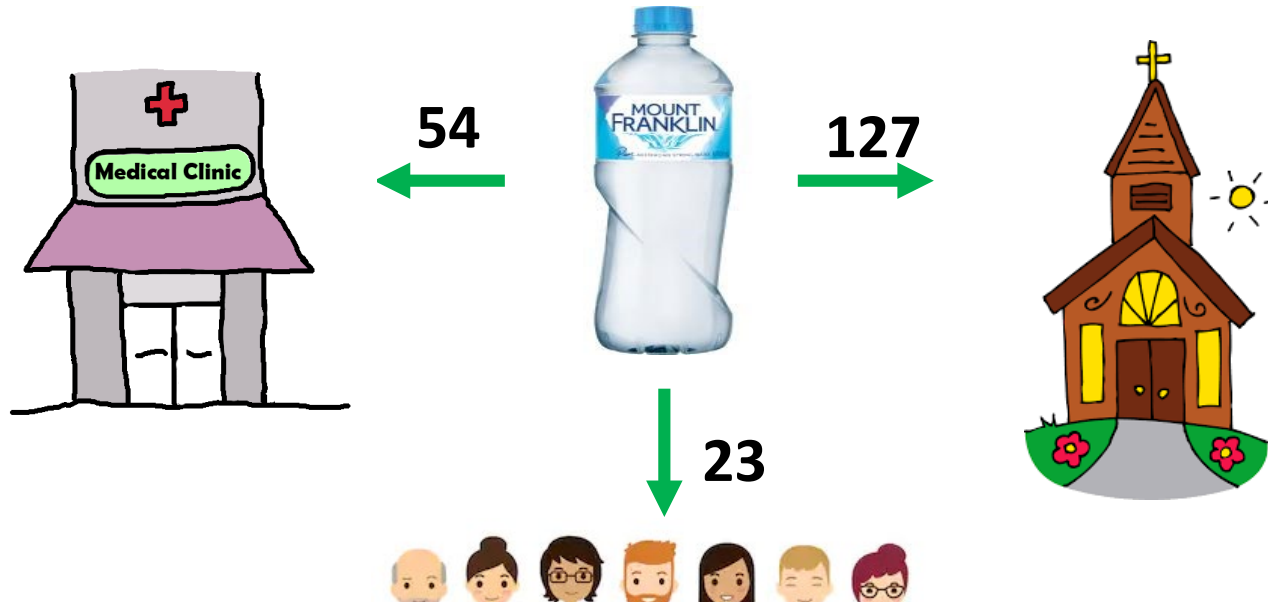
Change package – Presentation

Presentation covers:

- Types of skin infections
- Data of Tuvalu SSTI in comparison to all other island groups
- Solutions
 - Creams
 - Medication
 - Hand wash with soap
- Hand wash video

