

# New partnerships New leaders Co-Design transforming health and care services

Dr Lynne Maher- Director of Innovation Ko Awatea  
-Honorary Associate professor Auckland University

Renee Greaves-Patient and Whaanau Care Advisor

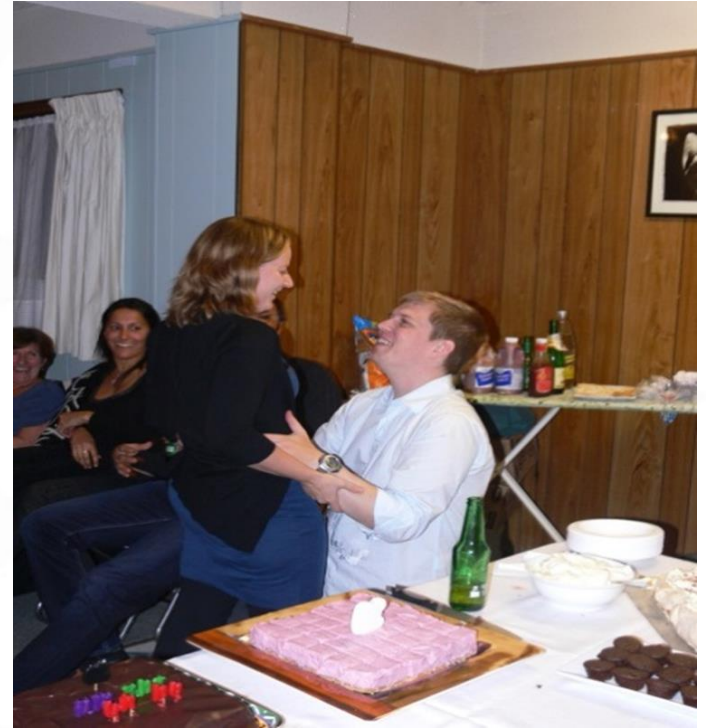


@LynneMaher1  
@Reneegreaves2



# Life changes in the blink of an eye

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**“ A week they  
will never forget  
but one  
I will never  
remember”**



# Black Cloud where is your silver lining?

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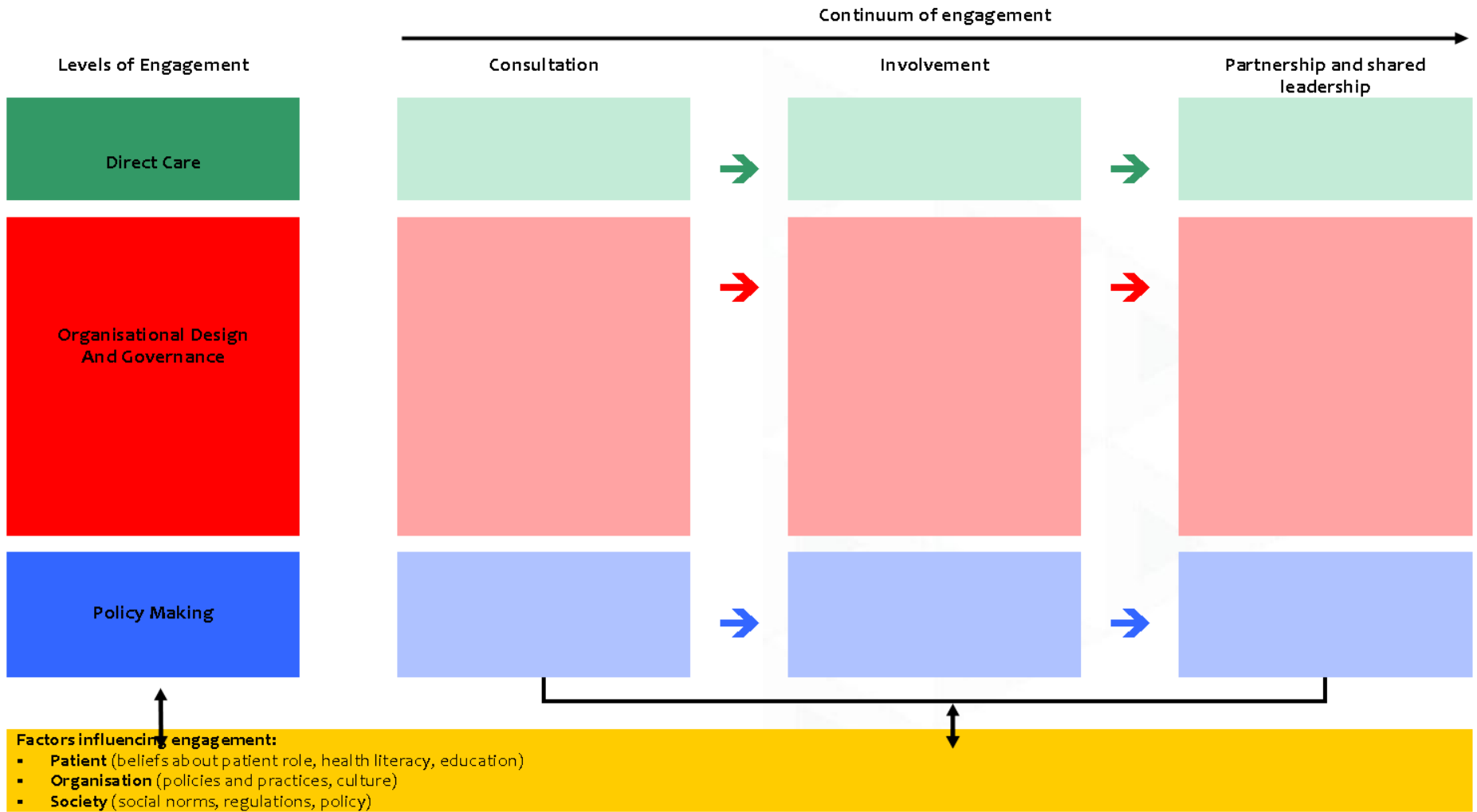


