



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND

*Kupu Taurangi Hauora o Aotearoa*

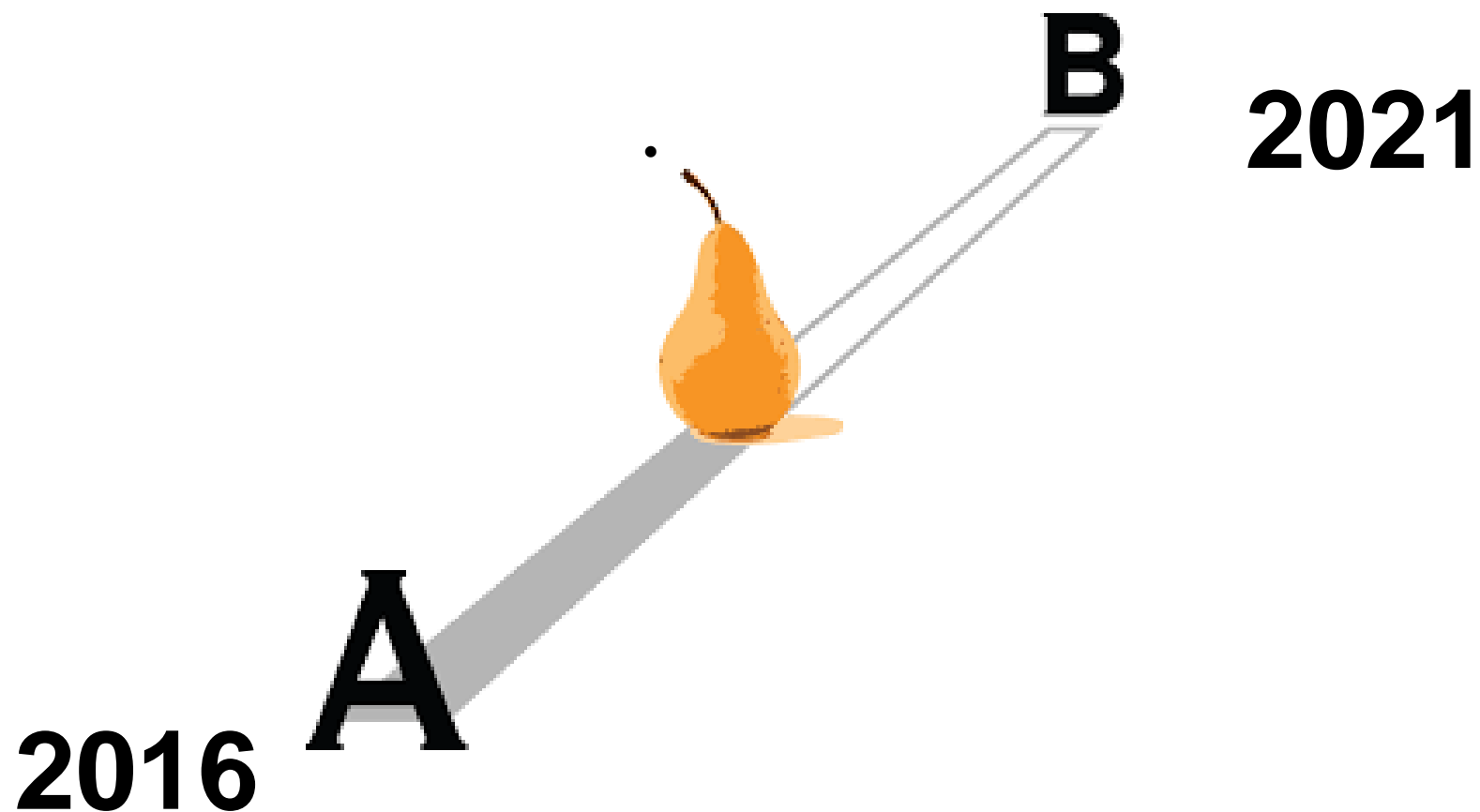
# Patient Deterioration Programme

## *Next Steps*

**Gary Tonkin**

Senior Portfolio Manager

# Context



# It's all one system!



**The whole is greater than the sum of its parts**

## It's all one system

**“The whole is greater than the sum of its parts”**

**- Collins Dictionary definition:**

- “better than you would expect from the individual parts, because the way they combine adds a different quality.
- As individual members' solo careers have proved, each band was greater than the sum of its parts”.