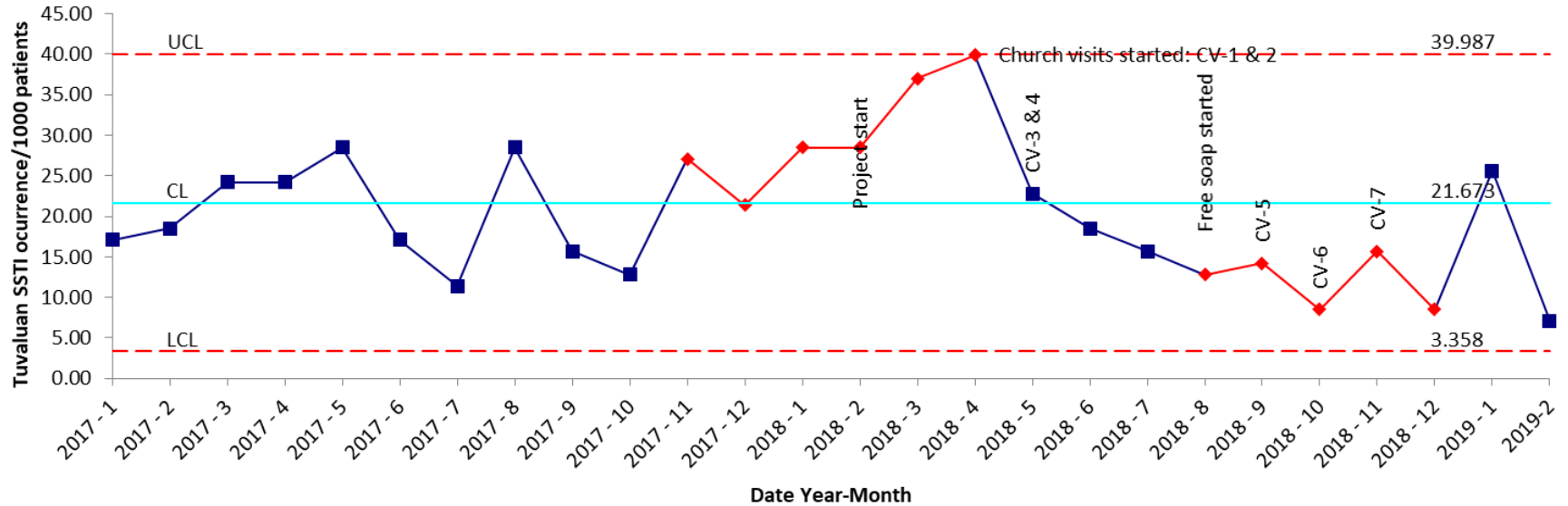


Change package – Soap distribution

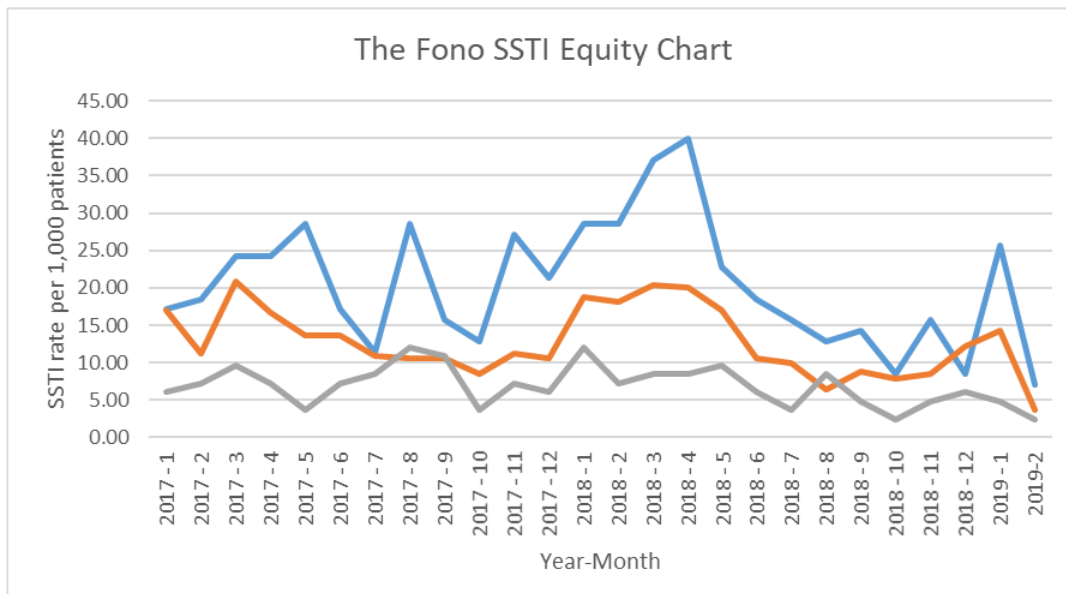


Results – Outcome measure

X Tuvaluan SSTI occurrence/1000 patients



SSTI equity



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Change package – Patient stories

BEFORE



AFTER



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Challenges

- Unpaid staff hours
- Lack of resources – demand for resources but no funding for it
- Time constraints
- Lack of IT/data revenues.
Tedious process of filtering patient records to capture target audience



Successes

- Outcome measure shows a decrease in SSTI rates during period of raising awareness
- Positive and appreciative feedback from consumers
- Presented to Ministers and various conferences
- Knowledge of quality improvement tools



Next steps

- Capture data
- Follow-up church visits
- Refilling soap bottles
- Providing learning sessions
- Looking at different target audience



Acknowledgements

- Dr John Kennelly, sponsor
- Improvement team
- Whakakotahi – Jane & John
- Ko Awatea – Alison & Suzanne
- The Fono
- Tuvaluan community





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Find out more at:
www.hqsc.govt.nz/our-programmes/primary-care

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