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# A Multidimensional Framework for Patient and Family Engagement in Health and Health Care

## CM Health – Patient Experience/ Co Design



Kristen L. Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Betchel and Jennifer Sweeney. Patient And Family Engagement: A framework For Understanding the Elements And Developing Interventions And Policies. *Health Affairs*, 32, no.2 (2013): 223-231



# Direct Care - Gastroenterology Patient Information

*Don't miss on this*

## Colonoscopy & Information on Bowel Preparation

When you have read this leaflet please contact us on 276 0044 ext 6061 to confirm your appointment. If you are unable to attend we can give your appointment to another patient and arrange an alternative time for you.

The colonoscopy itself takes 20 to 40 minutes, and may take longer if any polyps (projections of tissue rather like warts) are removed. Normally you will be able to go home 45 minutes later. Occasionally, if there are emergency cases or very complex cases the start of your procedure may be delayed and you may be in the hospital for up to 4 hours.

*we will keep you informed*

### What is a Colonoscopy?

It is an examination, which allows the doctor to look directly at the lining of the large intestine or colon using a colonoscope. This is a flexible tube about the thickness of the index finger. Sometimes a sample of the lining of the bowel (a biopsy) is taken for laboratory examination. If polyps are found, they can be removed during the examination.

*Change pic & swap label*

### Preparation for the examination

It is important that you read the preparation for colonoscopy section. This will explain:

- How to prepare your bowel;
- When to stop eating;
- Medication you will need to stop;
- What to do if you have diabetes.

For this examination to be successful and allow a clear view of the colon, your bowel must be as empty as possible. If the bowel is not sufficiently empty, the whole procedure may have to be cancelled and repeated on another occasion.

*safe completed*

### Before leaving home

- Make sure you have a list of any medications you are currently taking. It is especially important to bring with you any asthma inhalers, angina sprays or diabetic medication.

• Leave behind any valuables. The hospital takes no responsibility for your belongings while you are in the Unit.

*steps during the procedure part way through, cancelled & repeated*

## Colonoscopy & Information on Bowel Preparation

If you are unable to attend this appointment please contact the appointments team on 276-0044 ext 6061 within all relevant working days of your appointment date. If you do not do this your name will be removed from the waiting list. If phone is unattended please leave a message (Full name, hospital number and phone number) and we will return your call as soon as possible.

For further questions or additional information please contact the nurse on (03)2760044 ext 8645. If phone is unattended please leave a message.

The colonoscopy itself takes 20 to 40 minutes, and may take longer if any polyps (projections of tissue rather like warts) are removed. Normally you will be able to go home 45 minutes after your procedure. Occasionally, if there are emergency cases or very complex cases the start of your procedure may be delayed and you may be in the hospital for up to 4 hours.

### What is a colonoscopy?

It is a procedure, which allows the doctor to look directly at the lining of the large intestine or colon using a colonoscope. This is a flexible tube about the thickness of the index finger. Sometimes a sample of the lining of the bowel (a biopsy) is taken for laboratory procedure. If polyps are found, they can be removed during the procedure.

### Preparation for the procedure

It is important that you read the preparation for colonoscopy section. This will explain:

- How to prepare your bowel;
- When to stop eating;
- Medication you will need to stop;
- What to do if you have diabetes.

For this procedure to be successful and allow a clear view of the colon, your bowel must be as empty as possible. If the bowel is not sufficiently empty, the whole procedure may have to be cancelled and repeated on another occasion.