# It's all one system

## Collins Dictionary

- *As individual members' solo careers have proved, each band was greater than the sum of its parts”.*



# VSC, NZEWS and local escalation



# VSC, NZEWS and local escalation

- “the challenge is not starting, but continuing after the initial enthusiasm has gone”. *Ovretveit (2003)*

Refining. Sustaining.

# Supporting elements

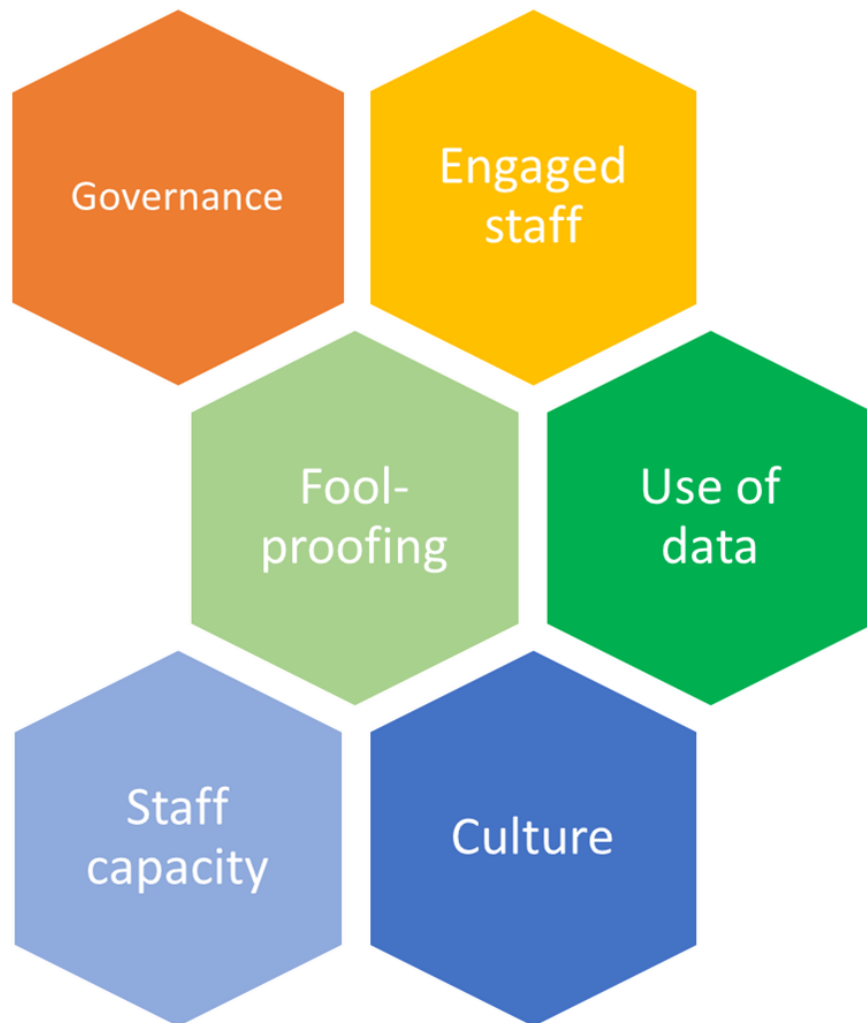
Solid foundations are needed.



Roll-out has included elements to support sustainability



# Sustaining improvements



*(Adapted from:  
5 Million Lives  
Campaign)*



Kōrero mai

Talk to me

# Kōrero Mai



# Why is this so important?

- Patients, family & whānau can be heard
- Complements the work of clinical staff
- provides a 'safety net'

***Most systems are used infrequently, but when they are, they are nearly always clinically relevant. (Gill, Leslie, Marshall)***

# Kōrero Mai

## Cohort 1 – 2017/18

- Waitemata DHB
- Bay of Plenty DHB
- Canterbury DHB
- Southern Cross Christchurch

## Cohort 2 – 2018/19

- Taranaki DHB
- Whanganui DHB
- MidCentral DHB
- Capital & Coast DHB

## Cohorts 3 & 4 – 2019/20

- Remaining DHBs

# Shared goals of care

Consistent approaches to **determining**,  
**communicating**, and **documenting**  
treatment plans.