### Before leaving home

- Make sure you have a list of any medications you are currently taking. It is especially important to remember to bring with you any asthma inhalers, angina sprays or diabetic medication.

Please arrange for a friend or relative to escort you home, and take responsibility for you until the next day. If you do not have an escort we will be unable to do your test.

Please leave your valuables at home. The hospital takes no responsibility for valuables that may go missing.

Boarder No. GASTR08 November 14  
Counties Manukau District Health Board

- Reduction in information
- Medical contact phone numbers more prominent
- Critical timings of prep have been clarified and made easier to read.
- More professional looking



# Organisational Design and Governance

## Way Finding



## EDMUND HILLARY

Wards 31 - 35



We welcome close family / whaanau to our wards at any time


2pm - 8pm

Visitors are welcome between 2pm - 8pm

Discharge Lounge  
Cardiac Investigation  
Gastroenterology  
Haematology  
Orthotics

*Through to:*

Harley Gray

Main Reception 

### Simple language for the public

- NICU, NNU to Neonatal care
- AT+R Outpatients to Rehabilitation
- EPU to Early Pregnancy
- Gynaecology Care unit to Gynaecare

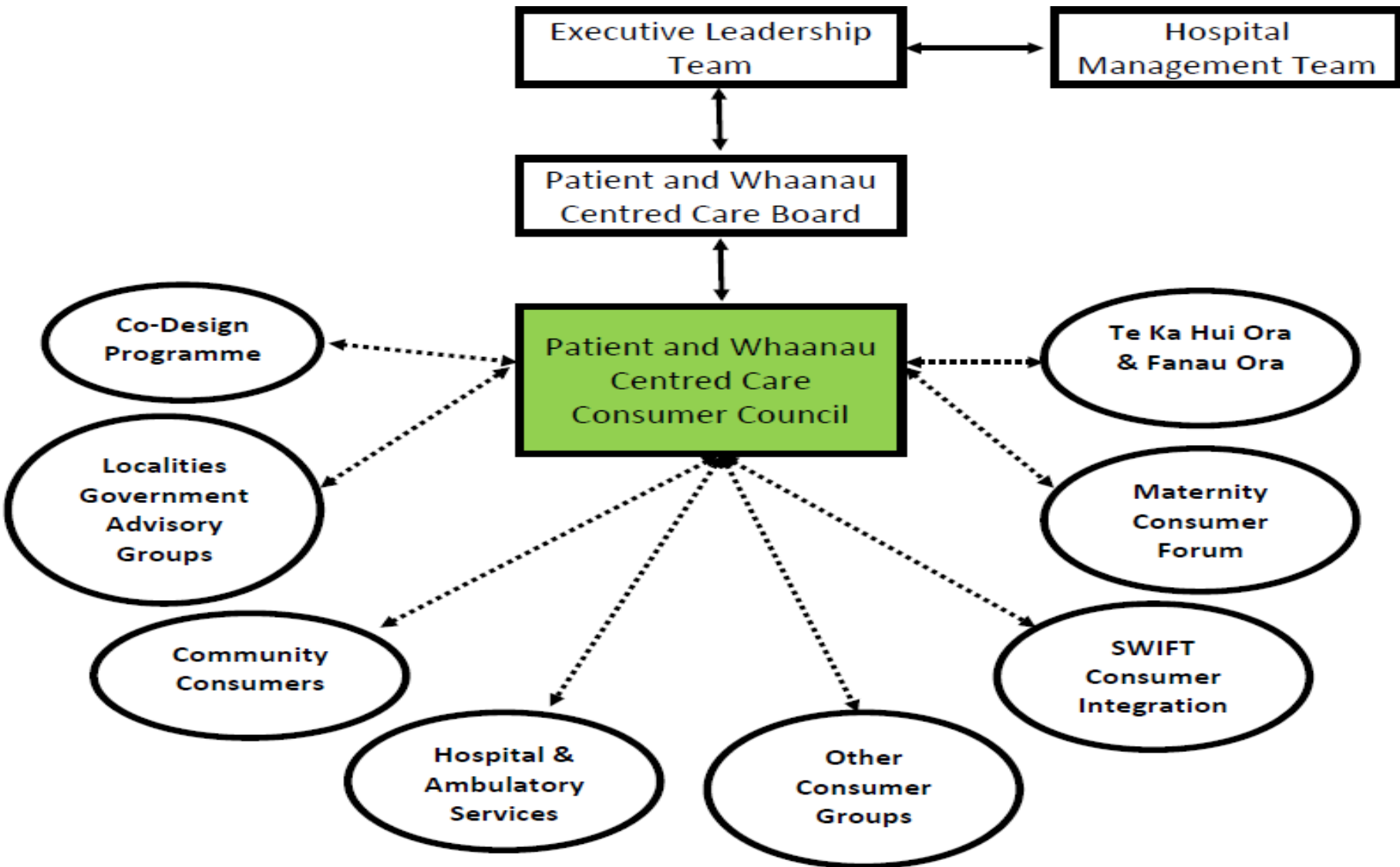
# System Level

## Consumer Council



- 10 members ranging from 26-86yrs old
- Plus representation from localities
- Provides Patient and Whaanau Perspectives
- Provide a Disability view through lived experience
- Diverse range of ethnic backgrounds
- Links into over 100+ different community groups and organizations

# Where does the council fit in ?

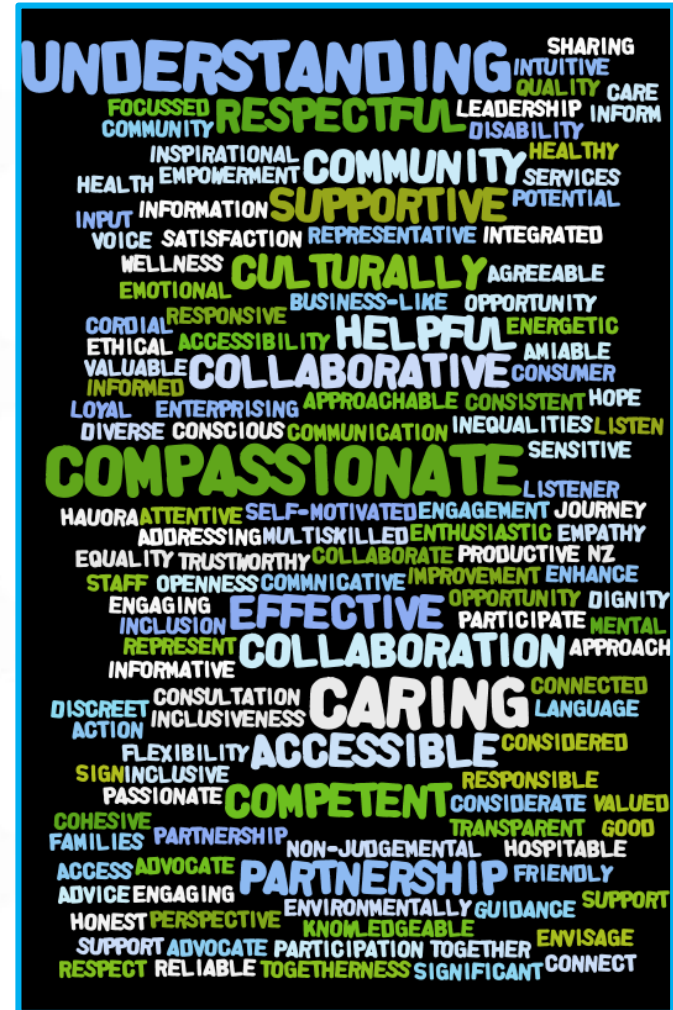


# What does the council do for Counties Manukau Health?

- Corporate Counties Manukau Health website is being refreshed to enhance information that is of importance to patients and families. <http://countiesmanukau.health.nz/>
- Involved in Co design of Health Quality and Safety guide to consumer engagement.
- Patient and Whaanau perspective into research project for Neonatal services.
- A number of patient resources have been re-designed with input from the consumer council

## IMPACT

Consumer engagement requests across the organization are increasing both including use of the consumer council, and requests for consumer representatives on projects.



Listening lab- Patient Experience Week



APAC Excellence awards judging



Consumer Rep forum

Jammies in June  
Middlemore Foundation



Project Swift Workshop

# System level- Patient Experience Week

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We are going into our fourth year.

**2016** Regional event, with some joint activities-3 District health boards.

Theme: Communication across the whole health community

## **Key events included:**

Empathy Zones including sensory lab

Listening labs with students and patients/ whaanau sharing experiences

Ward displays and activities

Maori health science academy students emersion.

Medical grand Round- focus on communication with patients

Mindfulness sessions for staff

Whole staff forum- focus on co-designing communications

Communication role plays-led by Allied health

Bio containment tours- future leaders, staff experience for students

Communication Film

**2017** **Experience** week- Four/Six District health boards, planning is underway for last week of March.



Communication: The key to making a difference.

# Think about our consumers.....

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**Don't underestimate me.**  
I know more than I say, think more than I speak, & notice more than you realize.

Remember today's patient who is managing the process of a new diagnosis and treatment, might be tomorrow's representative.

From @CreatingRipples  
August 2015



# The future of healthcare.....



**...patients, whaanau and  
staff working in  
partnership to improve  
services and care  
delivery.**