# Clearing up confusion..

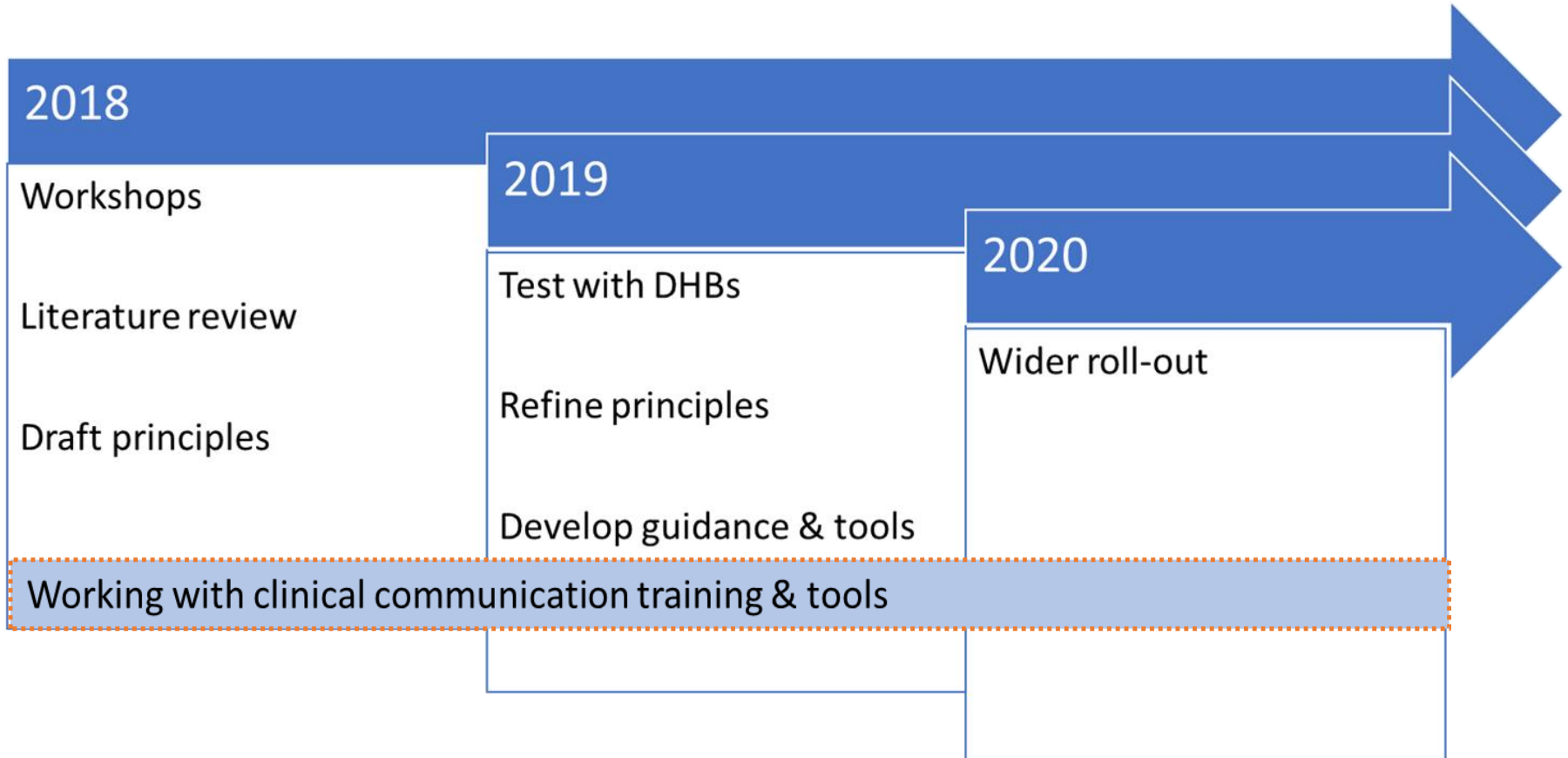
- **Current hospital admission**, where the patient's condition is **unpredictable** and may deteriorate further.
- A **shared decision-making process** between the patient, family, whānau and the clinical team.
- Outcomes is an **overall direction** for episode of care and any **agreed limitations** on medical treatment.

# Shared Goals of Care

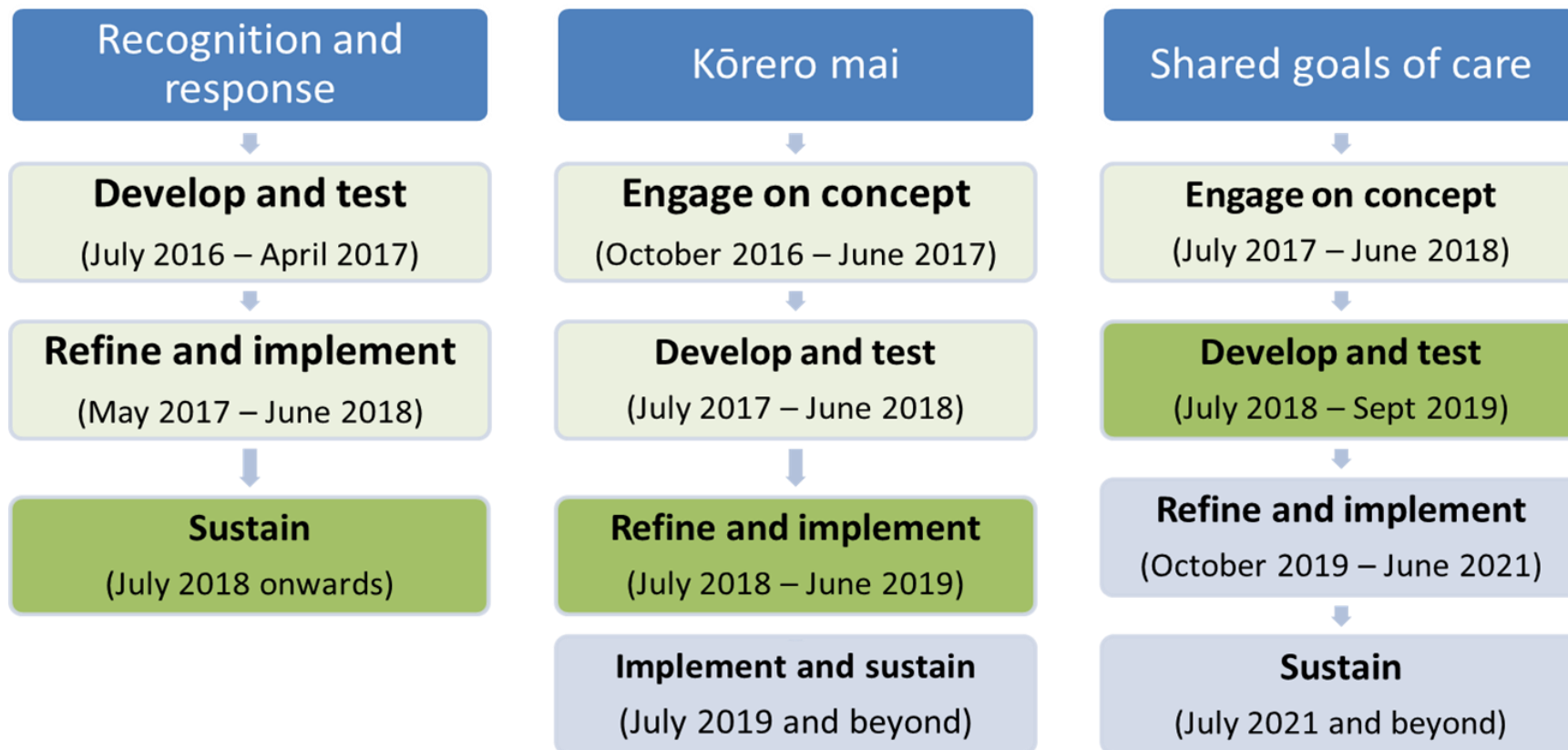




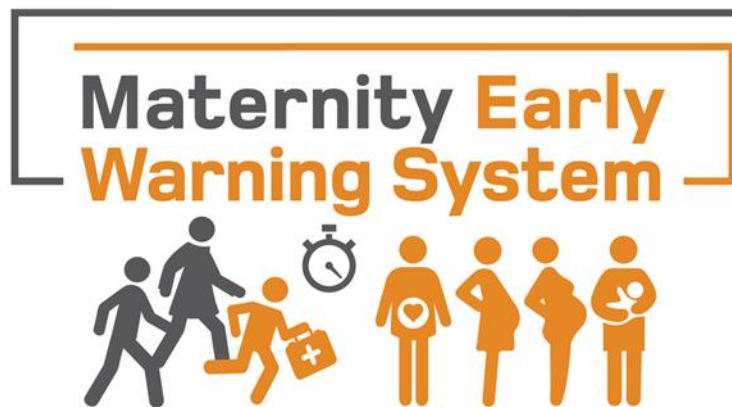
# Shared Goals of Care



# Putting it all together



# Need to stay flexible



Testing in 3 DHBs

Wider roll-out 2019



# Thank you

